

PLAZA PREMIUM GROUP

NEWS RELEASE

Plaza Premium Group Partners with Capital One To Develop Branded Airport Lounge

Hong Kong, 17 May 2021 – Plaza Premium Group, the world’s leading airport hospitality service provider, is partnering with Capital One Financial Corporation, a U.S. financial services company based in McLean, Va., to create a unique, customer-first airport lounge at Dallas-Fort Worth Airport (DFW).

The Capital One-branded airport lounge is set to launch later this year in DFW’s Terminal D (International Departures), which recorded more than 70 million passengers in 2019. Capital One will leverage Plaza Premium Group’s award-winning expertise in airport lounges including space and experience design, product development, pricing strategy, food and beverage concepts, premium customer service and lounge operations. The new Capital One lounges aim to fulfill the needs of various traveller types from business travellers, adventurers, families to honeymooners with desires to enjoy a memorable pre-flight experience.

“Partnering with Capital One, one of the most innovative, customer-centric financial institutions in the US, is a very important milestone for us. As travel demand is slowly resuming, we are grateful to be trusted by Capital One to establish the future of travel together, as well as expanding our world-class airport hospitality service to travellers not just in the US, but also around the world. With Plaza Premium Group’s 22 years of expertise in building world-class lounge experience, we are confident in developing a comforting, memorable and seamless airport experience that delights Capital One’s customers and serves travellers evolving needs and expectations.” shares Bora Isbulan, Chief Commercial Officer of Plaza Premium Group.

“When designing the new Capital One Lounges, we talked to customers and industry experts to understand what works and what doesn’t in the current travel environment, and sought to create something different for travelers,” said Jenn Scheurich, Senior Director and Head of the Lounge program at Capital One. “We’re thrilled to be partnering with Plaza Premium Group and look forward to tapping into their expertise in this space to deliver a best-in-class experience.”

The new Capital One Lounges offer a modern space full of unique amenities that are intentionally designed to provide relaxation, rejuvenation and exploration. Key features include:

- A thoughtfully designed and industry-leading grab & go food section featuring curated menus by local, up & coming chefs, healthy selections made with regionally sourced ingredients and sustainable packaging that will make “sad salads” a thing of the past.
- For travellers with more time to spare, a restaurant-quality in-lounge dining experience with unique touches like craft cocktails on tap, local beers, and regional wines.

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- Wellness-focused amenities to recharge, relax or a little bit of both with a cycling and yoga room, relaxation rooms, nursing rooms, and shower suites with luxury bath amenities.
- All in all, a safe and welcoming environment for our customers as they start to travel again and will be implementing COVID-conscious cleaning protocols and standards within our lounges.



Capital One-branded lounge is set to launch later this year in DFW's Terminal D (Rendering image)



The new Capital One Lounges designed to provide relaxation with modern space full of unique amenities (Rendering image)

More high-resolution images can be downloaded here: <https://plaza-network.box.com/s/uztk5o6fjhz4zzh5lnddfr01kyz7k834>

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About Capital One

Capital One Financial Corporation (www.capitalone.com) is a financial holding company whose subsidiaries, which include Capital One, N.A., and Capital One Bank (USA), N.A., had \$310.3 billion in deposits and \$425.2 billion in total assets as of March 31, 2021. Headquartered in McLean, Virginia, Capital One offers a broad spectrum of financial products and services to consumers, small businesses and commercial clients through a variety of channels. Capital One, N.A. has branches located primarily in New York, Louisiana, Texas, Maryland, Virginia, New Jersey and the District of Columbia. A Fortune 500 company, Capital One trades on the New York Stock Exchange under the symbol "COF" and is included in the S&P 100 index.

About Plaza Premium Group

With a mission to *Make Travel Better*, Plaza Premium Group is the pioneer and industry leader in innovating global airport hospitality services and facilities in over 180 locations of 50 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises four core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel and Refreshhh by Aerotel; airport meet & greet services ALWAYS and a range of Airport Dining concepts. The Group has also developed Smart Traveller, a mobile-app based global airport membership programme that is designed for air travellers, offering uniquely-curated perks, benefits and rewards experience through points earning and redemption. In addition to its own brands, Plaza Premium Group provides airport hospitality solutions to leading airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, Lufthansa, China Southern Airlines, Star Alliance, SkyTeam, American Express and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for four consecutive years from 2016 to 2019 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, and “Best Airport Lounge Operator” for 2018 & 2019 by *TTG Asia* magazine. In 2020, the Group has successfully been awarded ISO 9001:2015 for Hong Kong Headquarters, proving the

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quality management in providing airport lounge services. In addition, the group's Founder and CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of The Year and Master Entrepreneur of The Year 2018 Malaysia.

Plaza Premium Group currently employs over 5,000 staff and serves more than 20 million global passengers annually. By continuously innovating and striving to surpass travellers' expectations of airport experiences, the group is growing exponentially across major international airports globally.

To learn more: www.plazapremiumgroup.com

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