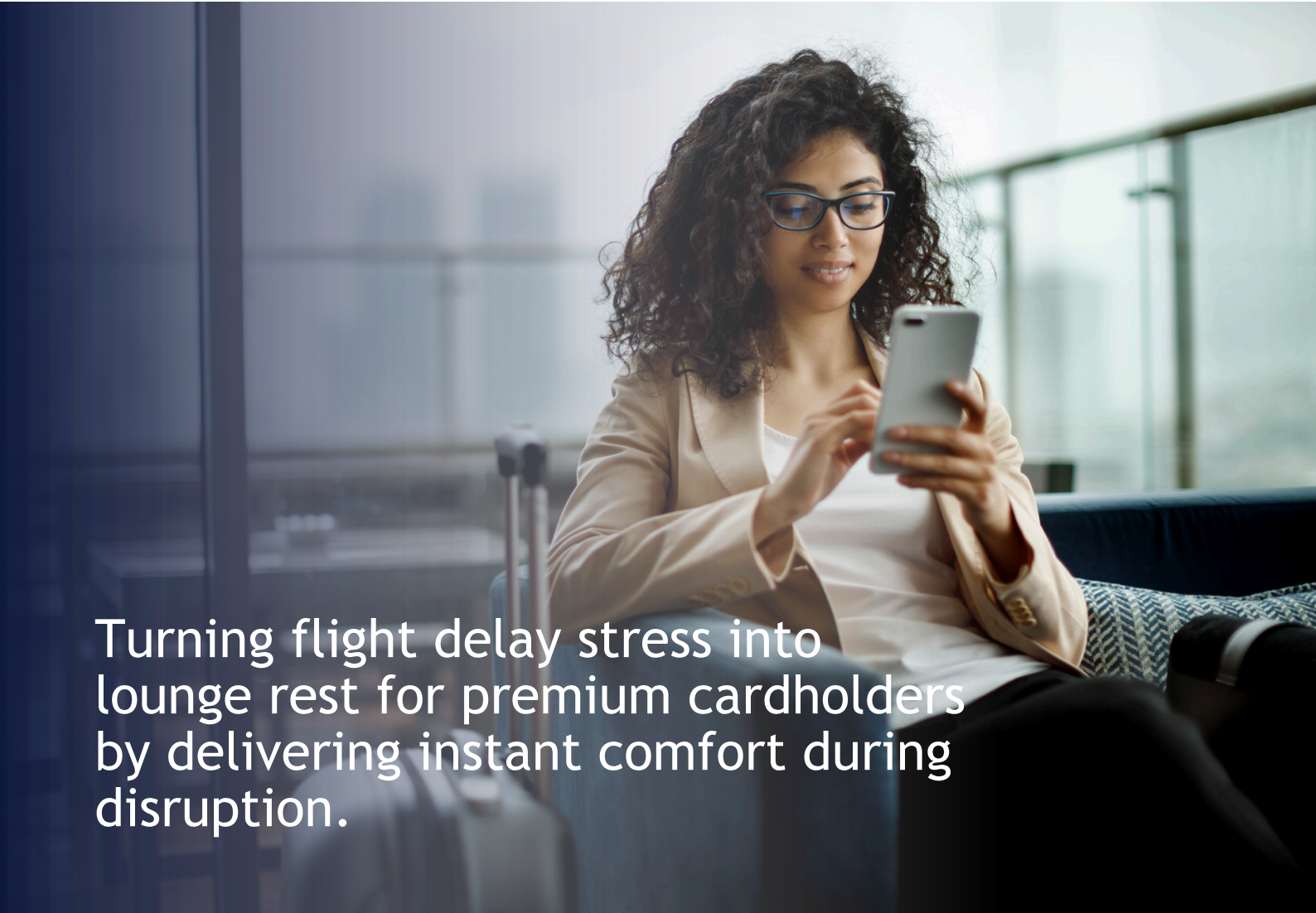




Turning flight delay stress into lounge rest for premium cardholders by delivering instant comfort during disruption.

A leading digital bank partnered with us to enhance its premium card offering, integrating real-time lounge access into its mobile app to improve the travel experience during flight disruptions.

Turning flight delay stress into lounge rest

This neobank wanted to offer their premium cardholders digital airport lounge access as a premium travel benefit within their mobile app via API for a seamless customer experience.

LoungeKey Pass provides single-use lounge access, with fully customisable lounge-sets and co-branded features.

Plus, our real-time parametric flight disruption assistance service SmartDelay sits alongside core rewards & benefits proposition as a unique product differentiator.

1. Customers simply register their flight(s)
2. Realtime tracking informs them there's a delay
3. Flights delayed 1 hour+ receive QR code for single-use lounge access



A simple solution with spectacular results

- 2.3m customers are eligible
- 50k register their flights per month
- 10% receive lounge access voucher because of a flight delay occurring
- 2.3 travelers + companions on average enjoy the comfort of a lounge together during the time of delay

“

The new SmartDelay came through just as my flight to Salzburg was delayed by nearly two hours. Even before the delay was announced, two free lounge vouchers arrived in the mobile app for me and my son.”

Expanding our horizons for the future

As a market leader in providing exceptional customer engagement strategies, we're continually exploring ways to integrate new technologies to complement the value of our products and elevate customers' travel experiences.

Talk to our team to find out how your brand can take advantage of SmartDelay today:

[Collinsongroup.com](https://collinsongroup.com)

