

FAQ

Closure of reward-U and the arrangements

1. What happens to my reward-U membership and my reward-U Points during this transition?

Your reward-U account will still be operating as usual with your current reward-U Points until 31 December 2019. After 31 December 2019, your account will be closed permanently.

2. I plan to fly with HK Express or book with reward-U's non-airline partners before 20 August 2019. Will I receive my reward-U Points?

Yes, you can continue to earn reward-U Points from HK Express and our non-airline partners on or before 20 August 2019 when you make your booking through the dedicated links on the reward-U website (offers are subject to partners' availability). You'll be able to earn reward-U Points from BEA, CNCBI and Regal Hotels for a slightly longer period – on or before 15 September 2019.

3. I do not have enough reward-U Points to redeem HK Express flights. Does that mean I will lose all my points?

As well as redeeming your remaining reward-U Points on HK Express flights, you can also choose to convert your points into Asia Miles via reward-U's dedicated website from the fourth quarter of 2019.

4. When is the last day to sign up for reward-U membership?

You can sign up as a reward-U member until 20 August 2019.

5. Can I get a cash refund for my reward-U Points balance?

Remaining reward-U Points cannot be refunded as cash. However, you can use your remaining points to redeem HK Express flights or convert them into Asia Miles via reward-U's dedicated website from the fourth quarter of 2019.

6. Will I continue to receive my reward-U Points statement after 20 August 2019?

You will continue to receive your reward-U Points monthly statement until 31 December 2019. You can also check your points balance anytime by logging into your reward-U account via the website from now until 31 December 2019. After 31 December 2019, your account will be closed permanently.

7. If I earn reward-U Points on the cut-off day, when will the points be credited to my account?

The points will be credited by 19 September 2019. All reward-U Points which remain in the reward-U account will be forfeited after 31 December 2019.

8. Who should I contact if I have more questions?

You can contact reward-U Guest Relations via live chat or by completing our [contact form](#).

Conversion of reward-U Points to Asia Miles

9. How do I convert my reward-U Points into Asia Miles?

You can convert your reward-U Points into Asia Miles via reward-U's dedicated website. Please have your Asia Miles membership number ready and follow the instructions on the webpage. If you are not an Asia Miles member already, please sign up via the [Asia Miles website](#) before you convert your reward-U Points into Asia Miles.

10. When can I convert my reward-U Points into Asia Miles?

You can convert your reward-U Points into Asia Miles from the fourth quarter of 2019 until 31 December 2019.

11. Why should I convert my reward-U Points into Asia Miles?

Once your reward-U Points are converted into Asia Miles, you can make use of your Asia Miles to enjoy Asia Miles rewards and benefits, including a wide variety of travel and lifestyle experiences.

12. What happens if I want to convert my reward-U Points but I am currently not an Asia Miles member?

You can sign up for an Asia Miles account at [asiamiles.com](#).

13. What is the conversion rate from reward-U Points to Asia Miles?

You can convert your reward-U Points into Asia Miles at the rate of 8 reward-U Points to 1 Asia Mile.

14. How many times can I convert my reward-U Points into Asia Miles?

Once you have decided to convert your reward-U Points into Asia Miles, all the reward-U Points balance will be converted.

15. What is the minimum number of reward-U Points that I can convert?

The minimum number of points to convert will be 8 reward-U Points.

16. What happens if my reward-U Points are not in multiples of 8?

The website will convert the maximum number of reward-U Points in your account and the balance will remain in your reward-U account. For example, if you have 10 reward-U Points in your account, 8 points will be eligible for conversion into 1 Mile and you will have a remaining balance of 2 points.

17. Can I choose the number of reward-U Points to convert?

Once you have decided to convert, all reward-U Points in your account balance will be converted. For example, if you have 10,005 reward-U Points, these will be converted into 1,250 Asia Miles and 5 reward-U Points will be left in your account.

18. What happens if there are remaining points in my reward-U account after I have converted my reward-U Points into Asia Miles?

You can continue to earn reward-U Points until 20 August 2019 and choose to convert your points into Asia Miles or use the points to redeem HK Express flights at any time on or before 31 December 2019. All reward-U Points that remain in your reward-U account will be forfeited after 31 December 2019.

19. How will my reward-U Points be rounded up for the conversion?

The website will convert the maximum number of reward-U Points in your account and the balance will remain in your reward-U account. For example, if you have 10 reward-U Points in your account, 8 points will be eligible for conversion into 1 Mile and you will have a remaining balance of 2 points.

20. Is there an expiry date for my Asia Miles after they are converted from reward-U Points?

Once reward-U Points are converted into Asia Miles, they will have a refreshed validity following Asia Miles' terms and conditions.

21. My conversion from reward-U Points to Asia Miles failed. What is the reason?

Please log in to your reward-U account to make a conversion. If the conversion fails, please verify your Asia Miles membership number and make sure your Asia Miles membership name or your reward-U account name match with the name on your travel document.

22. My reward-U and Asia Miles account name are not the same. What should I do?

Please contact reward-U service centre or Asia Miles service center to update your account name to make sure all names match with the name on your travel document.

23. How long will it take for my points to be converted?

Once your information is verified, the conversion will be completed instantly.

24. What happens to my reward-U account after the points are converted?

Your reward-U account will still be operating as usual with your current reward-U Points until 31 December 2019. After 31 December 2019, your account will then be closed permanently afterwards.

25. What happens if I do not receive my Asia Miles after the conversion?

Please contact Asia Miles service centre via live chat.

26. What happens if I do not convert my reward-U Points by 31 December 2019?

All reward-U Points that remain in your reward-U account will be forfeited after 31 December 2019.

reward-U Points / Asia Miles Accrual

27. When is the last day I can earn reward-U Points from HK Express?

20 August 2019

28. My flight booking date is before 20 August 2019, but my flight date is after 20 August 2019. Can I earn reward-U Points?

Yes, your eligible reward-U Points will be credited to your account by 19 September 2019.

29. When is the last day I can earn reward-U Points from reward-U's non-airline partners?

For BEA, CNCBI and Regal Hotel, you can earn reward-U Points on or before 15 September 2019.

For all other non-airline partners, you can earn reward-U Points until 20 August 2019.

30. If my HK Express flight or services booked via reward-U's non-air partners are completed after 20 August 2019, will I still receive my reward-U Points?

The last day to earn reward-U Points via our airline and non-airline partners is 20 August 2019 (Except BEA, CNCBI & Regal Hotels, which will be on or before 15 September 2019. No points will be awarded after this date.

31. Can I earn Asia Miles from HK Express?

Please visit HK Express' and [Asia Miles'](#) websites for more information about earning miles.

32. Can I earn Asia Miles from reward-U's non-airline partners?

Please visit the [Asia Miles website](#) to see the wide range of non-airline partner offers available to Asia Miles members.

33. How do I sign up for Asia Miles?

You can sign up as an Asia Miles member for free at the [Asia Miles website](#).

reward-U Points / Asia Miles Redemption

34. What should I do with my remaining reward-U Points?

You can redeem HK Express flight tickets on or before 31 December 2019 or convert your remaining reward-U Points into Asia Miles via reward-U's dedicated website from the fourth quarter of 2019.

35. Can I use my remaining reward-U Points to redeem flight tickets on Asia Miles' airline partners?

Once you have converted your reward-U Points into Asia Miles, you may redeem flight tickets with Asia Miles' airline partners. Please visit [asiamiles.com](#) for more information.

36. What can I use Asia Miles for?

You will be able to enjoy many benefits and privileges as an Asia Miles member, including a wide variety of travel and lifestyle experiences. Please visit [asiamiles.com](#) for more details.

37. Can I use Asia Miles to redeem HK Express flight tickets?

You can now redeem HK Express flight tickets with Asia Miles by redeeming HK Express e-vouchers on Asia Miles' online redemption platform. You can then choose to use a combination of e-vouchers and cash to settle the payment. Please visit [asiamiles.com](#) for more details.

38. Where can I obtain the e-vouchers to redeem HK Express flight tickets?

You can redeem e-vouchers via Asia Miles' online redemption platform. Please visit [asiamiles.com](#) for more details.

39. Can I only use e-vouchers on HK Express redemptions?

Yes, currently you can only use HK Express e-vouchers on HK Express.

Data security Questions

40. What will reward-U do with its membership database after the programme stops running?

reward-U's membership data will be destroyed in 180 days after reward-U ceases operations.

41. What types of personal data do I need to provide for conversion from reward-U Points into Asia Miles?

You'll need to provide your Asia Miles membership number to complete the conversion.

42. What types of personal data will be transferred to Asia Miles when I convert my reward-U Points?

The Asia Miles number and username provided by members will only be used for identity verification purposes. No other personal data will be transferred.

43. What measures are you taking to protect personal data during the conversion?

reward-U has security protocols in place to safeguard members' personal data, and they will be reviewed regularly.

44. How do I ensure my personal data is not provided to a third party?

Personal data provided by reward-U members will only be shared for marketing purposes with members' consent.

General Questions

45. How do I check my reward-U Points balance?

You can log in to the reward-U website to check your points balance.

46. What is the redemption requirement for HK Express flights using reward-U Points?

You can redeem HK Express flights when you have 40,000 reward-U Points or more.

47. If I have transferred my points to the Captain of my reward-U Crew, can I withdraw the points?

According to reward-U programme rules, all points earned by members of a reward-U Crew will be transferred to the Captain and cannot be withdrawn by the members.

48. My Crew Captain converted all the reward-U Points into his/her own Asia Miles account, am I able to retrieve the points?

No, because all the reward-U Points balance in the reward-U Crew members' account will be automatically transferred to the Captain's account and cannot be reversed.

49. I have inserted my reward-U number when making my flight booking, but I did not receive any reward-U Points. Can you help?

You can continue to claim missing reward-U Points on flights eligible for reward-U Points accrual on or before 31 December 2019. Please note flights booked after 20 August 2019 are not eligible for reward-U Points accrual. Claims made after 31 December 2019 will not be accepted.

[Remarks: The name used for flight booking needs to be perfectly identical with the member's name in their travel documents.]

To claim your missing points:

- On or before 20 August 2019, you can claim their missing points via <http://www.reward-u.com/account/claimmissingpoints>.
- After 20 August 2019, you can claim your missing points by contacting our (reward-U) live chat or by filling in the contact guest relations form via http://www.reward-u.com/en/support/contact_guest_relations with your HK Express flight booking reference and membership number.

50. I have missing reward-U Points. What should I do?

You can continue to claim missing reward-U Points on flights eligible for reward-U Points accrual on or before 31 December 2019. Please note flights booked after 20 August 2019 are not eligible for reward-U Points accrual. Claims made after 31 December 2019 will not be accepted.

[Remarks: The name used for flight booking needs to be perfectly identical with the member's name in their travel documents.]

To claim your missing points:

- On or before 20 August 2019, you can claim their missing points via [reward-u.com/account/claimmissingpoints](http://www.reward-u.com/account/claimmissingpoints).
- After 20 August 2019, you can claim your missing points by contacting our (reward-U) live chat or by filling in the contact guest relations form via [reward-u.com/en/support/contact_guest_relations](http://www.reward-u.com/en/support/contact_guest_relations) with your HK Express flight booking reference and membership number.

51. I have submitted a claim for missing points, however, the status is shown as "Invalid".

'Invalid' missing points claims means that you may have provided inaccurate information (such as flight number, departure city, arrival city or departure date), a flight flights paid for with reward-U Points, or the points have already been credited for your flight.

52. Can I submit a missing-points claim for reward-U's non-air partners?

Missing points claim do not apply to reward-U's non-air partners. However, if you have not received your eligible points after the stated points credit period, please contact the relevant reward-U partners for assistance.

53. When can I make a missing-points claim?

You can continue to claim missing reward-U Points on flights eligible for reward-U Points accrual on or before 31 December 2019. Please note flights booked after 20 August 2019 are not eligible for reward-U Points accrual. Claims made after 31 December 2019 will not be accepted.

[Remarks: The name used for flight booking needs to be perfectly identical with the member's name in their travel documents.]

To claim your missing points:

- On or before 20 August 2019, you can claim their missing points via <https://www.reward-u.com/account/claimmissingpoints>.

After 20 August 2019, you can claim your missing points by contacting our (reward-U) live chat or by filling in the contact guest relations form via https://www.reward-u.com/en/support/contact_guest_relations with your HK Express flight booking reference and membership number.

54. When will I receive my reward-U Points after making a missing-points claim?

If your missing points claim is valid, you will receive your reward-U Points within 7 working days.

55. Can I sign-up as a reward-U member after flying with HK Express to claim my missing points?

Requests for missing-points claims will not be eligible for travel prior to the date of the reward-U programme enrollment.

For more frequently asked questions about reward-U, please visit: reward-u.zendesk.com