The digital PassportCard
For iPhone users

Apple Wallet App
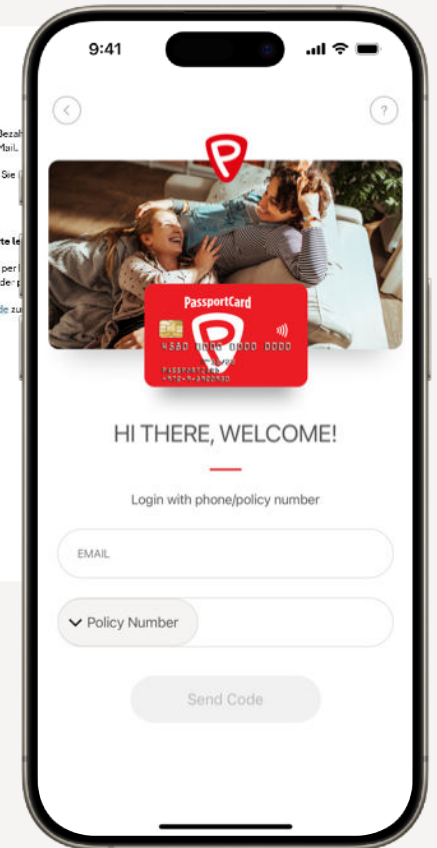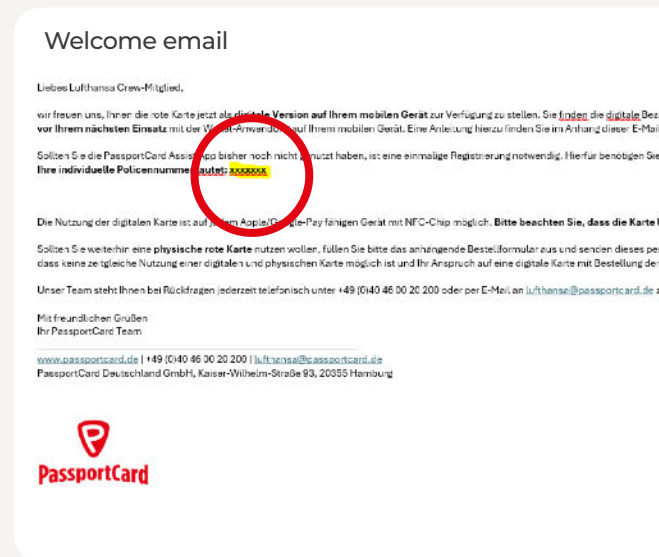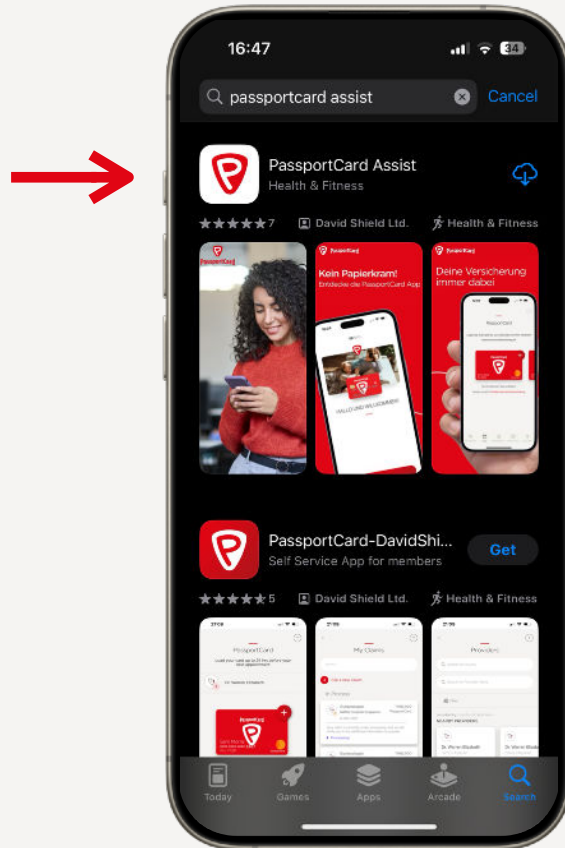
Add to **Apple Wallet**

Problems adding the card to the Wallet app?
Contact us by phone at **+49 (0) 40 4600 20 200**.

Install the PassportCard Assist App

1. Download the PassportCard Assist app and make sure to select the correct app. Search for "PassportCard Assist" in the App Store.
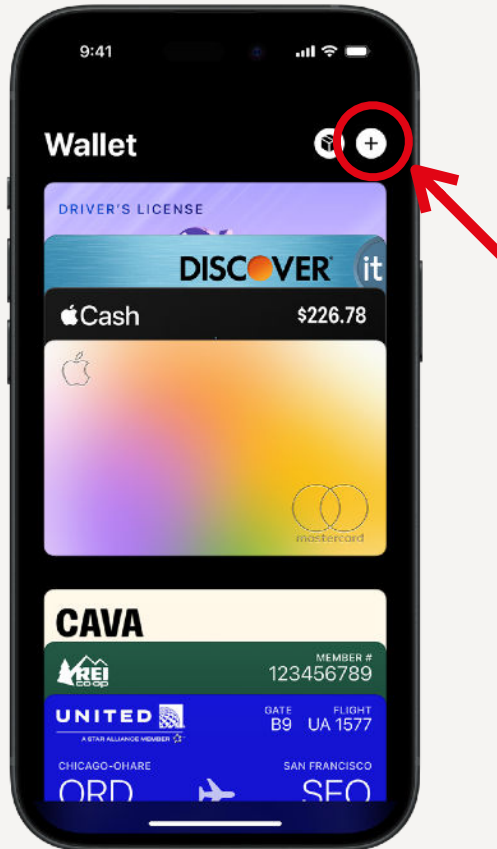
2. Log in using your Lufthansa email address and policy number (you can find the policy number in the welcome email you received from us).
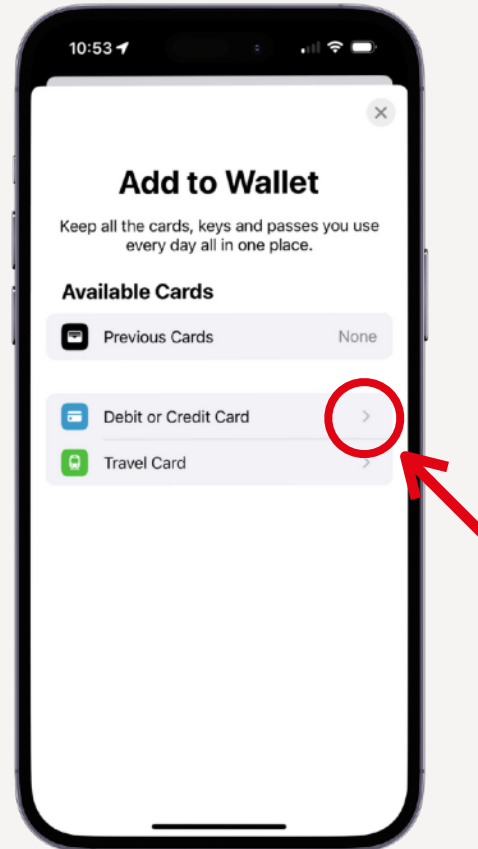

Problems adding the card to the Wallet app?
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Apple Wallet App Steps

1. Tap the "+" sign in the Apple Wallet app.

2. Tap on "**Debit or Credit Card**".

3. Scroll down and tap on "**Add a Different Card**".
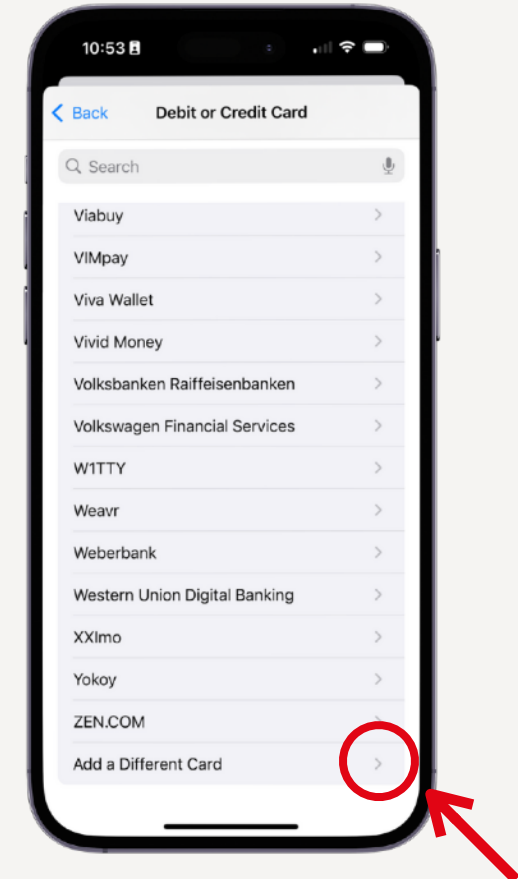
Problems adding the card to the Wallet app?
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PassportCard

PassportCard Assit App Steps

4. Tap on **"Continue"**
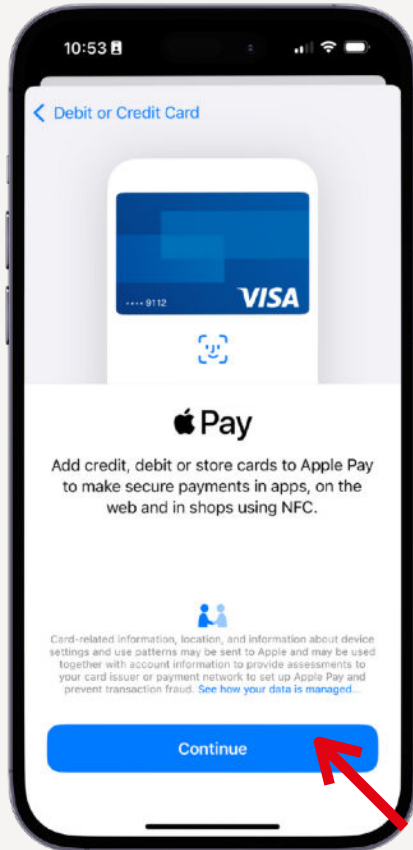
5. Tap on **"Enter Card Details Manually".**

6. Switch to the **"PassportCardAssist App"** and **follow the steps on the next slide** to copy your card details.

Problems adding the card to the Wallet app?
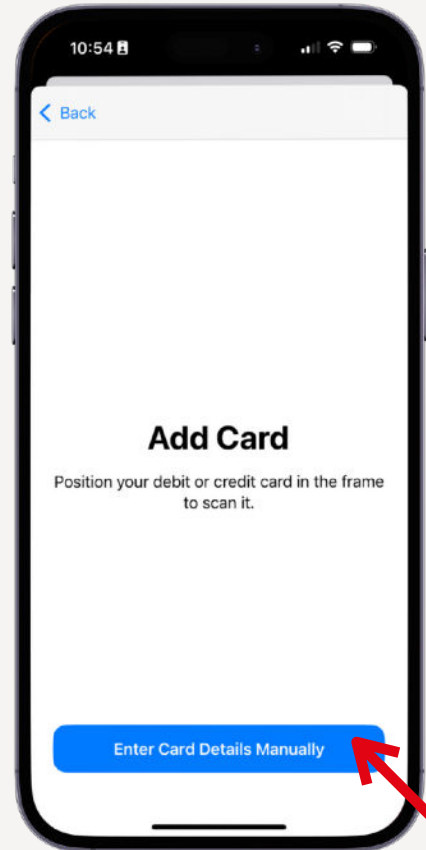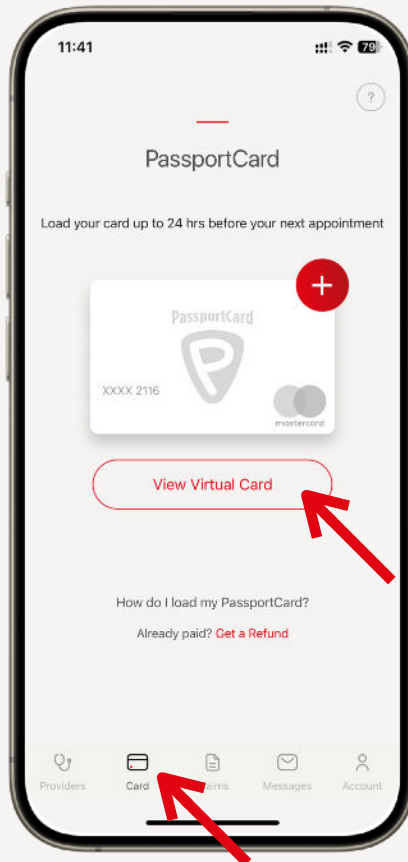Contact us by phone at **+49 (0) 40 4600 20 200**.

PassportCard Assit App Steps

1. Log in to your Assist app, tap "Card" on the bottom bar, and then select **"View Virtual Card"**.

2. Confirm your year of birth for identification purposes.*
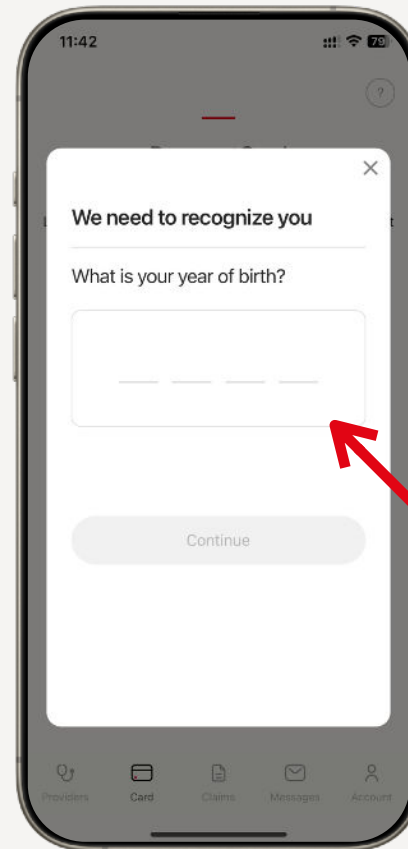
3. Tap on the **"eye symbol"** to see your card details.
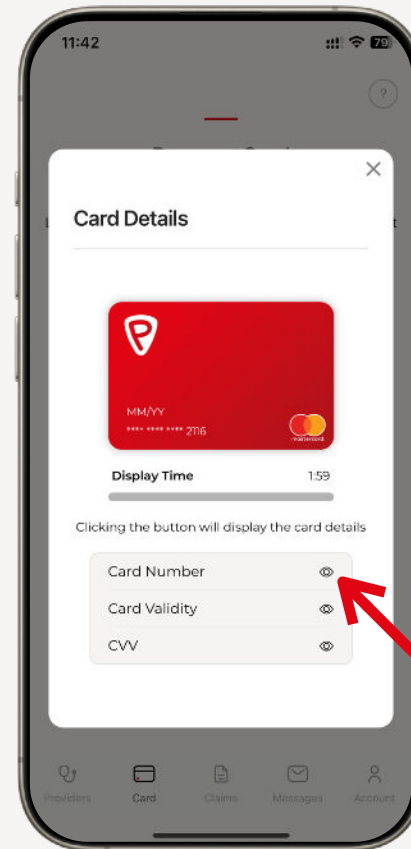
4. You can now copy the required information and paste it into the Apple Wallet app.

11:41

PassportCard

Load your card up to 24 hrs before your next appointment

+

PassportCard

XXXX 2116

mastercard

View Virtual Card

How do I load my PassportCard?

Already paid? Get a Refund

Providers | Card | Claims | Messages | Account

11:42

We need to recognize you

What is your year of birth?

— — — —

Continue

Providers | Card | Claims | Messages | Account

11:42

Card Details ✕

MM/YY
**** **** 2116
mastercard

Display Time   1:59

Clicking the button will display the card details

Card Number   👁

Card Validity   👁

CVV   👁

Providers | Card | Claims | Messages | Account

11:42

Card Details ✕

MM/YY
5212 1501 6405 2116
mastercard

Display Time   1:52

Clicking the button will display the card details

5212150164052116   📋

Card Validity   👁

CVV   👁

Providers | Card | Claims | Messages | Account

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* Note: If the entry is incorrect twice, you must log in to the app again.

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Apple Wallet App Steps

7. Return to the Apple Wallet app and add the card details from the Assist app.

8. Tap on **"Next"** and follow the instructions to complete the process.
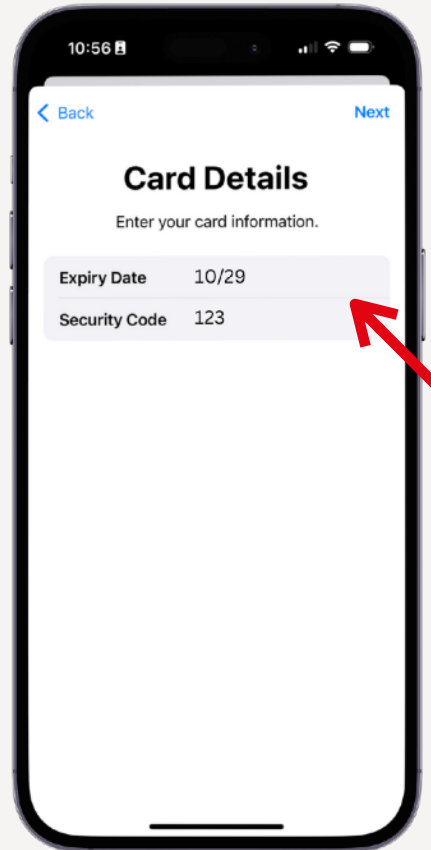
9. Check the terms of use and tap **"Accept"** to complete.

10:54

< Back   Next

Card Details

Verify and complete your card information.

Name	Customer
Card Number	1234 5678 9101 2345

10:56

< Back   Next

Card Details

Enter your card information.

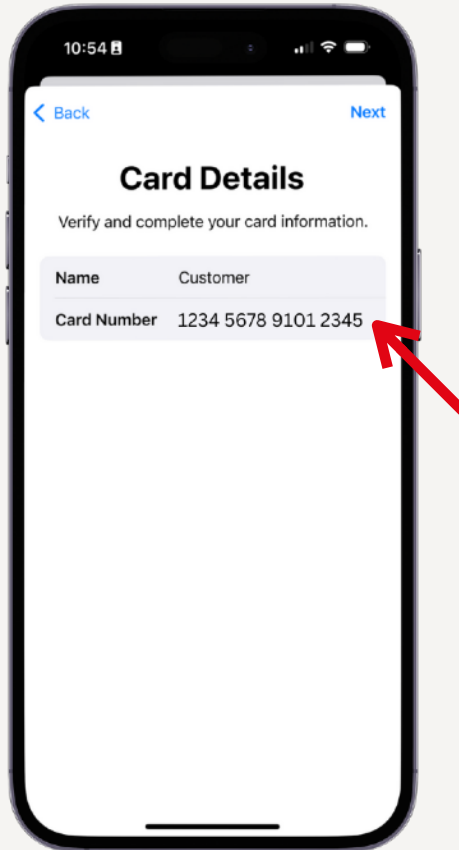| Expiry Date	10/29
Security Code	123

10:57

Terms and Conditions

Terms of Use for Mobile Payment Service – Apple Pay

1. The Apple Pay service, offered to you as a PassportCard holder, is subject to the terms of use of PassportCard, the privacy policy of PassportCard, as well as the privacy policy of Apple Pay and the terms of use of the Apple Pay service detailed below (hereinafter collectively: "Terms of Use").
2. **Important!** Before using the Apple Pay service, please read the Terms of Use carefully, as they will constitute the contractual relationship between you and PassportCard and between you and Apple Pay, regarding the matters regulated therein.
3. For the avoidance of doubt, the use of the Apple Pay service constitutes your agreement to the Terms of Use. PassportCard reserves the right to change and update its Terms of Use from time to time.
4. For any inquiry, question, or complaint regarding the use or operation of the Apple Pay service, please contact the operator of the Apple Pay Application (as defined below).
5. Chapter headings are provided for User convenience and orientation and will not be used in the interpretation of these Terms of Use.
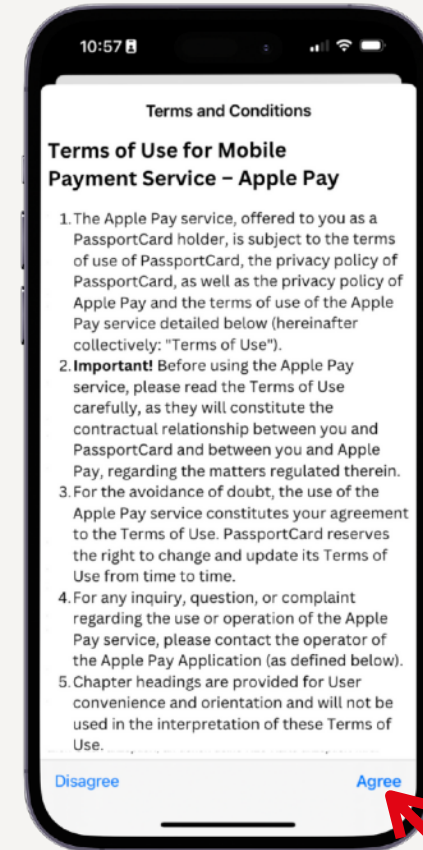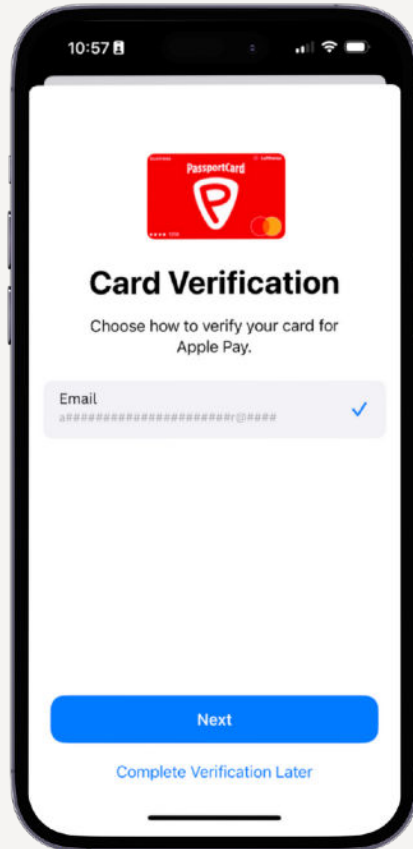
Disagree   Agree

Problems adding the card to the Wallet app?
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PassportCard

Apple Wallet App Steps

10. Tab on **"Email"** and then tab on **"Next"** to receive the confirmation code.

11. Tab on **"Next"**
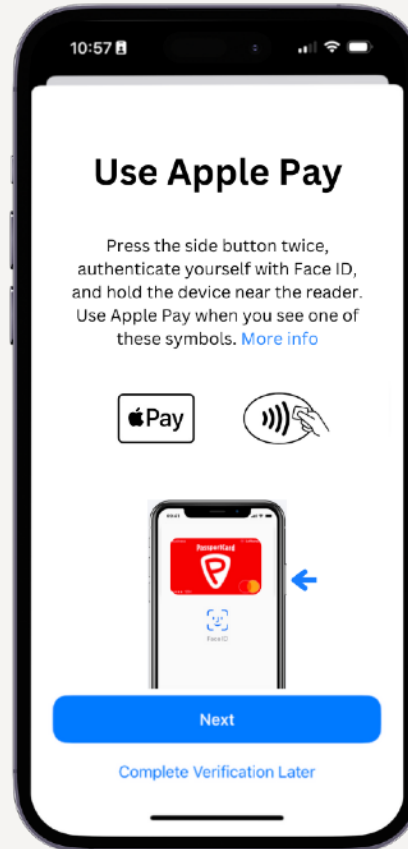
12. Tab on **"Enter code".**
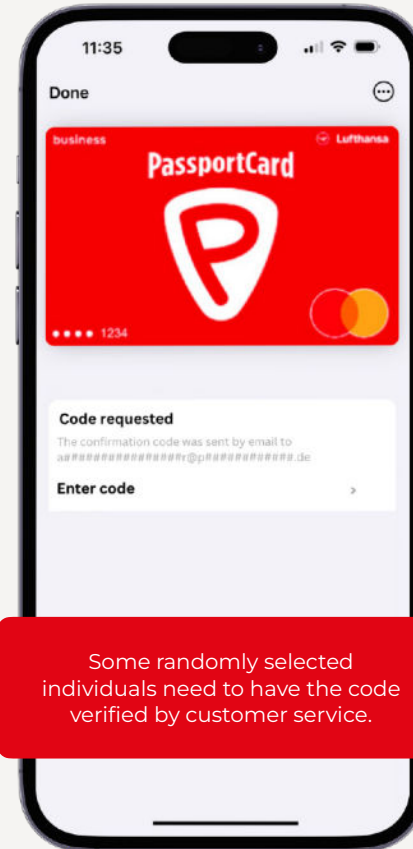
13. Tab on **"Confirmation code"** and enter the code you received by e-mail. Then tab on **"Next"** - and you're done!

Card Verification
Choose how to verify your card for Apple Pay.

Email
a#####################r@#### ✓

Next

Complete Verification Later

Use Apple Pay
Press the side button twice, authenticate yourself with Face ID, and hold the device near the reader. Use Apple Pay when you see one of these symbols. More info

 Pay

Next

Complete Verification Later

Done

business   PassportCard   Lufthansa
•••• 1234

Code requested
The confirmation code was sent by email to
aa###############r@p#########.de

Enter code   >

Some randomly selected individuals need to have the code verified by customer service.

Card Verification
Enter your PassportCard Financial Services LTD confirmation code.

Confirmation code

Complete verification later

Choose another verification option

Problems adding the card to the Wallet app?
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PassportCard

You have now successfully activated your digital PassportCard!

Add to Apple Wallet

Done

PassportCard