

Important Terms & Conditions w.r.t to Up to 15 Reward Points per Rs.100/- spent on Air India ticket purchases with Air India SBI Platinum Card.

**Reward Structure – Air India spends:**

Now, the primary cardholder can earn up to 15 Reward Points on Air India spends, as per the details given below:

- 15 Reward Points for every Rs. 100/- spent is applicable on Air India tickets booked by Primary Cardholder for self through airindia.in, Air India mobile app
- 5 Reward Points for every Rs. 100/- spent is applicable on Air India tickets booked by Primary Cardholder for others through airindia.in, Air India mobile app
- 5 Reward Points for every Rs.100/- spent is applicable for Air India tickets booked through Air India booking offices, call centers; tickets booked by add on cardholders; any super saver ticket purchases.

**Terms & Conditions:**

Upto 15 Reward Points are processed in 2 separate credits. 5 Reward Points are credited as soon as the transaction is posted. 10 Reward Points are credited within 45 days of transaction posting as per the below T&C's:

1. Flying Returns Membership Number (9 digit FFP No) should be recorded in the ticket at the time of issuance of ticket.
2. Correct FFP number (9 digit FFP No) as mentioned on the Air India SBI Card plastic should be mentioned.
3. Flying Returns Membership Number should be enrolled with Flying Returns as per their T&C for KYC.
4. The name on the ticket should exactly match with the name in Air India SBI Card profile and Air India Flying Returns profile. All the details including First Name, Middle Name, Last Name, spelling and order of the name should match.
5. SBI Credit Card accountholder name (Correspondence Name) will be used for name matching.
6. Name embossed on the card plastic will not be considered for name matching.
7. Cardholders who have initials in their Air India SBI Card account name, Air India FFP profile name or on tickets shall be ineligible.
8. There will be no retroactive settlement of claim for credit of accelerated points.
9. 10 reward points are contributed by Air India. The decision of Air India will be final and binding in this regard.

## **FAQ'S**

### **Q.1 What if my FFP number mentioned on the Air India SBI Card plastic is not enrolled with Air India?**

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 (Single Alphabet) in First Name or Last Name.

Contact SBI Card helpline 39020202 (Prefix local STD code) for checking enrollment status and completing the enrollment process.

### **Q.2 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 for updating the correct FFP number, merger of the 02 FFP accounts or Termination of 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.

### **Q.3 How do I update my Name in SBI Card records to match with my Name in FFP profile or update my Full name 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.

### **Q.4 How do I update or correct my 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

### **Q.5 What if I have updated my name in Air India FFP profile during KYC verification process?**

**Click here to match your Air India SBI account holder name** with the name in Air India FFP profile. Please 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.