

Dear Trade Partners,

Greetings !!

Kindly take note of trailing **IMPORTANT UPDATE** on subject matter and assist pass on this information internally to all your India sales, frontline, booking staff to ensure awareness and advise them to intimate all our mutual Sheba miles passengers on same to ensure that use their accumulated miles before expiry date Dec 31, 2022, so that they do not loose same.

In case of any clarification/assistance required, kindly contact our BOM reservation team on +91 022 68460904 or send them an email on bomres@ethiopianairlines.com

Counting on you usual understanding and support for the benefit and smooth handling of our mutual customers.



ShebaMiles Mile Expiry

Greetings from Customer Loyalty,

ShebaMiles miles are valid for 3 years and will expire after 3 years of inactivity. The ShebaMiles standard mileage expiration will occur December 31, 2022, and ShebaMiles members with miles to expire on Dec 31, 2022, should either redeem their miles for awards or shall take any eligible activity until December 30, 2022, to prevent the expiry.

The validity of expiring miles will be extended for one more calendar year if members complete one of the following qualifying activities until December 30, 2022.

- **Book a flight and travel:**
 - If members with miles to expire at the end of 2022 travel on Ethiopian or partner airlines before end of December 2022, the expiring miles will be extended by one additional year until December 31, 2023.
 - Please ensure that the members' ShebaMiles number is registered in the booking to ensure that the miles are automatically credited after the flight.

- **Redeem miles for awards:**

- Members can redeem miles for a wide range of awards which includes award tickets, upgrade awards, and much more.

<https://shebamiles.ethiopianairlines.com/SpendMiles>

- Members can book an award for travel in 2022 or 2023.
- If members redeem part of their expiring miles, the remaining miles will be extended by one additional year until December 31, 2023.

Example: Member 'A' has 75,000 miles that will expire on December 31, 2022. If member 'A' redeemed an award using 50,000 miles, the remaining 25,000 miles will be extended by one additional year.

- **Buy miles:**

Members can purchase miles starting from 1,000 miles online, at the nearest Ethiopian Airlines Ticket Offices or at Global Customer Interaction Center. When buying miles, the expiring miles will be extended by one additional year until December 31, 2023.

<https://shebamiles.ethiopianairlines.com/bgtp>

- **Transfer miles:**

Members can transfer their miles to another ShebaMiles account online. If members transfer part of their expiring miles, the remaining miles will be extended by one additional year until December 31, 2023.

<https://shebamiles.ethiopianairlines.com/bgtp>

Example: Member 'A' has 25,000 miles that will expire on December 31, 2022. If member 'A' transfers 5,000 miles to another eligible member, the remaining 20,000 miles will be extended by one additional year.

- **Donate miles:**

Members can donate miles to one of the charity organizations in fulfilling their noble missions. Members can donate either all their expiring miles or part of it. If members donate part of their expiring miles, the remaining miles will be extended by one additional year until December 31, 2023.

<https://shebamiles.ethiopianairlines.com/spend-miles/donate-Miles>

Example: Member 'A' has 2500 miles that will expire on December 31, 2022. If member 'A' donates only 500 miles, the remaining 2,000 miles will be extended by one additional year.

- **Earn miles with our non-air partners:**

Members can use the services of our non-airline partners- like hotels, car rental companies, dining partners ...etc.

<https://shebamiles.ethiopianairlines.com/partners>

Best regards,

The ShebaMiles Team