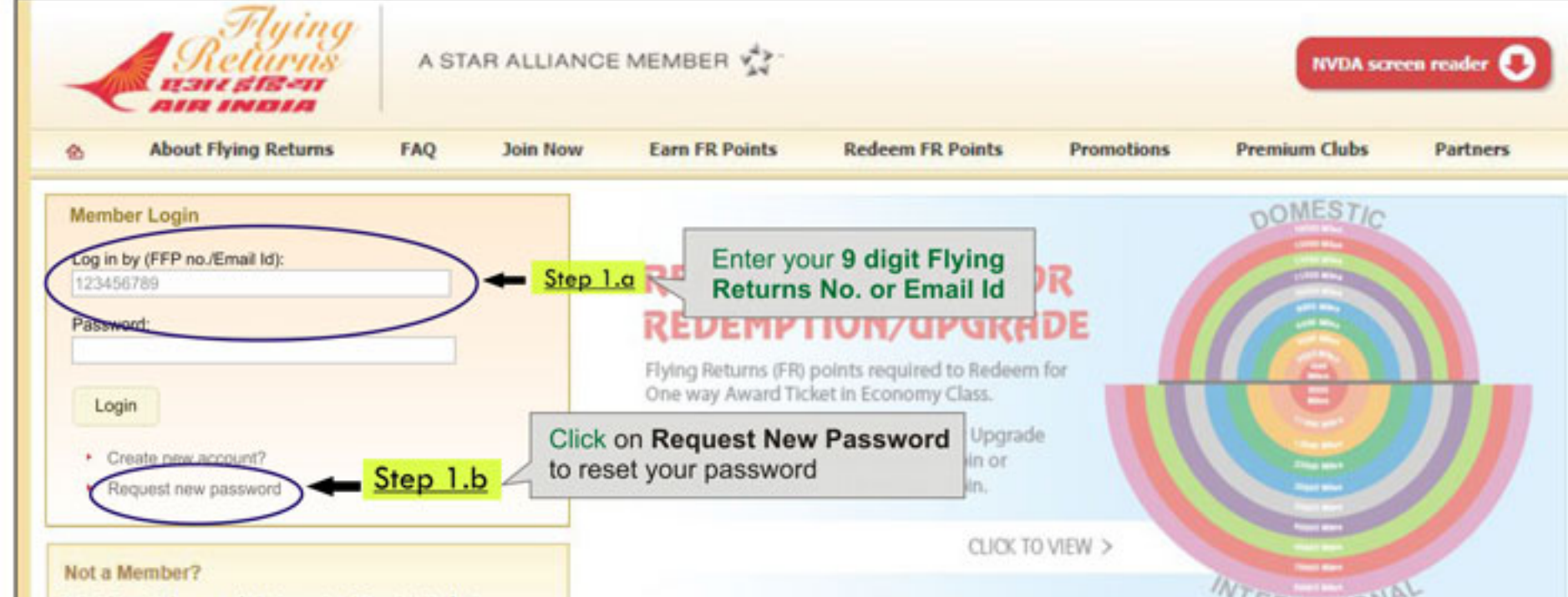


## HOW TO RESET YOUR PASSWORD DURING YOUR KYC PROCEDURE?

# 8 EASY STEPS



### Screen-01



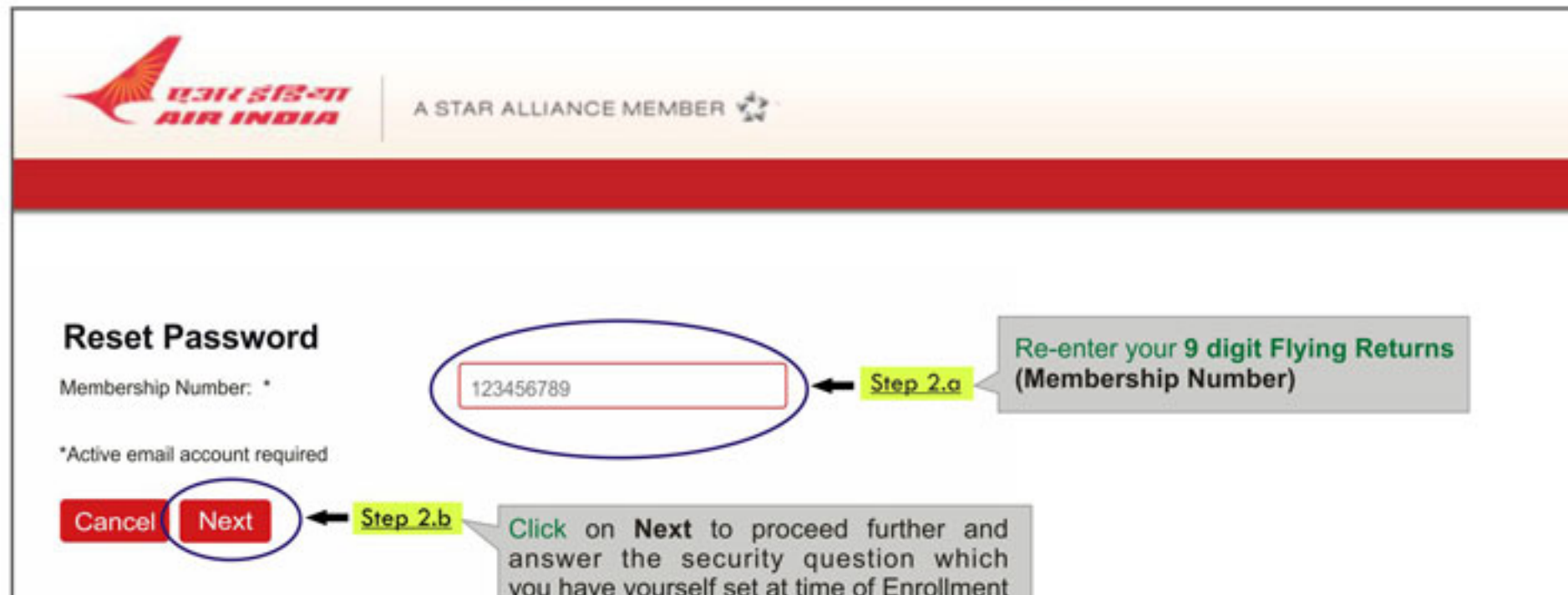
Member Login

Log in by (FFP no./Email Id): 123456789

Step 1.a: Enter your 9 digit Flying Returns No. or Email Id

Step 1.b: Click on Request New Password to reset your password

### Screen-02



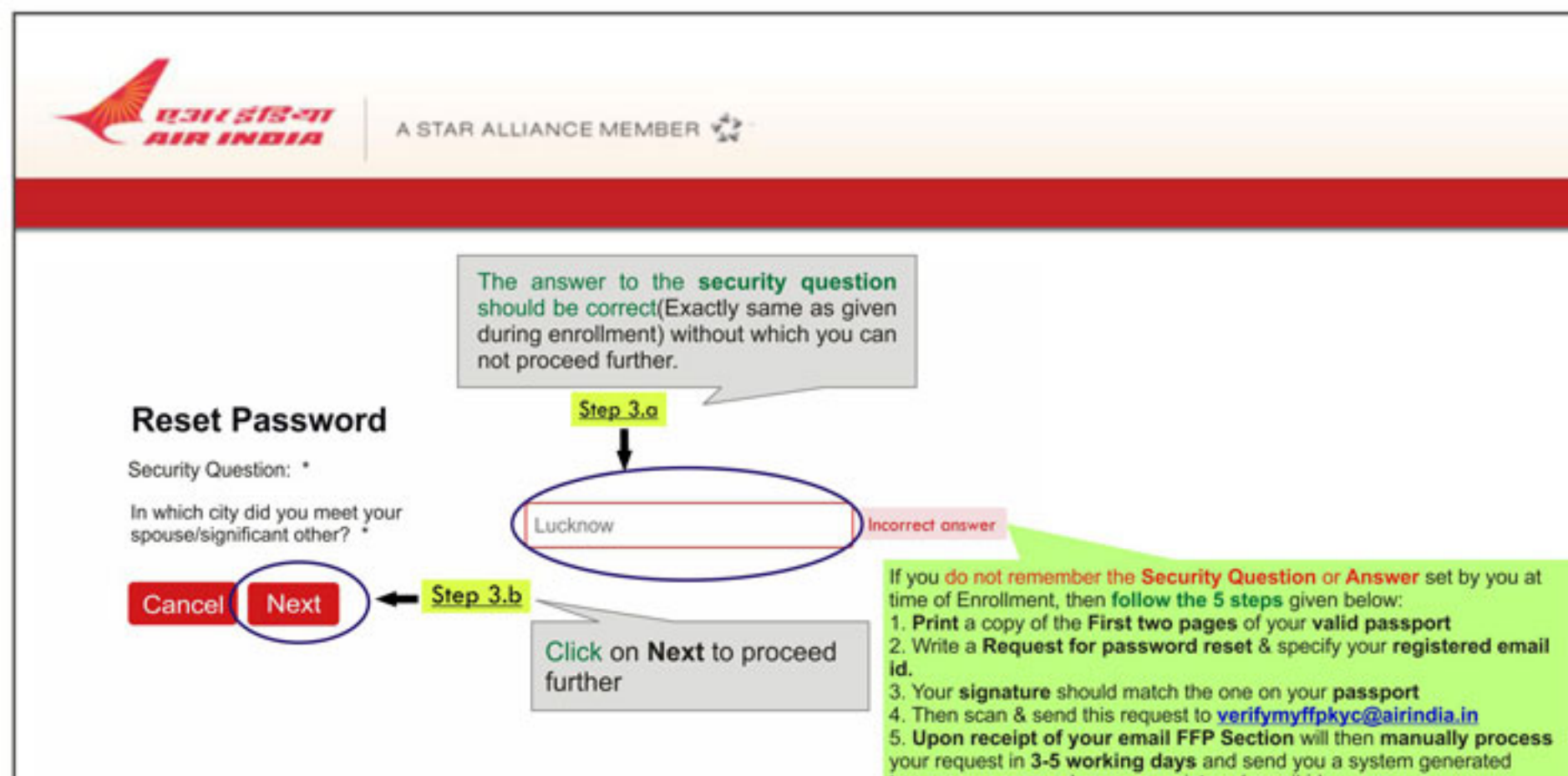
Reset Password

Membership Number: \* 123456789

Step 2.a: Re-enter your 9 digit Flying Returns (Membership Number)

Step 2.b: Click on Next to proceed further and answer the security question which you have yourself set at time of Enrollment

### Screen-03



Reset Password

Security Question: \* In which city did you meet your spouse/significant other? \*

Step 3.a: The answer to the security question should be correct (Exactly same as given during enrollment) without which you can not proceed further.

Step 3.b: Click on Next to proceed further

Incorrect answer

If you do not remember the Security Question or Answer set by you at time of Enrollment, then follow the 5 steps given below:  
 1. Print a copy of the First two pages of your valid passport  
 2. Write a Request for password reset & specify your registered email id. and your FFP No.  
 3. Your signature should match the one on your passport  
 4. Then scan & send this request to [verifymyffpkyc@airindia.in](mailto:verifymyffpkyc@airindia.in)  
 5. Upon receipt of your email FFP Section will then manually process your request in 3-5 working days and send you a system generated temporary password on your registered email id.

## Illustration of Request



Email to "[verifymyffpkyc@airindia.in](mailto:verifymyffpkyc@airindia.in)"

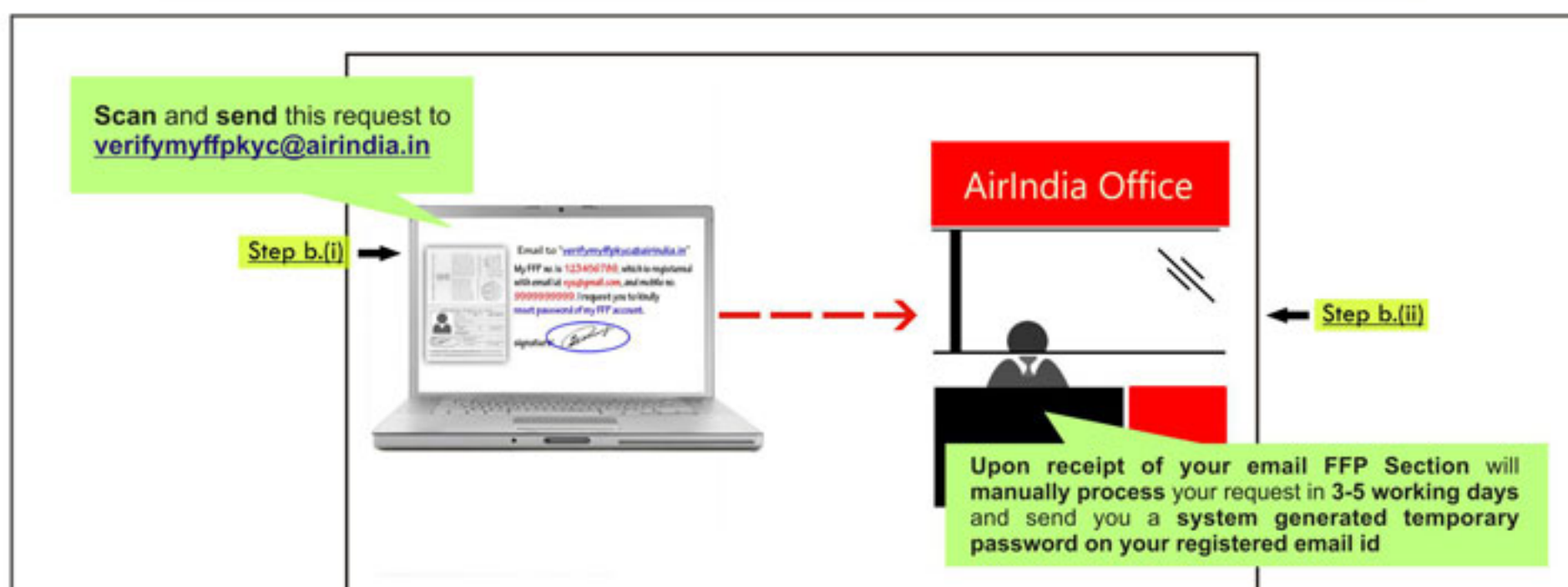
My FFP no. is 123456789, which is registered with email id: xyz@gmail.com, and mobile no. 9999999999. I request you to kindly reset password of my FFP account.

Step a

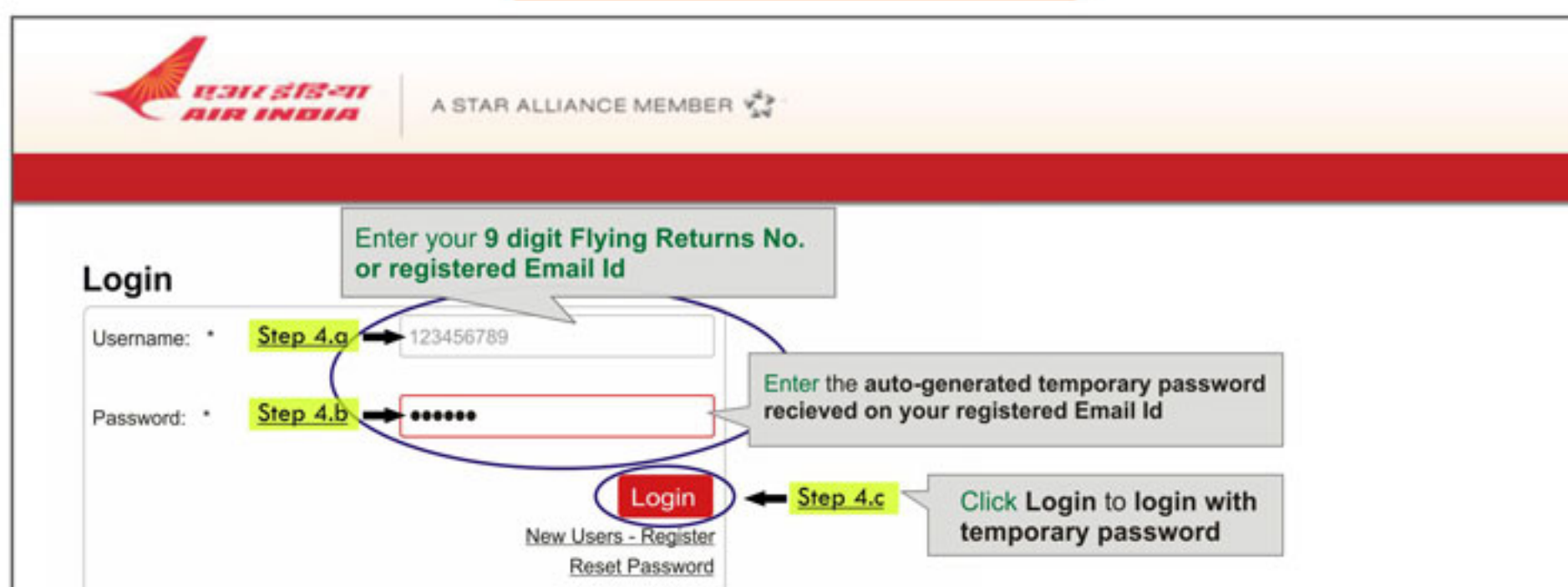
Signature should match

- Print a copy of the first two pages of your valid passport.
- Write a request for password reset & specify your registered Email id, registered Mobile No. and your FFP No.
- Your signature should match the one on your passport

## Manual Verification Process



### Screen-04



Login

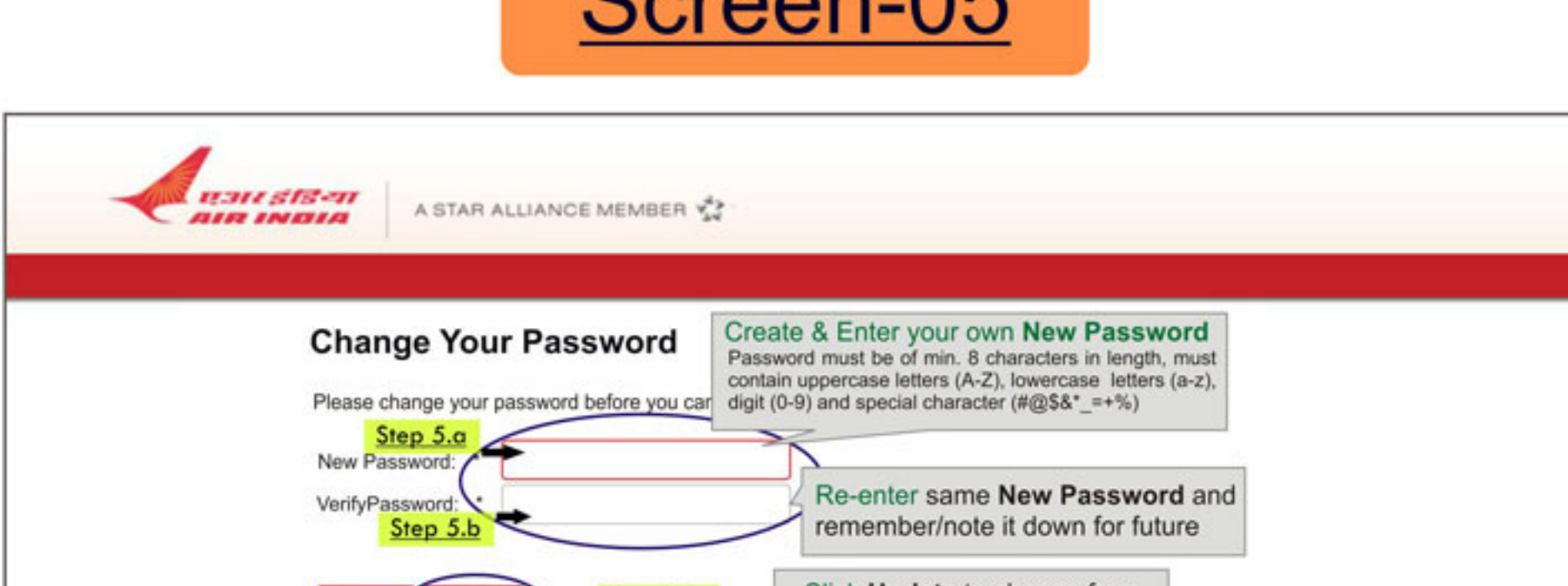
Enter your 9 digit Flying Returns No. or registered Email Id

Step 4.a: 123456789

Step 4.b: Enter the auto-generated temporary password received on your registered Email Id

Step 4.c: Click Login to login with temporary password

### Screen-05



Change Your Password

Create & Enter your own New Password  
 Password must be of min. 8 characters in length, must contain uppercase letters (A-Z), lowercase letters (a-z), digit (0-9) and special characters (#@\$\*\_+=%)

Step 5.a: New Password

Step 5.b: Re-enter same New Password and remember/note it down for future

Step 5.c: Click Update to change from auto-generated temporary password to your own newly created password

### Screen-06



Profile Updated Successfully

Password Successfully generated

Profile Summary

Email: xyz@gmail.com  
 Mobile Number: +91 9999999999  
 Membership Number: 123456789

XYZ  
 123456789  
 PRIMARY ACTIVE  
 31/12/2019

Card Validity Period: 31/12/2019  
 Tier Level: Flying Returns Member  
 Verification Status: Pending

Base Miles: 0  
 Bonus Miles: 0  
 Used Miles: 0  
 Expired Miles: 0  
 Balance: 0  
 Transactions to Tier: 0