



Lounge Visit Complaint & Dispute Form

Issuer			
Submission Date:			
Name of person completing the form:		E-mail address:	
Airport Lounge Name, Terminal & Location:		Lounge Code:	
Lounge City:		Lounge Country:	
Customer Name:		BIN number / Partial card Number:	
Date and approx. time of Visit:		Air Carrier & Flight Number:	
Batch No:	(required for LV Disputes from the Monthly billing report)	Voucher No:	(required for LV Disputes from the Monthly billing report)

Nature of Query (Check one):

LV Dispute/ Billing Query **Complaint**

COMPLAINT DESCRIPTION *(Full Details of complaint, including full details and names or descriptions of any lounge staff and in the case of denied access please confirm the reason given by the lounge for denying the access, and confirmation of whether the Card Product was shown/swiped by lounge before access was denied.)*

EXPLANATION & COMMENTS FROM LOUNGE OPERATOR