QUERIES AND GUIDELINES: Frequent Flyer Programme

As Air India is in process of migration of Loyalty Programme on New System, We would like to bring under your notice how functions of our Loyalty Programme will be available during this transition:

- o **Member Enrolment / View Profile** are available on Air India web-site (www.airindia.in)
- o **Accruals on Air India Flights** will happen, if Frequent Flyer Number is present in booking
- o **Redemption on Air India** flights will be through AI City Offices. This will not be available on Air India web-site for time being.

Please note:

For Redemption of Frequent Flyer Points: Please contact Air India City Office

Retro Claims: Please forward your request for Retro Claim along with copy of boarding card to : airindia.retros@airindia.in

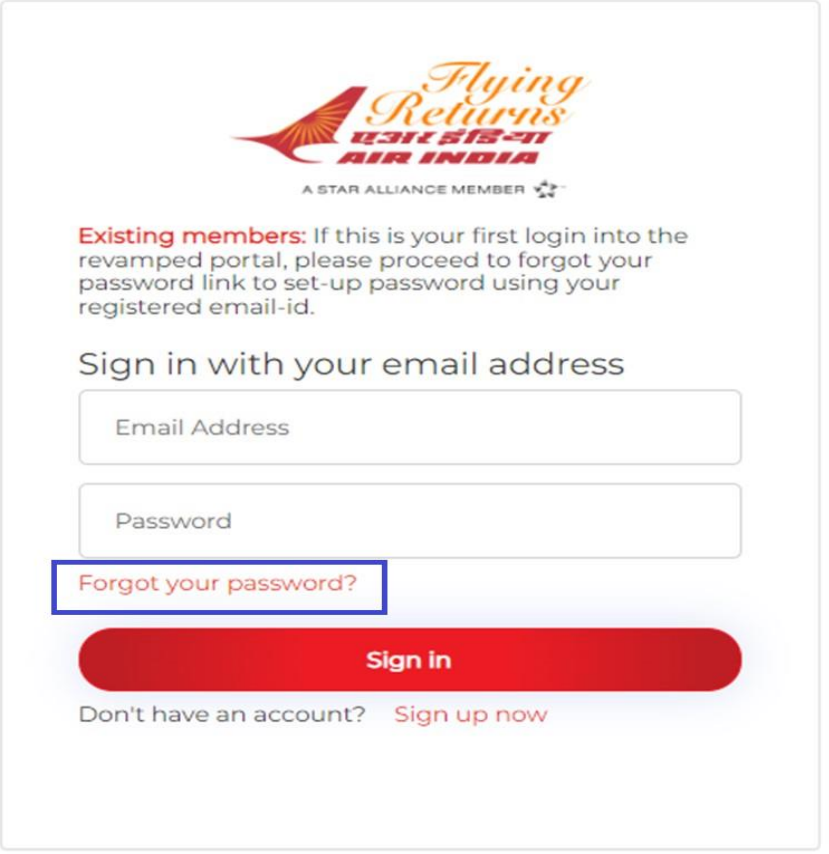**Following Frequent Flyer related Functionalities will be available shortly:**

- Online Redemptions & Retro claims
- Upgrade on Air India Flights through AI City Offices / Call Centre
- STAR Functionalities including Accrual and Redemption / Upgrades of Loyalty members on Star Partner Airlines
- Request for new family pool accounts

Login Process on the New Frequent Flyer System:

Air India has a new process for logging into your account post-migration on new reservation system. Before the migration, the Flying Returns Number (9 digits numerical value) that was used earlier as a login id and password, will now be discontinued. The following steps will guide you on how to log back in to your Air India account:

1) After migration, the email id that was registered in the previous system will now be used to log in.

2) Your older password from the pre-migrated system will no longer be valid. To set your new password, use the **'forgot your password'** link.
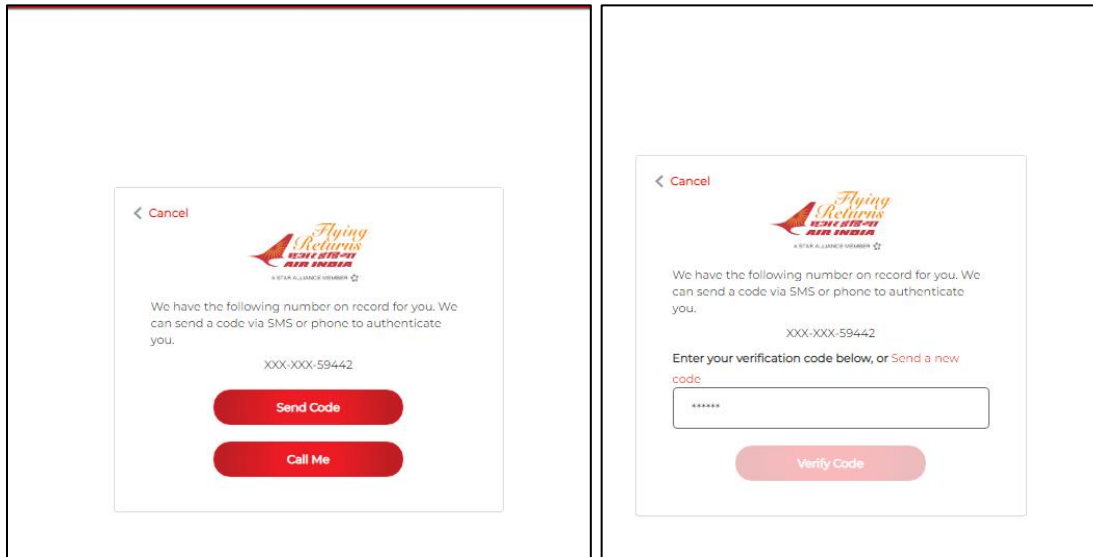

3) **Steps to set up your password:**
a. Validate your email id with the OTP that has been sent on your email id.
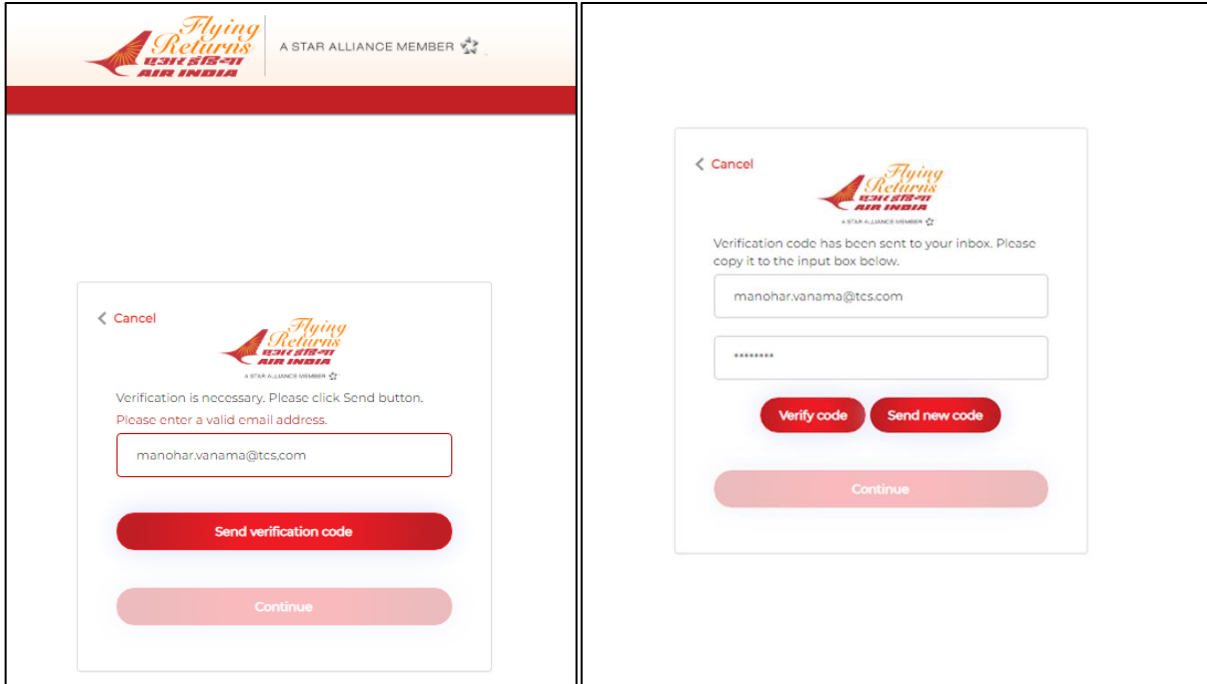
b. Once the email id is validated, the system will validate the member's phone number as per the old system.

c. Once the phone number OTP is validated, the system will take you to the 'password change' screen.

d. After the changed password, you will be taken to the loyalty portal home page with the details of the membership

Unable to Log-in into the new system?

In our new post-migration system, *only one membership account can be linked to a unique email id*.
As a member, *if you're unable to log into your account using your email id as your user id*, it is likely that your profile is incomplete or has duplicate phone number or e mail id. In this scenario, the website will display an error message with a "Click Here" button to guide you to check your profile for missing details. You will be re-routed to the AI FFP website page for further action. You may reach out to the FFP cell at the email id: chgmyregdffpemail@airindia.in , with the subject line as "Update profile", and provide following details:

a)   FFP number

b)   Name of the member

c)   Existing email id in account profile

d)   New email id to be linked to the account

e)   Consent for deduction of 420 FR points as Service fee .

f)   Date of request

g)   Self-attested scan of passport

Our team will connect with you & resolve the issue within 5 working days.

We thank you for valuable support, during the transition process.