

” **What is XtraMiles?**

XtraMiles is an exclusive rewards programme for AfrAsia’s Titanium and World Mastercard Cardholders.

” **How do I become eligible?**

You will need to be a holder of an AfrAsia Titanium or World Mastercard card credit card. Once you are a cardholder you are eligible to earn XtraMiles and participate in the rewards program.

” **How do I earn XtraMiles?**

Simple, all you need to do is to use your AfrAsia Titanium/World Mastercard credit card to make any local or International retail POS or Online purchase. You will earn 1 XtraMiles for every MUR 30 spent with the World Mastercard Credit Card and 1 XtraMiles for every MUR 45 spent with the Titanium Mastercard Credit Card.

Please note that the below mentioned do not earn any XtraMiles:

- Purchases that are returned or are to be credited to your Card Account;
- Transactions reversed by a merchant;
- Chargebacks, fraudulent and disputed transactions;
- Cash Advances;
- Quasi cash transactions (including transactions that represent casino, other betting and payments at financial institution);
- Automated Teller Machine (ATM) withdrawals;
- Interest charges, Finance charges, fees charged on the Card by AfrAsia and certain other non-product/service transactions;
- Balance Transfers and Overdrafts; and
- Any other transaction determined by AfrAsia, from time to time and at its sole and absolute discretion, as a transaction that does not qualify as an Eligible Transaction.

” **Are my XtraMiles transferrable to someone else?**

No, your XtraMiles cannot be transferred to another XtraMiles Account or XtraMiles Member.

” **What can I redeem my XtraMiles for?**

Your XtraMiles is your new travel currency with which you can redeem air tickets, hotel stays and car hires across more than 800 airlines, 200,000 hotels and 45,000 car rental locations respectively worldwide.

Additionally, you can also redeem your XtraMiles to waive the annual fees on your credit cards or enjoy a Priority Pass Lounge Access when you are travelling.

There is a new redemption option which has been added to the programme: you can now redeem your XtraMiles to purchase points of other reward programmes of select airline and hotel partners. For example, should you not have enough miles to book a Qatar flight, you can exchange your XtraMiles for Qatar Miles so you make up for the shortage to purchase your air ticket from Qatar.

” **What’s new about the programme?**

You can now redeem your XtraMiles for a Credit Card Fee Waiver or a Priority Pass Lounge Access on your own through your XtraMiles Account.

Furthermore, you can now also redeem your XtraMiles to purchase points of loyalty programmes of select partners such as Qatar, Etihad, Accord Hotels, amongst others.

” **Do my XtraMiles have an expiry date?**

Yes, all XtraMiles have a lifespan of 2 years from the date of earning.

” **What happens to my XtraMiles after the 2 years?**

After two years, your XtraMiles reward points automatically expire. They will not be redeemable when expired.

” **Can I redeem my XtraMiles for rewards to be offered to my family or friends?**

Yes, you can redeem your XtraMiles for flight tickets, hotel stays, car rentals, credit card fee waivers and Priority Pass Lounge Access for your family and friends.

Please note that you cannot redeem a Priority Pass Lounge Access for a friend or family if you are not visiting the lounge yourself. You can only have one accompanying guest and you are advised to check the applicable terms and conditions of each lounge prior to visiting same.

” **How will I know when/if my XtraMiles will expire/have expired?**

You can log into your XtraMiles Account to check same. Select “My XtraMiles” on the left panel and navigate to the tab “XtraMiles Set to Expire” and “XtraMiles Expired”.

” **I already had an XtraMiles account which I was using before. Should I register again now?**

Irrespective of whether you had an XtraMiles account before the programme was put on hold in April 2018, you should now register for your new User ID and Password.

” **What User ID should I use?**

You can personalize your User ID when registering on the XtraMiles platform the first time. Upon first time registration, you will need the Customer ID, which was provided to you by the Bank. You will have to append 3 zeros to the end of your Customer ID.

” **What is my Customer ID?**

This is the 6 digits unique identifier provided to you by AfrAsia upon opening an account with the Bank.

” **What should I do if I forgot my Customer ID?**

In case you have forgotten your Customer ID, please call our Client Services Hub on below numbers to request for same:

International Banking	: 403 6954
Corporate and Investment Banking	: 403 6955
Private and Personal Banking	: 403 6956

” **What’s an e–ticket?**

An e–ticket (electronic ticket) is a paperless electronic document with a unique confirmation number that neatly replaces the hassles of a paper ticket. When you purchase an e–ticket, you will receive same within 30 minutes of your booking. Simply print it out and bring it with you – along with a valid photo ID – to the airline counter while checking in for your flight.

” **Can I book for an infant?**

Yes, you can book one infant per adult on XtraMiles. As per airline rules, an infant must be aged between 2 weeks to 24 months as on the date of travel. Please make sure that you carry valid proof–of–age document at the time of check-in. Subject to chosen airline and / or your request, infants may not be allocated their own seat nor be entitled to baggage allowance.

” **What is the maximum number of seats I can book?**

A maximum of 10 seats can be booked at one time. If you need to book for more than 10 travelers, you will have to re–start the booking process for the additional travelers.

” **Can I book a multi–city trip?**

Yes, you can book a multi-city trip by choosing the “Use the [advanced flight search](#) system”.

” **I did a search for flight tickets and selected my flight. However, after providing the passenger details, I see that the fares have increased. Why?**

The airline fares are dynamic in nature and are based on availability of the seats on the particular flight. Often, there are instances that the seats selected by you may get sold by the time you complete your booking. Therefore, to minimise the chances of booking failures, please check the availability of the seats before you proceed with the payment. If you find that the fare has increased at this step, you have the option of going ahead with the booking or refresh the search.

” **How do I know my booking was confirmed?**

We will send you an email for your flight, hotel or car rental booking to confirm successful redemption and booking.

” **Do I need to confirm my flight reservation before I fly?**

No, you don’t. If you really want to, you can contact the airline directly.

” **How do I confirm my seat assignments?**

XtraMiles does not do pre-seating. Some airlines will confirm your seat assignments – their rules for doing so vary – so you can call your airline directly to check whether you get to choose your seat.

” **I have already booked my flight and received the confirmation by email but I now want to amend the departure or arrival dates. What should I do?**

For any amendments, please leave a message on the Contact Us page or you can also call on 230 5869 0114. Please note that your query will be attended to during office hours, that is, from 9:00 to 17:00 from Monday to Friday.

” **What happens if I need to amend/ cancel my bookings outside of office hours?**

You can leave a message on the Contact Us page and your query will be attended to on the next business day. If it is an emergency (please refer to the definition of emergency below), you can call on 44 16144 06755.

” **What is an emergency?**

When you have already started your journey and encountered a problem with supplier (airline, hotel, car rental) not recognizing your booking as per the details stated on the booking confirmation, this will be treated as an emergency. For example, if you made a hotel booking and upon reaching the hotel, you are informed that unfortunately, no such booking has been confirmed, you can call on +44 16144 06755 for urgent attention.

” **Can I book a flight only for my child or infant?**

Making an online flight booking for a child unaccompanied by an adult is not an option on any of the online flight booking platforms.

This is due to the prerequisite of airline formalities and the requirement of necessary supporting documents determined by the airline for such a booking.

” **What happens if I do not have enough XtraMiles for a redemption?**

For any flight, hotel and car rental booking, should you not have enough XtraMiles for your redemption, you can complete your redemption by combining your XtraMiles and pay the balance with your AfrAsia World or Titanium Mastercard Credit Card. There is an option on the platform once you choose your flight, hotel or car rental which allows you to combine XtraMiles & Cash payment simultaneously.

For example, you have a balance of 50,000 XtraMiles and you have to redeem 70,000 XtraMiles for a flight ticket, you can pay the monetary equivalent of 20,000 XtraMiles with your AfrAsia cards on the online booking platform.