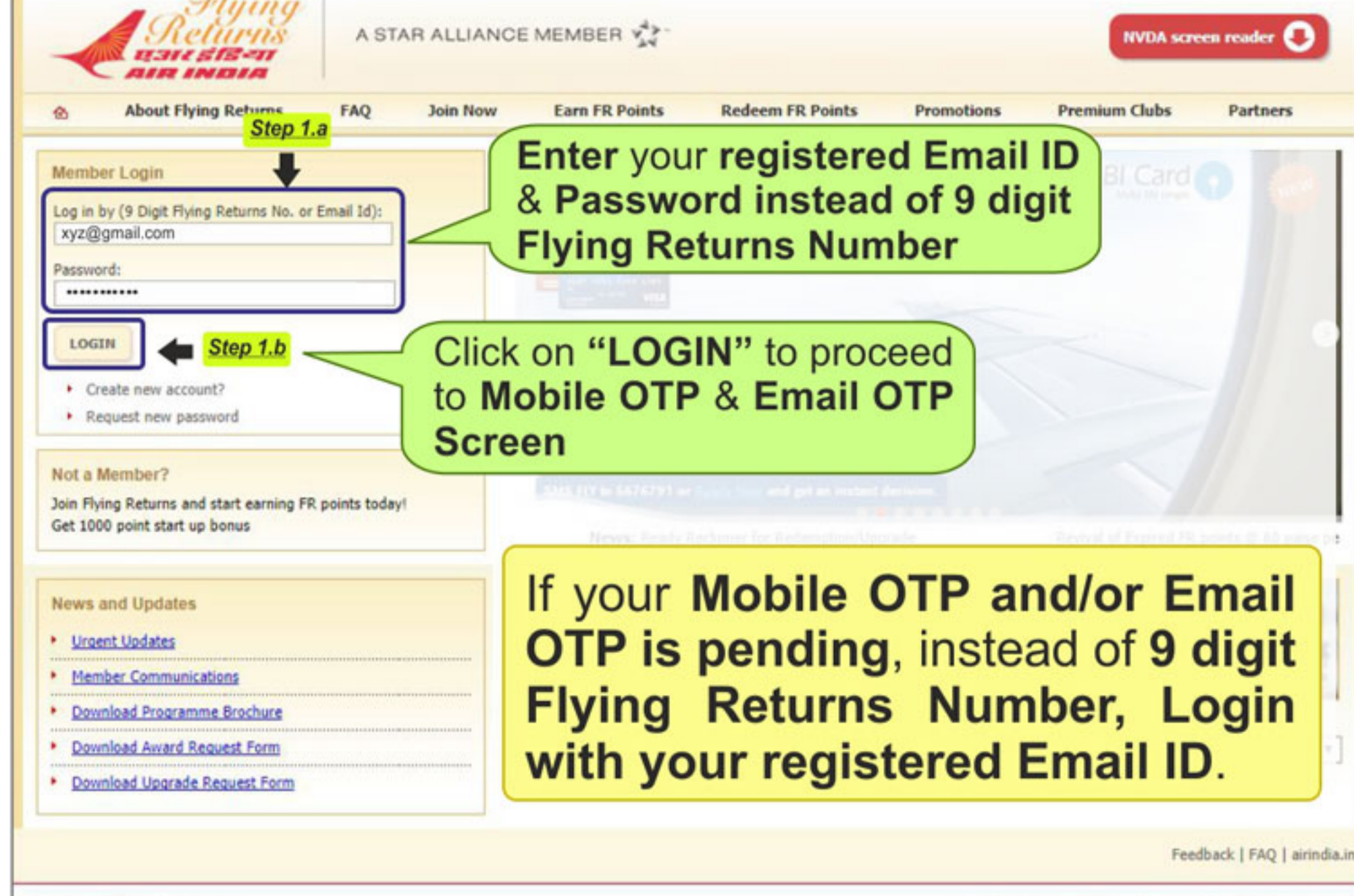


How to Reset Email OTP & Mobile OTP

If you are a New Enrollment to Air India Flying Returns, but 9 digit Membership Number not generated because, either Mobile OTP is pending or Email OTP is pending or both are pending

Screen-01

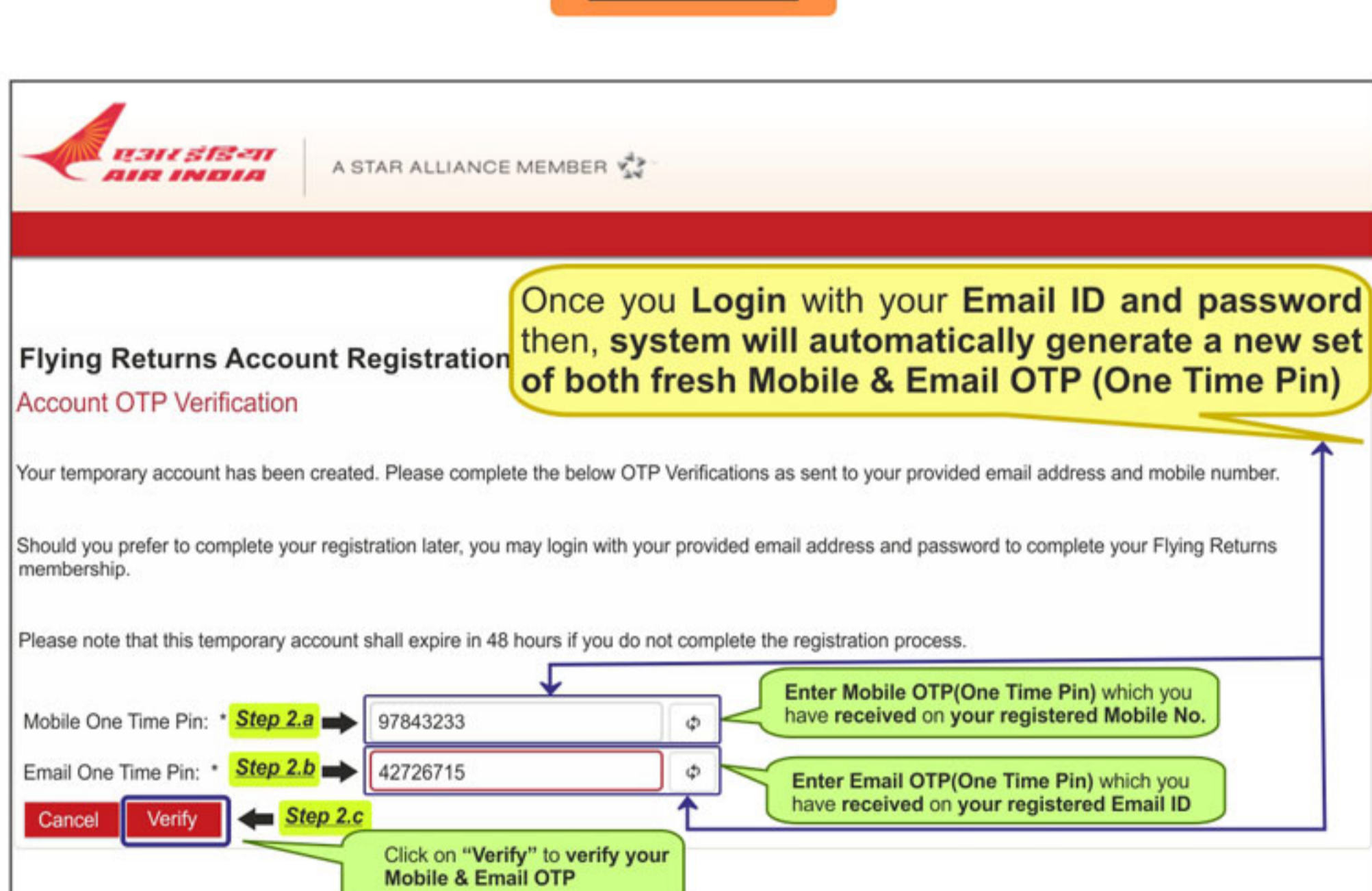


Step 1.a Enter your registered Email ID & Password instead of 9 digit Flying Returns Number

Step 1.b Click on "LOGIN" to proceed to Mobile OTP & Email OTP Screen

If your Mobile OTP and/or Email OTP is pending, instead of 9 digit Flying Returns Number, Login with your registered Email ID.

Screen-02



Once you Login with your Email ID and password then, system will automatically generate a new set of both fresh Mobile & Email OTP (One Time Pin)

Your temporary account has been created. Please complete the below OTP Verifications as sent to your provided email address and mobile number.

Should you prefer to complete your registration later, you may login with your provided email address and password to complete your Flying Returns membership.

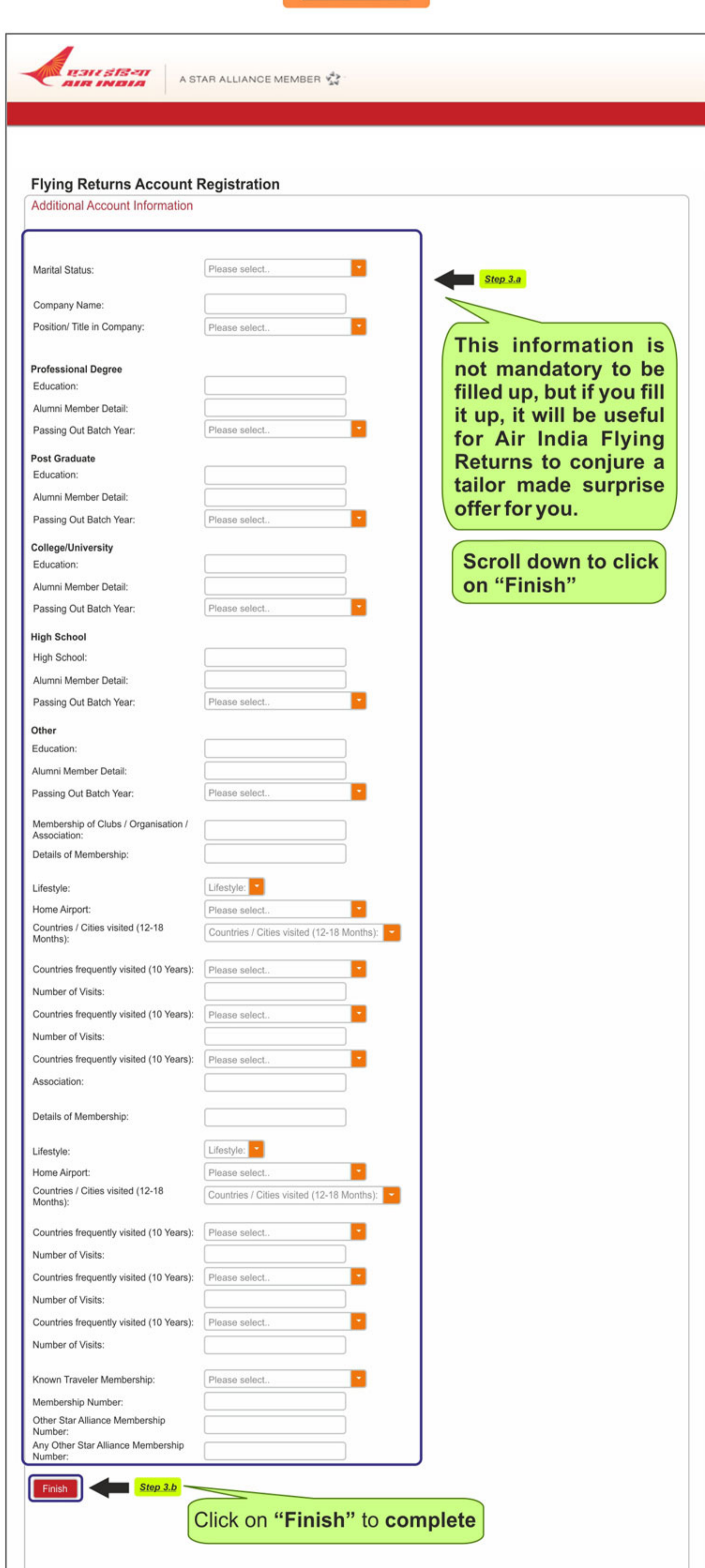
Please note that this temporary account shall expire in 48 hours if you do not complete the registration process.

Step 2.a Enter Mobile OTP(One Time Pin) which you have received on your registered Mobile No.

Step 2.b Enter Email OTP(One Time Pin) which you have received on your registered Email ID

Step 2.c Click on "Verify" to verify your Mobile & Email OTP

Screen-03

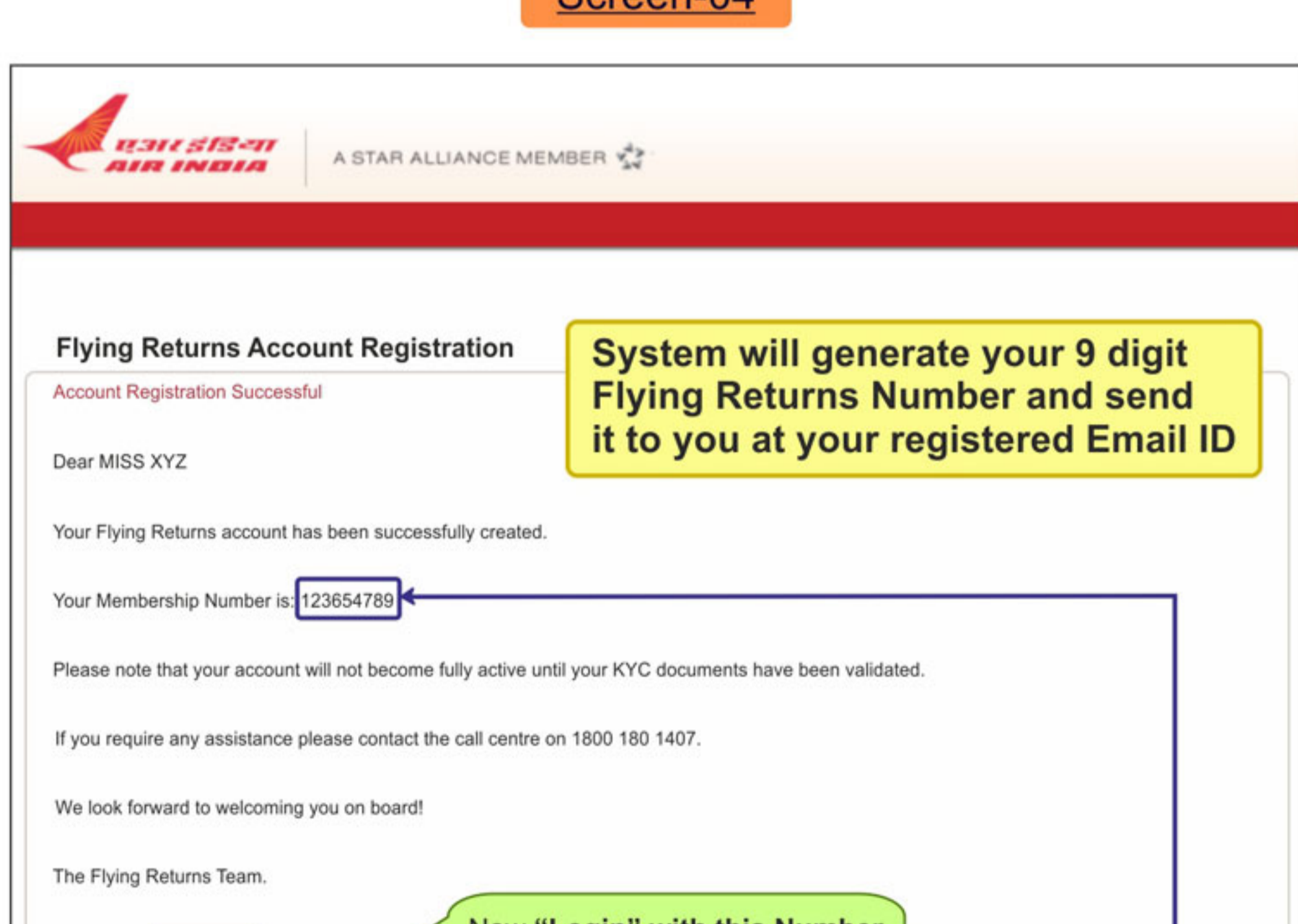


Step 3.a This information is not mandatory to be filled up, but if you fill it up, it will be useful for Air India Flying Returns to conjure a tailor made surprise offer for you.

Step 3.b Scroll down to click on "Finish"

Step 3.c Click on "Finish" to complete

Screen-04



System will generate your 9 digit Flying Returns Number and send it to you at your registered Email ID

Dear MISS XYZ

Your Flying Returns account has been successfully created.

Your Membership Number is: 123654789

Please note that your account will not become fully active until your KYC documents have been validated.

If you require any assistance please contact the call centre on 1800 180 1407.

We look forward to welcoming you on board!

The Flying Returns Team.

Step 4 Now "Login" with this Number instead of your Email ID

Screen-05



You are all set to go

Profile Summary

Email: xyz@gmail.com
 Mobile Number: +91 99999 99999
 Membership Number: 123654789

XYZ
 123654789
 PROSPECT
 31/08/2020

Card Validity Period: 31/08/2020
 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