

# How to

## Request for Change of (My) Mobile Number,

If KYC completed / Mobile OTP verified

Dear Flying Returns member,

In case you have contacted or will in future contact AirIndia (Call Centre / Member Service Centre / Booking Office) with a request to change the Mobile no. in profile of your Flying Returns Account, even though you have completed the KYC verification or verified the OTP with the existing Mobile no., then we wish to advice / guide you as follows:-

- For the first such change in any one of the two unique field (registered unique Mobile no. and Email ID.), shall invite and incur a debit of 420 Flying Return Points. Thereafter for subsequent requests, the amount will go up 1000 points each time, viz 1420 for the 2nd request, 2420 for 3rd, 3420 for the 4th and so on.
- Both unique Mobile no. & Email ID., will not be changed together but only after a gap of 90 days.

To initiate the process of Mobile change, on the self attested copy of your passport, kindly write the 6 points and send it to "[chgmyregdffpphone@airindia.in](mailto:chgmyregdffpphone@airindia.in)" from your registered Email ID.

### Template For illustration purpose only

1. **Subject / Issue** - Request to change Registered Unique Mobile Number in Flying Returns Account with Pending Mobile OTP/KYC.


2. My Flying Returns Account no. is 123456789 which is registered with Email ID: xyz@gmail.com and Mobile no. 9876543210 under the name \_\_\_\_\_ (Name of Member).

3. I request you to kindly Change my Mobile number from 9876543210 (existing Mobile) to 9999999999 (New Mobile Number - personal and not official), because \_\_\_\_\_ (give reason for change of Mobile no.) on my FFP Account profile.

4. A copy of the recent Mobile bill (if new Mobile number is postpaid) / Screenshot of my Network Carrier's Mobile App (if new Mobile Number is prepaid) has been attached reflecting my name as mentioned in the FR Profile and the new mobile number is attached herewith for proof.  
(SEE BELOW FOR FURTHER CLARIFICATION)

5. I hereby confirm that i agree to pay the service fee, will not change my registered Mobile Number in my profile for the next Six months and acknowledge that in future, **once the Mobile OTP is Verified, service charges will be applicable for changing the registered Mobile Number.**

6. Date of request.



Signature (to match passport)

Date: DD/MM/YYYY

(Date of Request)

*In absence of a passport (if no international travel undertaken / do not hold a passport (even an expired one)) use a copy of PAN Card.*

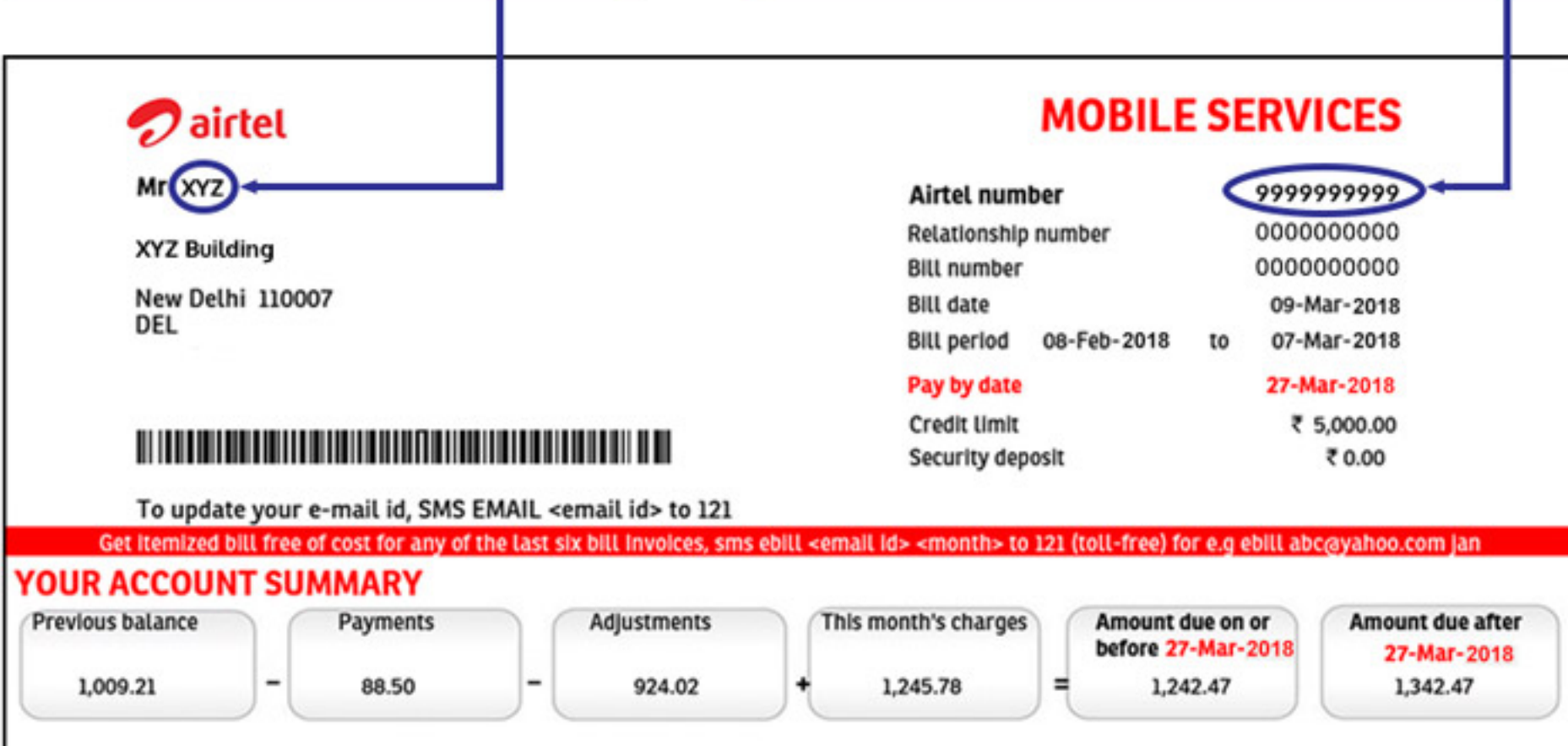
### Supplementary Document to be attached along with above request

#### If New Mobile Number is Postpaid

then recent Postpaid Bill (not to be older than 3 months from the date of request) to be attached as proof.

Name as mentioned in FFP Profile

New Mobile no. to be registered in FFP profile



**airtel**

Mr XYZ

XYZ Building  
New Delhi 110007  
DEL

**MOBILE SERVICES**

Airtel number: 9999999999

Relationship number: 0000000000

Bill number: 0000000000

Bill date: 09-Mar-2018

Bill period: 08-Feb-2018 to 07-Mar-2018

Pay by date: 27-Mar-2018

Credit limit: ₹ 5,000.00

Security deposit: ₹ 0.00

To update your e-mail id, SMS EMAIL <email id> to 121

Get Itemized bill free of cost for any of the last six bill Invoices, sms ebill <email id> <month> to 121 (toll-free) for e.g ebill abc@yahoo.com Jan

**YOUR ACCOUNT SUMMARY**

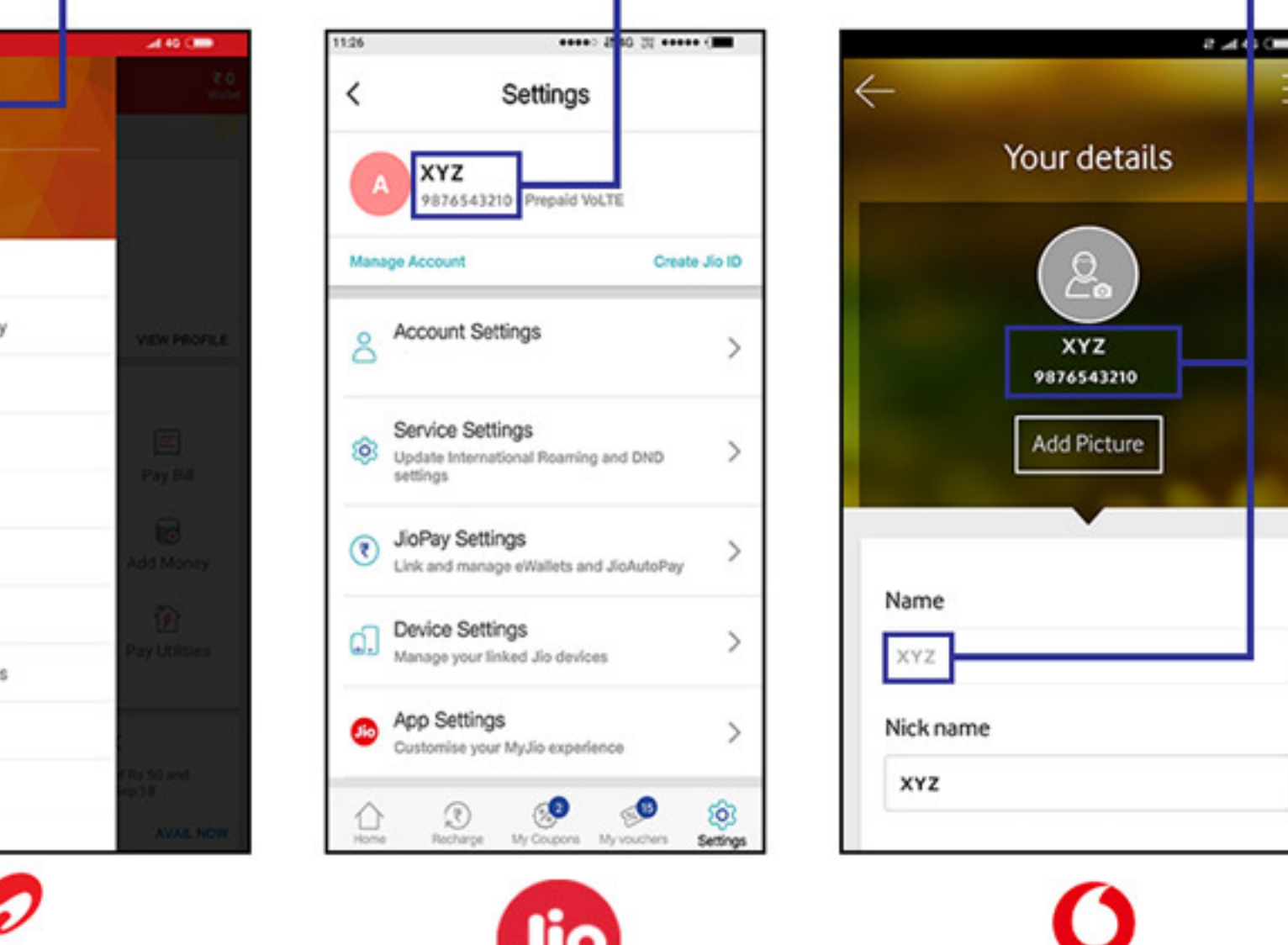
|                  |          |             |                      |                                     |                              |
|------------------|----------|-------------|----------------------|-------------------------------------|------------------------------|
| Previous balance | Payments | Adjustments | This month's charges | Amount due on or before 27-Mar-2018 | Amount due after 27-Mar-2018 |
| 1,009.21         | 88.50    | 924.02      | 1,245.78             | 1,242.47                            | 1,342.47                     |

#### If New Mobile Number is Prepaid

then screenshot of Network Carrier's Mobile App to be attached as proof.

Name as mentioned in FFP Profile

New Mobile no. to be registered in FFP profile



**airtel**

**Jio**

**vodafone**