

Air India SBI Card

FAQ's related to Air India Frequent Flyer Program (FFP) Membership Enrollment

1. What is Air India Frequent Flyer Program (FFP) Membership Number and what is the enrollment process?

Air India SBI Card FFP number is a 9-digit unique number which gets allocated on approval of the Air India SBI Card. Applicants who provide their existing FFP number in the Air India SBI Card application form will get their existing FFP number linked to the Air India SBI Card. While, applicants who don't have an existing FFP membership number are allocated a new FFP number. The FFP number is embossed below the cardholder's name on the Air India SBI Card plastic.

The new allotted FFP numbers with member details are sent by SBI Card to Air India for enrollment. On successful enrollment you will receive a mail from Air India with your login id & password details. Your FFP Login id is the 9-digit FFP number mentioned on your card. In cases, where you have not received the enrollment confirmation within 30 days of your account opening, please contact SBI Card helpline at 1860 180 1290 or Air India Flying Returns helpline at 1860 233 1407

2. What are the reasons for the Frequent Flyer Membership Number not getting successfully enrolled?

Some of the reasons, however not limited to, for non-enrollment of your Frequent Flyer membership number are 1) You already have an existing Frequent Flyer Membership number which is different from the FFP number mentioned on the Air India SBI Card plastic 2) E-Mail id is not available/Incorrect e-mail ID in SBI Card database 3) Initials or Single Alphabet in First Name or Last Name. Contact SBI Card helpline 39 02 02 02 (Prefix local STD code) for checking enrollment status and completing the enrollment process.

3. What is the status of my FFP Membership at the time of enrollment?

The existing members will continue to hold their current tier and status and will start accruing the benefits of the Air India SBI Card on the existing membership number on successful linking of their existing membership to the Air India SBI Card. For applicants who have been allotted a new FFP membership number, on successful enrollment of the membership, it allows the member to accrue or earn miles, but to redeem miles for self, member is required to have at least one flight accrual activity registered from the date of enrollment as a Flying Returns member. Member needs to have at least five flight accrual activities registered from the date of enrollment to redeem miles for family and friends.

4. What are the details of KYC process for FFP membership?

The FFP membership status will show as Pending Verification till member completes the KYC verification.

All FFP members must complete the KYC verification process as per the T&C's of the Frequent Flyer Program for availing the complete benefits of the FFP membership.

5. How do I reset my FFP Account password?

Please contact Air India helpline number 1860 233 1407 to reset the password.

6. What if I am using a FFP number which is different from the FFP number mentioned on the Air India SBI card plastic?

Please contact SBI Card helpline to update the correct FFP number, to merge 02 FFP accounts or terminate the unused FFP account. As per Air India T&C, a merger or termination penalty of 2222 FR Points will be debited from the surviving FFP account. The surviving FFP number will be updated in SBI Card records and a new Air India SBI Card plastic will be dispatched to the cardholder.

7. Enrollment not successful due to E-Mail ID issue. How do I update or correct my E-Mail id in SBI Card records?

Your FFP enrollment may be pending due to e-mail not available or incorrect e-mail id in SBI Card records. [Click here](#) to update your email id in SBI Card record and follow these steps 1) Select the category Demographic/Contact Details Change 2) Select the sub category E-Mail Address Change 3) Mention your e-mail address to be updated in SBI Card record

8. Enrollment not successful due to Single Alphabet in First Name or Last Name. How do I update my Full Name in SBI Card records by expanding the initials in my Name?

[Click here](#) to update your Full name in SBI Card record and follow these steps 1) Select the category Personal Details Change 2) Select the sub category Correspondence Name Change 3) Mention your Name to be updated in SBI Card record 4) Attach the KYC document.

9. Enrollment not successful due to duplicate information error at Air India. How do I get my FFP enrolled in this scenario?

Enrollment into FFP is rejected by Air India if the personal information of the member like Mobile Number, E-Mail id, Name and DOB is already registered in any other FFP membership. These cases generally arise if the member who has been allotted a new FFP number by SBI Card is already holding an existing FFP membership with Air India. The member should contact SBI Card helpline to get his/her existing membership number linked to the card. SBI Card will replace the card plastic of the cardholder with the existing membership number.

10. What benefits will the cardholder miss due to non-enrollment into the FFP program?

- (i) The cardholder will not be able to login to the FFP program.
- (ii) The card holder will not earn accelerated Reward Points on buying Air India tickets using Air India SBI Card, as the FFP number must be recorded at the time of booking of tickets.
- (iii) The cardholder will not be able to convert Reward Points into Air Miles.
- (iv) The cardholder will not accrue benefits provided by Air India to their frequent flyer members as per the benefits and T&C of the frequent flyer program.

SBI Card will not be liable for any deficiency in service because of non-enrollment into frequent flyer program. All benefits of the Air India SBI card on regular spend and redemption of Reward Points on SBI Card rewards catalogue will be available even if the enrollment into Air India Frequent Flyer program is pending.

SBI Card may engage, hire, use the services of agent(s) and/or any third party(ies) for the purpose of providing marketing or sales related services or any other related services in relation to its products on its behalf and the customer may be required to deal with such agents/third parties/service providers with respect to such product/services.