

# Missing mileage request form

## Member's details

Asia Miles membership number

Family Name \_\_\_\_\_ Given Name \_\_\_\_\_

## Please check that the following criteria apply before making your missing mileage request

- Airline / Hotel partners: You quoted your membership number upon making a reservation at our Airline / Hotel partners and presented your membership card at check-in (where relevant).
- Travel and Leisure partners: You quoted your membership number upon booking a package with our Travel & Leisure partners and presented your membership card at time of payment (where relevant).
- Cars & Transport / Retail / Dining & Banquet partners: You presented your membership card upon payment.
- You have allowed 8 weeks from the transaction date of the request for mileage to appear in your account.
- Less than 6 months have lapsed between the date of transaction and the claim for missing mileage.

## How to claim your mileage

1. To claim missing mileage credits, please complete the form in English and CAPITAL letters using black ink. Then post the completed form (with the relevant documents as specified under corresponding partners below) to Asia Miles™.
2. For missing Asia Miles transferred from **Finance & Insurance, Telecoms and Professional Services** partners, please check directly with the partners concerned.
3. Please allow 8 weeks processing time after submission of this form for mileage to be credited to your account.
4. For more information on claiming missing mileage, members should call Asia Miles Service Hotline: +852 2747 3838.

## Missing mileage request details

**Airline mileage credit** - Please attach e-ticket itinerary receipt and boarding pass(es)

Airline/ Partner name	Flight number	Date of departure (dd/mm/yyyy)	Cabin class*	Ticket number	Origin	Destination

\* First, Business, Premium Economy, Economy, discounted Economy

- NB:
1. Now you can also claim your missing mileage on flights operated by Cathay Pacific / Cathay Dragon / British Airways / Qantas Airways / Air New Zealand online, please log on to the member's area of [www.asiamiles.com](http://www.asiamiles.com)
  2. To claim your missing mileage on flights operated by Air China, Alaska Airlines, Gulf Air and Royal Brunei Airlines, please attach e-ticket itinerary receipts and original boarding passes
  3. Please note that only **certain airlines fare classes** are valid for earning Asia Miles.
  4. Certain discounted Economy Class tickets subject to different fare types will earn 25% or 50% of the actual miles flown. For details, please refer to [www.asiamiles.com/am/en/earn/airlines](http://www.asiamiles.com/am/en/earn/airlines)

**Hotel mileage credit** ‡ - Please attach **Original** copy of your hotel bill(s)

Hotel chain	Hotel name	Hotel location (city/country)	Date of check-in (dd/mm/yyyy)	Date of check-out (dd/mm/yyyy)	Hotel bill number	Currency/ Room rate

‡ **Applicable Partners:** Fairmont Hotels & Resorts, Harbour Plaza Hotels & Resorts, Home Hotel, Hotel JAL City, Humble House Taipei, InterContinental® Hotels Group, Landis Hotels & Resorts, Langham Hospitality Group, Mandarin Oriental Hotel Group, Marco Polo Hotels, Meritus Hotels and Resorts, Millennium Hotels and Resorts, Miramar Hotel Group (Taiwan), New World Hotels & Resorts, Nikko Hotels International, Okura Hotels & Resorts, Park Plaza® Hotels & Resorts, Preferred Hotels & Resorts, Radisson Hotels & Resorts, Raffles Hotels & Resorts, Regent Hotels & Resorts, Rosewood Hotels & Resorts®, Shangri-La Hotels and Resorts, Sino Hotels, Swire Hotels, Swissôtel Hotels & Resorts, Taj Hotels Resorts and Palaces, The Peninsula Hotels and WORLDHOTELS.

For other partners, please contact them directly.

**Cars & Transport # / Retail # mileage credit** - Please attach car rental agreement / shopping receipt

Partner name	Location (city/country)	Date of transaction (dd/mm/yyyy)	Receipt number/Invoice no.	Spent amount (HKD)^

# **Applicable partners:** Avis, HERTZ, Sixt & Samsonite.

For other partners, please contact them directly.

^ For minimum and maximum spending requirement(if applicable), please refer to [www.asiamiles.com](http://www.asiamiles.com)

NB: To claim your missing mileage on Samsonite purchase, please attach original receipt.

**Asia Miles Dining and Banquets\* mileage credit** - Please attach **Original** dining receipt or restaurant receipt(s) with pre-printed Asia Miles membership number

Partner name	Location	Date of transaction (dd/mm/yyyy)	Dining or restaurant receipt serial number	Spent amount (HKD) <sup>+</sup>

<sup>+</sup> Spend per transaction (Min HKD300, max HKD10,000, excluding tips). Earning and spending criteria may vary for markets outside Hong Kong. For the latest information, please refer to [dining.asiamiles.com](http://dining.asiamiles.com)

\* For Banquet partners, please check directly with partner concerned.

**Travel & Leisure mileage credit** † - Please attach **Original** receipt(s)

Partner name	Flight number	Date of departure (dd/mm/yyyy)	Fare class	Tour code	Ticket number	Origin	Destination

† *Applicable partners: Cathay Holidays Limited & RedMR*

*For other partners, please contact them directly.*

Member's signature \_\_\_\_\_

Date   dd   mm     yyyy

**Post back to: Asia Miles, PO Box 1024, Tsuen Wan Post Office, Hong Kong**

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