

Missing club points/Asia Miles request form

Member's details

Membership number Membership tier

Family name Given name

Please check that the following criteria apply before making your missing club points and/or Asia Miles request

- Airline / Hotel partners: You quoted your membership number when making a reservation at our Airline / Hotel partners and presented your membership card at check-in (where relevant).
- Travel partners: You quoted your membership number upon booking a package with our Travel partners and presented your membership card at time of payment (where relevant).
- Cars & Transport / Retail / Dining & Banquet / Living & Wellness partners: You presented your membership card upon payment.
- You have allowed 8 weeks from the transaction date of the request for club points and/or Asia Miles to appear in your account.
- Less than 6 months have lapsed between the date of transaction and the claim for missing club points and/or Asia Miles.

How to claim your missing club points and/or Asia Miles

1. To claim missing club points and/or Asia Miles, please complete the form in English and CAPITAL letters using black ink. Then, post the completed form (with the relevant documents as specified under corresponding partners below) to Marco Polo Club.
2. For missing Asia Miles transferred from **Finance & Insurance** and **Telecoms** partners, please check directly with the partners concerned.
3. Please allow 8 weeks processing time after submission of this form for club points and/or Asia Miles to be credited to your account.
4. For more information on claiming missing club points and/or Asia Miles, please call Marco Polo Club service centre at +852 2747 5500.

Missing club points and/or Asia Miles request details

Club points and/or Asia Miles - Please attach e-ticket itinerary receipt and boarding pass(es)

| Airline Partner name | Flight number | Date of departure (dd/mm/yyyy) | Fare class | Ticket number | Origin | Destination | Missing club points, Asia Miles or both |
|----------------------|---------------|--------------------------------|------------|---------------|--------|-------------|---|
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NB: 1. Now you can claim your missing club points and/or Asia Miles online for flights operated by Cathay Pacific / British Airways / Qantas / Air New Zealand. Please log in to your Marco Polo Club account at www.cathaypacific.com and browse the **Claim missing club points and/or Asia Miles** page.

2. To claim your missing club points and/or Asia Miles, please attach e-ticket itinerary receipts and boarding passes copies.

3. Please note that only **certain airline fare classes** are eligible for earning club points and/or Asia Miles.

4. For Asia Miles, certain discounted Economy Class tickets subject to different fare types will earn 25% or 50% of the actual miles flown. For details, please refer to www.asiamiles.com/en/earn-miles/airlines.html

Hotel mileage credit [‡] (applicable to members earning Asia Miles) - Please attach **Original** copy of your hotel bill(s)

| Hotel chain | Hotel name | Hotel location (city/country) | Date of check-in (dd/mm/yyyy) | Date of check-out (dd/mm/yyyy) | Hotel bill number | Currency/ Room rate |
|-------------|------------|-------------------------------|-------------------------------|--------------------------------|-------------------|---------------------|
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[‡] Applicable Partners: Hotel JAL City, InterContinental® Hotels Group, Landis Hotels & Resorts, Langham Hospitality Group, Marco Polo Hotels, Meritus Hotels and Resorts, New World Hotels & Resorts, Nikko Hotels International, Okura Hotels & Resorts, Park Plaza® Hotels & Resorts, Radisson Hotels & Resorts, Rosewood Hotels & Resorts®, Shangri-La Hotels and Resorts, Sino Hotels, Swire Hotels, and WORLDHOTELS.

For other partners, please contact them directly.

Cars & Transport [#] / Retail [#] / Living & Wellness [#] mileage credit (applicable to members earning Asia Miles)

- Please attach car rental agreement **Original** copy / shopping **Original** receipt(s)

| Partner name | Location (city/country) | Date of transaction (dd/mm/yyyy) | Receipt number/Invoice no. | Spent amount (HKD) [^] |
|--------------|-------------------------|----------------------------------|----------------------------|---------------------------------|
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[#] Applicable partners: Avis, HERTZ, Sixt, Samsonite & RedMR.

For other partners, please contact them directly.

[^] For minimum and maximum spending requirement (if applicable), please refer to www.asiamiles.com

NB: To claim your missing mileage on Samsonite purchase, please attach **Original** receipt.

Asia Miles Dining and Banquets ^{*} mileage credit (applicable to members earning Asia Miles)

- Please attach **Original** dining receipt or restaurant receipt(s)

| Partner name | Location | Date of transaction (dd/mm/yyyy) | Dining or restaurant receipt serial number | Spent amount (HKD) [*] |
|--------------|----------|----------------------------------|--|---------------------------------|
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^{*} For Banquet partners, please check directly with partner concerned.

^{*} Spend per transaction (Min HKD300, max HKD10,000, excluding tips). Earning proposition and spending criteria may vary for different partners and markets. For the latest information, please refer to www.asiamiles.com/en/earn-miles/dining.html

Travel mileage credit [†] (applicable to members earning Asia Miles) - Please attach **Original** receipt(s)

| Partner name | Flight number | Date of departure (dd/mm/yyyy) | Fare class | Tour code | Ticket number | Origin | Destination |
|--------------|---------------|--------------------------------|------------|-----------|---------------|--------|-------------|
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[†] Applicable partners: Cathay Pacific Holidays.
For other partners, please contact them directly.

Member's signature _____

Date

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Post back to: Marco Polo Club, PO Box 1024, Tsuen Wan Post Office, Hong Kong

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Last updated 2 Feb 2021