

# Missing miles request form

(This form is **not applicable** for Wellness, Payment, Hotel, Dining, Cathay for Business partners and bookings made on Cathay Holidays)

## Member details

Cathay membership number

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Family name

Given name

## Please check if you have fulfilled the criteria to claim missing miles from the corresponding partners

- You provided your membership number or presented your membership card when you made your booking or payment.
- Your missing miles have not been credited to you 8 weeks after the transaction date.
- You are claiming your missing miles within 6 months after the transaction date.
- You contacted the partner directly before filing this request but was unable to resolve the request.
- You checked that you met the minimum and/or maximum spending requirements (if applicable) eligible for earning Asia Miles. Please refer to [https://www.cathaypacific.com/cx/en\\_HK/our-partners.html](https://www.cathaypacific.com/cx/en_HK/our-partners.html) for details.

## Important notes

- Please fill out the form in English and CAPITAL letters using black ink. Post your form (along with the relevant documents as specified under corresponding partners, shown below) to Asia Miles, PO Box 1024, Tsuen Wan Post Office, Hong Kong.
- If the missing miles in question relate to our **Finance & Insurance** partners, please check with the relevant partners directly.
- It may take 8 weeks from the transaction date for your claim to be processed and the miles to be credited to your account. If you have not received miles by then, you can claim your missing miles within 6 months of the transaction date.
- Missing miles related to Hertz should be submitted on this online form: <https://www.hertz.com/rentacar/partner/index.jsp?targetPage=ftRetroFormView.jsp>
- Missing miles related to Avis should be submitted on this online form: [https://one.avisworld.com/en\\_GB/Avis-CathayPacific/ClaimMiles](https://one.avisworld.com/en_GB/Avis-CathayPacific/ClaimMiles)
- For more information on claiming missing miles, you can contact us at +852 2747 3333.

## Missing miles request details

**Shopping, Car Rental Partners** – Please attach the **copies** of your receipt(s) or car rental agreement (for car rental partners).

Partner name	Location (City / Country)	Date of transaction (DD / MM / YYYY)	Receipt no./ Invoice no.	Amount spent (HKD) <sup>^</sup>

Member's signature

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Date

D	D	M	M	Y	Y	Y	Y
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**Post back to Asia Miles, PO Box 1024, Tsuen Wan Post Office, Hong Kong**