

# 5 Easy Steps to Claim 1 Year old Missing Points for Air India

No need to email/contact Air India office

Just **LOGIN** to your Flying Returns Account

Next time I must remember to do the following two things to avoid the need for Retro Claims.

1. Reflect the correct 9 digit Flying Returns Number at the time of booking.

2. Book ticket in my full expanded name instead of initials.

## Five easy steps for Retro Claim of Points

(Please keep soft copy of e-ticket handy to upload)

### Screen-01

#### Claim Missing Miles

Please wait and allow 1 week for the FR Points to be posted automatically to your accrual summary in FR statement, before attempting/claiming online retro credit.

1. Complete Request Mileage Credit from (this form)
2. It is mandatory to upload a copy of your ticket or E-ticket receipt. Either in JPEG, GIF, TIF or PDF format not exceeding 400KB.
3. It is optional/desirable to upload your copy of boarding pass, especially if there is a mismatch in name on ticket and full name on FR profile as on passport.

Online Retro Claim for missing FR Points is permitted only for flights undertaken within 1 year for Air India flights from the date of travel. Please fill up the following enclosed template and email to

Email: [airindiaretros.ai@collinsongroup.com](mailto:airindiaretros.ai@collinsongroup.com)

Online Retro Claim for missing FR points is permitted only for flights undertaken within 6 months for Star Alliance flights from the date of travel. Please fill up the following enclosed template and email to

Email: [starallianceretros.ai@collinsongroup.com](mailto:starallianceretros.ai@collinsongroup.com)

Please attach scanned copy of your e-ticket and boarding pass along with your above email.

Step 1.a

Carrier\*

Step 1.b



### Screen-02

#### Claim Missing Miles

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Please attach scanned copy of your e-ticket and boarding pass along with your above email.

Step 2.a

Fill up the entries correctly

Carrier\* [Dropdown]  
 Flight Number\* [Text]  
 Flight Date\* [Text]  
 RBD (Reservation Booking Designator or class)\* [Dropdown]  
 Origin\* [Text]  
 Designation\* [Text]  
 Ticket Number\* [Text]  
 Airline PNR\* [Text]  
 Beneficiary [Text]

Step 2.b

Upload Ticket/E-Ticket receipt

### Screen-03

#### Claim Missing Miles

Please wait and allow 1 week for the FR Points to be posted automatically to your accrual summary in FR statement, before attempting/claiming online retro credit.

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2. It is mandatory to upload a copy of your ticket or E-Ticket receipt. Either in JPEG, GIF, TIF or PDF format not exceeding 400KB.
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Email: [airindiaretros.ai@collinsongroup.com](mailto:airindiaretros.ai@collinsongroup.com)

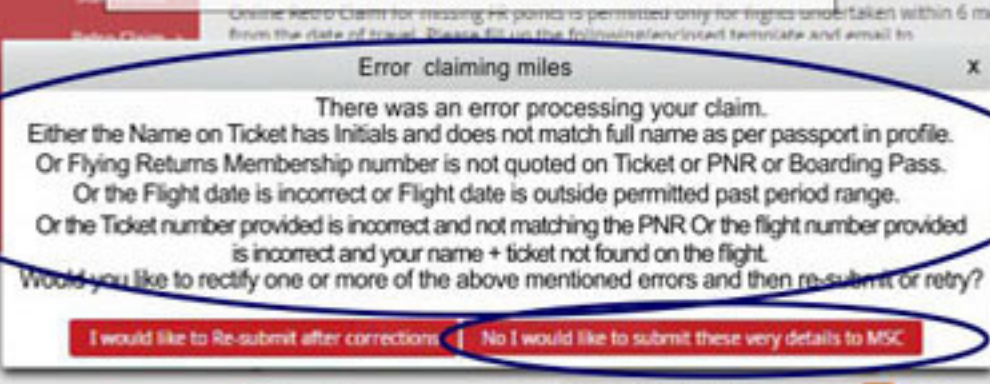
Online Retro Claim for missing FR points is permitted only for flights undertaken within 6 months for Star Alliance flights from the date of travel. Please fill up the following enclosed template and email to

Email: [starallianceretros.ai@collinsongroup.com](mailto:starallianceretros.ai@collinsongroup.com)

Please attach scanned copy of your e-ticket and boarding pass along with your above email.

Step 3.a

Understand reasons for online retro rejection.



Step 3.b

Please submit for manual

### Screen-04

#### Claim Missing Miles

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3. It is optional/desirable to upload your copy of boarding pass, especially if there is a mismatch in name on ticket and full name on FR profile as on passport.

Online Retro Claim for missing FR Points is permitted only for flights undertaken within 1 year for Air India flights from the date of travel. Please fill up the following enclosed template and email to

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Email: [starallianceretros.ai@collinsongroup.com](mailto:starallianceretros.ai@collinsongroup.com)

Please attach scanned copy of your e-ticket and boarding pass along with your above email.

Understand implications & check disclaimer

Step 4

**Disclaimer / Caveat-** If it is found by Air India that I have attempted through the MSC to claim Miles in my own Account against ticket or name or flight of another person, I understand that Air India can suspend my account for "Attempted fraudulent retro claim sent to Member Service Center".

Only if all supporting documents are in order, MSC will take 14 working days for crediting the miles.

I confirm this Retro Claim for points for myself as a Flying Returns member and not for any other person or co-passenger.

I confirm that though the name on the ticket submitted for this Retro Claim does not reflect my full name it has my initials as per my PRE KYC profile and this is my ticket and not that of any other person with similar initials. I have earlier PRE 2016 traveled on tickets with such initials in name and Points have been automatically credited to my Flying Returns accounts. I am not claiming & not quoting as Account Number with another Airline.

I confirm I am not making this Retro Claim for a ticket that has been refunded or for an Award Ticket ineligible for accrual.

I confirm that I am making this Retro Claim for the correct RBD or booking Class, with correct Air India PNR and correct Air India ticket number that has been flown by me against my own FFP number on AI and claim is being made for a flight date- within the permitted Retro period.

I have read the terms and conditions for accrual of points and I understand that if it is found that I have made a false claim, thereby violating the terms & conditions of Flying Returns, my Account can be suspended or terminated and the Points in my account forfeited.

### Screen-05

#### Claim Missing Miles

Please wait and allow 1 week for the FR Points to be posted automatically to your accrual summary in FR statement, before attempting/claiming online retro credit.

1. Complete Request Mileage Credit from (this form)
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3. It is optional/desirable to upload your copy of boarding pass, especially if there is a mismatch in name on ticket and full name on FR profile as on passport.

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Please attach scanned copy of your e-ticket and boarding pass along with your above email.

Step 5

Carrier\* [Dropdown] Please select... Completion & Acknowledgment

Missing Miles claim failure submitted

You can also Claim 6 Months Old Missing Points on Star Partners



Tips to make the most of your Flying Returns Membership.

1. Log in & Complete KYC
2. Book AI- Tickets Online - Get Web Bonus
3. Pay by AI-SBI Signature Credit Card - Get 30x / ₹100 spend
4. Start or Join a Family Pool to combine Points
5. Redeem Online on Air India & Star Partners
6. Upgrade Online - with reduced FR Points
7. Check-in Online - Avoid queue at Airport
8. Claim Online Retro for 12 Months old AI flights
9. Revive Expired points since 2006

