

## MILLEMIGLIA PROGRAM FREQUENTLY ASKED QUESTIONS

### MILLEMIGLIA ACCOUNT, CODE AND PIN

#### After joining the Program, how do I obtain the MilleMiglia code?

You can get the customer code in several ways:

- at the end of the online registration process on the alitalia.com website
- in all subsequent commercial communications from the Program sent via e-mail, as shown in the image:



- on the MilleMiglia card, which you will receive at your mailing address after the first transaction registered within the Program;
- at MilleMiglia Customer Service: the operator will verify your personal data and will tell you the MilleMiglia number.

#### When will I receive my Personal Identification Number (PIN)?

The PIN is sent by email after enrolling in the MilleMiglia Program.

#### What should I do if I haven't received the PIN or if I forgot it?

You can request the PIN directly online through the "Retrieve PIN" service: it will be sent to the email address registered in your profile. If the profile does not include an email address, or if it is no longer active/updated, you can request the PIN from your Club's Customer Service.

#### If I forgot both the MilleMiglia code and the PIN, what do I need to do to retrieve my data?

To request the code, please contact your Customer Service for support; you can then request the PIN through the Retrieve PIN online service once you have obtained the MilleMiglia number.



**I just completed the Program enrollment but I am unable to insert my number on the alitalia.com website when booking and/or logging into the members' Personal Area. Why?**

Enrollment in the MilleMiglia Program is processed by Alitalia systems within 24 hours, so please again later.

**If I need to update my personal data but I cannot do it through the Alitalia website, how can I proceed?**

Please contact your local Customer Service for support.

## **CARD MANAGEMENT**

**How long does it take to activate and receive the MilleMiglia card?**

To activate the card and receive it at the address indicated, we recommend you to communicate your MilleMiglia code during the first flight or Partner transaction that you intend to make.

In any case, please note that the card shipping times are about 3-4 weeks from the moment of activation.

**I have carried out various transactions within the MilleMiglia Program, but I have not yet received the card. Why?**

This can be caused by several reasons:

- When you carried out transactions with Alitalia and/or a MilleMiglia Partner you did not communicate the MilleMiglia number, and therefore it was not possible for Alitalia to activate and mail the card; we recommend that you communicate your code the next time.
- The postal address indicated in the Member profile was not updated or it is incomplete. In this case please check it and, if necessary, update your profile before requesting a duplicate card from MilleMiglia Customer Service.

In any case, please note that the card shipping times are about 3-4 weeks from the moment of activation.

**In case of loss, theft or damage of the MilleMiglia card, how can I get a duplicate?**

Please contact MilleMiglia Customer Service which will issue you a duplicate card or, alternatively, open a new account in substitution of the previous one, where all accumulated miles will be transferred. Opening a new account will generate a new MilleMiglia code and card.

Please note that in these cases, Alitalia shall not be liable for any fraudulent use of the card that occurred prior to the notification of loss or theft.

We also remind you to check your mail address and, if necessary, update it before requesting a duplicate card from MilleMiglia Customer Service; in any case, please note that the card shipping times are about 3-4 weeks from the moment of activation.

**If I have two MilleMiglia cards, can I merge them?**

If you mistakenly have two MilleMiglia cards in your name, you can close one account and transfer all accumulated miles onto the other by making a request to Customer Service who can provide you with a definitive MilleMiglia code with which you can continue to earn miles.



## MILLEMIGLIA KIDS PROGRAM

**I have a child between 2 and 13 years of age, can I enroll him/her in the MilleMiglia Kids Program even if I am not a MilleMiglia member?**

MilleMiglia Kids is an initiative whereby Program members can accumulate on their own card the miles earned by flights taken by children associated with it. Therefore, the child's parent must be a MilleMiglia member.

**How long will it take to receive confirmation of my child's enrollment in MilleMiglia Kids?**

Within up to 30 days you will receive a confirmation email containing the MilleMiglia identification number associated with the child, which will need to be communicated whenever he/she flies with Alitalia.

**Can I receive miles for my child's flight before his/her MilleMiglia Kids enrollment confirmation?**

To receive miles for your child's flights you must communicate MilleMiglia number at check-in; therefore, in this case it is not possible to request the miles.

**Will the child receive a MilleMiglia card?**

The child will only receive a MilleMiglia identifying number.

**What happens when my child turns fourteen?**

The child will no longer be part of the Kids Program; his/her data will remain in the Alitalia systems and it's profile will be officially activated after the first transaction within the Program. If your child would like to join the MilleMiglia Young Program, he/she must explicitly join the program through the dedicated field in his/her customer profile.

## MILLEMIGLIA YOUNG PROGRAM

**If I am between 14 and 25 years old and a MilleMiglia member, am I automatically a member of MilleMiglia Young, too?**

The program Young is an additional opportunity that MilleMiglia offers to its members. To join the MilleMiglia Young Program, you must give explicit consent either during enrollment or subsequently by updating your customer profile on [alitalia.com](http://alitalia.com) website selecting the Young option.

**After joining the MilleMiglia Young Program, how long will it take to receive the welcome bonus?**

The welcome bonus to MilleMiglia Young consists of 2,000 miles (except special promotions) that you will receive immediately upon joining the Young Program; the Young bonus is on top to the 2,000 standard MilleMiglia welcome miles which you will earn only if you make a transaction (recorded in the Alitalia systems by communicating your MilleMiglia number), either a flight or a transaction with the Program' Partners, if made within 3 months from the date of enrollment.

**Will I receive a MilleMiglia Young dedicated card?**

MilleMiglia Young Base members receive a dedicated card as in the following example:



Ulisse, Freccia Alata or Freccia Alata Plus members can continue to use the Top Tier card they already own.

### **What happens when I turn 26?**

When you turn 26, you automatically stop being part of the Young Program, but you will remain a MilleMiglia member: you can access services through the same account (MilleMiglia code and PIN) and benefit from all the advantages offered by the Program. It is, therefore, not necessary to re-enroll.

As far as the card is concerned, you can still use the card that you already own.

### **Can MilleMiglia Young members also access Exclusive Clubs?**

Yes. Young members are first and foremost MilleMiglia members, so in addition to taking advantage of all the benefits of their Young membership, they can continue to enjoy all the privileges of the MilleMiglia Program.

## **EXCLUSIVE CLUB STATUS AND CARDS**

### **When I reach one of the Exclusive Club tiers (Ulisse, Freccia Alata or Freccia Alata Plus), do I need to do something to activate the new status?**

The status as a new member of a Club will be activated automatically in the Alitalia systems in the month following reaching the access threshold.

### **When I reach one of the Exclusive Club tiers (Ulisse, Freccia Alata or Freccia Alata Plus), what do I need to do to receive the new card?**

The new card will be sent automatically within 3-4 weeks at your mailing address. In order to ensure receipt of the card, we suggest you to verify that the mailing address in your personal profile is up-to-date and complete.

### **What does the expiration date on the card mean?**

The expression "Expiry Date" reported on the card indicates the validity date of membership in the Exclusive Club.

### **How long does the Exclusive Club membership last?**

The status lasts until March 31st of the second year following the year in which you accumulated enough qualifying miles to grant you access into the Club. For example, if you accumulate the required qualifying miles to access the Freccia Alata Club on April 22nd 2015, your new status will



last until the March 31st 2017.

The reference period for the calculation of qualifying miles required to access an Exclusive Club is from January 1st to December 31st of each year.

### **How does the "Miles Rollover" work?**

Thanks to this benefit you can transfer to the following year qualifying miles exceeding the threshold to an Exclusive Club. For instance:

- Standard Ulisse threshold: 20,000 miles
- Qualifying miles earned within the calendar year: 30,000 miles
- Transferred miles according to Rollover benefit:  $30,000 - 20,000 = 10,000$  miles

## **COMMUNICATIONS AND PRIVACY**

### **If I no longer want to receive communications from Alitalia, how can I unsubscribe?**

- If you no longer wish to receive commercial communications (news and offers) from Alitalia, just click on the link at the bottom of all commercial e-mails received from Alitalia. The unsubscribe operation can last a few minutes, we recommend to wait for confirmation before exiting the web page. The request to unsubscribe will be effective in the Alitalia systems within 5 days.
- If you no longer wish to receive MilleMiglia communications (Program news and promotions), you must access your profile on [alitalia.com](http://alitalia.com), select "no communication" in the "communications and offers" sections and then click on "refresh data". Your identification is required for data protection reasons. Alternatively, you can call your MilleMiglia Club's Customer Service. The request to unsubscribe will be effective in the Alitalia systems within 5 days.

### **How can I cancel my membership to the MilleMiglia Program?**

You must make your request of withdrawal from the Program in writing, indicating your personal MilleMiglia code and enclosing a signed copy of a valid identity document. The request must be sent (Italian or English languages only) to the email address [privacy@alitalia.it](mailto:privacy@alitalia.it) or to the fax number +39 066562-7132 or 7133.

In addition to this, if you want your personal data erased definitively from all Alitalia systems, you must also enclose, in your request to [privacy@alitalia.it](mailto:privacy@alitalia.it), the requested form provided by the Italian Data Protection Authority, downloadable from the website [www.garanteprivacy.it](http://www.garanteprivacy.it).