

Fortune Wings Club – Frequently Asked Questions

金鵬俱樂部 - 常見問題

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How to Join

1.1 How do I become a Fortune Wings Club member?

Please apply at our [HKA website](#), download [HKA's mobile app](#), contact call center or fill in the application form at the check-in counters, information counter or on board. Once your application has been processed, you will receive a confirmation email.

*Please remember to quote your membership number to earn Fortune Wings Points now.

1.2 Is there a minimum age requirement to join Fortune Wings Club?

Membership is welcome to anyone over 2 years old (parental or legal guardian consent is required for person under 18 years old).

1.3 Can I share a Fortune Wings Club account with my family?

No. Each Fortune Wings Club account is valid for one person only.

1.4 Is there any membership fee or joining fee?

No. It is FREE of charge.

1.5 When will I receive my membership card?

Membership card will be issued once upgraded to Elite members starting from Silver Card with 20 upgrade segments or 30,000 upgrade points within 1 year. Please make sure your mailing address is up-to-date and allow 4 to 6 weeks for the delivery of your membership card.

Your personal details & password

2.1 How do I change my name in my membership profile?

To change the name on your Fortune Wings Club account, please email ffp@hnair.com with one of the following documents for verification:

- Passport copy with the specified changes indicated
- Deed poll
- Marriage certificate

*The name on your profile must match the name on your official documents.

2.2 What can I do if I have lost my Fortune Wings Club Membership card?

Please contact us for assistance.

2.3 How do I receive my login password?

For enrollment via call center or application form, you will receive your login password once your application is successful in 4-6 weeks by email. If not, please contact us for assistance.

2.4 What if I have forgotten my login password or my membership number?

If you have registered email address, please retrieve your password by clicking Forget Password or your membership number by clicking Forget Card at [Fortune Wings Club website](#). If not, please contact us for assistance.

*For security reason, login password will be sent to your registered email address.

2.5 What can I do if I cannot login with my password?

Please do not enter any spaces when entering your membership number or password.

If the problem persists, please contact us for assistance. Please provide your personal details for verification.

*For security reason, login password will be sent to your registered email address.

Your Account Balance

3.1 When is the expiry date of my points?

Your points will be expired in **24 months** from the date of transaction. If you don't have any transactions in 24 months, your points will be expired and forfeited. Forfeited points cannot be renewed but your account will be maintained. If there are any transactions within validity period, all of your points will be expired in 24 months from the **NEW** transaction date.

3.2 Where can I find my Points transaction, balance or expiry date?

Simply login at our [HKA website](#) and view details of your account balance and latest transaction.

3.3 How can I terminate my account?

Members may terminate their membership at any time by giving written notice to Fortune Wings Club and returning their membership cards. At the same time, any Fortune Wings Points will be cancelled.

Your Account Summary

4.1 Will I receive a paper Account Statement?

No, but you can access and print your transaction online.

4.2 Can I have my Account Summary emailed to more than one email address?

No, to protect your account & privacy, your Account Summary will only be sent to one email address.

4.3 What if I do not receive my Account Summary?

There may be more than one reason why you did not receive your online Account Summary.

- Ensure that your server is functioning properly.
- Make sure that your mailbox is not full.
- If you have changed your email address, remember to update the new address in your profile.
- Check that there are no typographical errors in the email address that is registered in your profile.
- If you have provided us with an email address that is shared with another member(s), please update your own in your profile.

4.4 What if I had changed my email address?

In order to receive your Account Summary at a new email address, please update your profile accordingly.

Earning Fortune Wings Points

5.1 Can I receive Fortune Wings Points for travel or transactions completed before my enrollment with Fortune Wings Club?

No, you can only receive Fortune Wings Points for eligible fare class or qualifying transactions completed after your date of enrolment with Fortune Wings Club.

5.2 What is the meaning of eligible fare class?

Points accrual is based on the fare class booked and shown on the air ticket. Not all fare classes are eligible for Fortune Wings Points. For full details of eligible fare class, please visit our [HKA website](#) for more details.

5.3 What is the meaning of qualifying transactions?

Not all of the services and products purchased from our partners are eligible for the Points accrual. To earn Fortune Wings Points please ensure that the services and products you are using are offered at a rate which is eligible for Points accrual. Please visit our [HKA website](#) for more details.

5.4 Why have not my Fortune Wings Points been credited to my account even though I quoted my membership number during flight reservation and presented my membership card at check-in?

This can be due to different reasons such as name mismatches, membership number mismatches, ineligible fares and system irregularities. It is also possible that your flight is not eligible for earning Fortune Wings Points – please visit our [HKA website](#) for eligibility.

To avoid missing Points due to name mismatches, please make sure that the name on your passport and ticket matched with the one in your profile.

5.5 My ticket is not eligible for earning Fortune Wings Points but do I still earn Upgrade Segments?

If your ticket is ineligible for earning Fortune Wings Points, it is also ineligible for earning Upgrade Segments. Please visit our [HKA website](#) for more details.

5.6 How many Fortune Wings Points can I earn for my flight?

Use the “Points Calculator” at our [HKA website](#) and calculate the number of Fortune Wings Points you will earn on eligible flights.

5.7 I just bought my ticket, why have the Fortune Wings Points not been credited to my account?

You will earn Fortune Wings Points after your flight. No Fortune Wings Points will be credited for unused or refunded tickets. Please ensure that you quote your Fortune Wings Club membership number during flight reservation and check-in for Points to be credited to your Fortune Wings Club account.

5.8 Once I have completed my journey, when will I receive the Fortune Wings Points?

If you have quoted your membership number during flight reservation and check-in, it will take 4-6 weeks after the completion of travel for Points to be credited to your Fortune Wings Club account. Please raise missing claim within 6 months from your flight date if you did not find the Points in your account.

5.9 Why can't I see the Fortune Wings Points credited to my account after I have submitted my missing claim?

If your claims are deemed eligible for Points accrual, the missing Fortune Wings Points should be credited into your account within 4-6 weeks upon receiving your request for airlines or within 6-8 weeks for non-airline partners.

5.10 Can I receive Fortune Wings Points for other passengers?

No, passenger name must match your profile name.

5.11 Can I receive Points for two different frequent flyer programs at the same time?

No, Points can only be awarded to one frequent flyer program of your choice. Therefore, you will need to quote your preferred frequent flyer number during flight reservation and check-in for Points to be credited to your preferred account.

5.12 What is a codeshare flight and will I earn Fortune Wings Points from that?

A codeshare flight is a flight marketed by one airline and operated by another airline. You can only earn Fortune Wings Points on Hong Kong Airlines operating flight.

5.13 How do I earn Fortune Wings Points for activities other than flying?

There are many different ways to earn Fortune Wings Points with a variety of non-airlines partners. Please visit our [HKA website](#) for more information.

5.14 Why have my Fortune Wings Points from non-airline partners not been credited to my account?

This can be due to different reasons such as not quoting your membership number during purchase or not via the dedicated website with such offer. It is also possible that the service or rate you paid was not eligible for accruing Fortune Wings Points. Please refer to the "Non-Airline Partners" at our [HKA website](#) for details on eligibility.

5.15 How can I convert my reward Points from non-airline partners to Fortune Wings Points? How long will it take for the Fortune Wings Points to be credited to my account?

The reward Points of Credit and Charge Card partners, certain Hotel partners, Telecoms partners and Cars & Transport partners can be converted to Fortune Wings Points. You are required to directly contact the partner concerned for more details. It will take 6-8 weeks for the Points to be credited to your Fortune Wings Club account.

5.16 How can I claim missing Points for my recent flights or activities?

Original ticket copies and boarding passes must be submitted. For missing Non-Airline Points requests, original receipts are required. All documents submitted will be retained for record-keeping purposes, so we suggest that you keep copies for your own reference.

- Points should be credited to your account within 4 weeks after travel is completed. For non-airline partners, Points should be credited to your account within 8 weeks.
- All requests for missing Points need to be made within **6 months of the travel date** or sales date with other partners. Normally, it will take 4 to 6 weeks (airline partners) and 6 to 8 weeks (non-airline partners) for the system to double check the flight record and approval.
- Flights that you took before your enrollment of our Club will not be eligible for Points accrual.
- To raise missing claim on your flights, please login to [Fortune Wings Club website](#) or download our [HKA's mobile app](#) for processing.
- To raise missing claim on non-airlines partners, please contact us for assistance.

Redeeming Fortune Wings Points

6.1 How do I redeem a flight award using my Fortune Wings Points?

Before redemption, please confirm:

You have sufficient Points in your account & have set your redemption password. (Please login to [Fortune Wings Club website](#) for password change.)

1. Simply login to our [HKA website](#) for online redemption. If requested flight is not available online, you may try below method;

2. Contact our Fortune Wings Club Service Hotline for seat reservation & visit our [Ticketing Office](#) to complete the redemption process and settle payment of government taxes & other surcharges whenever necessary. (Please present your Fortune Wings Club membership card and travel document.)

6.2 Can I book a flight award ticket with a date beyond my Fortune Wings Points expiry date?

Flight awards are valid for one year from the date of issue unless otherwise stated, but the tickets must be issued before the expiry date of your Points. You can book on any dates within the ticket validity, subject to award seat availability.

6.3 Can I issue an open-dated award ticket?

Open-dated award tickets are not permitted. Flight award tickets will only be issued after a confirmed reservation has been made.

6.4 Can I change my dates of travel after my flight award has been issued?

Yes, your redemption ticket is valid for 1 year. You can change your travel dates, subject to award seat availability at a special discount rate. Please contact us for processing.

6.5 How can I redeem flight award for my families or friends?

You can add up to 10 nominees to enjoy the flight award. Please reserve 30 days for application processing. Please login to your account for updates. Once effective, you can redeem flight awards for your families or friends.

6.6 How can I request an Upgrade?

When you purchased an Economy Class ticket in selected fare classes, you can redeem an upgrade to Business Class by Points. Please contact our Fortune Wings Club Hotline or visit our [Ticketing Office](#) for processing in 24hours before your flight. Please be reminded that Points accrual will be based on original booking class for any kinds of upgrade.

6.7 What else can I redeem with my Fortune Wings Points apart from flight awards?

Lifestyle awards include car rentals, hotel, holidays, dining vouchers and a lot more. Simply visit [Fortune Wings Club website](#) to redeem the award(s) you desire, please read the terms and conditions and delivery arrangements.

Keeping in Touch

7.1 Why am I not receiving emails from Fortune Wings Club?

You may contact your email service provider for assistance as this may be due to emails from Fortune Wings Club have been inadvertently blocked. It is also possible that previous communication sent to your account was returned and we therefore invalidated your email address so that no emails were sent after that. To begin receiving our emails again, please update your email address and check it carefully.

7.2 How do I contact Fortune Wings Club?

You can contact Fortune Wings Club through a variety of ways – please visit our [HKA website](#) for more details.

Data Privacy

8.1 How is my privacy protected?

All information is managed in accordance with the Hong Kong Personal Data (Privacy) Ordinance and our Privacy Policy. Information may be passed to supplier and partner organizations to facilitate communication of news and other information to members. You have the right not to receive such communications from Fortune Wings Club, Hong Kong Airlines and other partner organizations. To select the type of communications you would like to receive, please visit our [HKA website](#).

8.2 What information do you collect and how do you use it?

The Information you provided will be used according to the terms and conditions of Fortune Wings Club in order to verify your membership application. Information will be used only for our company development plans, marketing research, customer communication and promotions purposes. Under the Personal Data (Privacy) Ordinance, you have a right to request access to, and to request correction of, your personal data in relation to your application. If you wish to exercise these rights, please contact Fortune Wings Club. Please visit our [HKA website](#) for more details.

如何加入

1.1 如何加入「金鵬俱樂部」？

您可於[香港航空網站](#), 下載[香港航空手機 APP](#), 聯繫客戶服務中心申請成為會員或向辦理登機櫃檯、資訊中心、票務部或機上索取申請表格。申請手續成功及完成後，您將收到確認電郵。

*請緊記您的會員號碼，讓您可即時賺取金鵬積分。

1.2 「金鵬俱樂部」有否設有最低入會年齡？

有。會員必須年滿 2 歲或以上(18 歲或以下之會員必須取得家長或監護人同意)。

1.3 我能否與家人共用相同的「金鵬俱樂部」賬戶？

每個「金鵬俱樂部」賬戶只限一名會員使用。

1.4 會否收取會員費用？

不會。本會是免費入會的。

1.5 何時能獲發「金鵬俱樂部」會員卡？

當您成為貴賓會員(銀卡以上)後即可獲發會員卡。會員只需於 1 年內累積 20 個升級航段或 30,000 升級積分，即可升級為銀卡。我們將於 4-6 個星期內，送上您的會員卡。請確認您賬戶內的郵寄地址已更新。

您的會員資料/密碼

2.1 如何更改「金鵬俱樂部」賬戶內的姓名？

如欲更改您的會員賬戶姓名，請電郵到 ffp@hnair.com 及附上以下任何一種證明文件以作身分核對之用：

- 已註明更改項目之護照副本
- 改名契約
- 婚姻註冊證明書

*您於賬戶內的個人姓名必須與您的身份證明文件之姓名相同。

2.2 如果我遺失了「金鵬俱樂部」會員卡，應怎辦？

請聯繫我們協助。

2.3 如何得知我的個人密碼？

當您於客服中心或申請表的申請成功及完成後，您將於 4-6 星期內收到確認電郵及密碼。

2.4 假如我忘記個人密碼或會員號碼，怎麼辦？

若您已登記電郵地址，請於 [金鵬俱樂部網站](#) 點擊忘記密碼或忘記卡號找回。如沒有，請聯繫我們協助。

*為安全起見，個人密碼只會傳送至您所登記的電郵地址。

2.5 當我登入時發現個人密碼出現問題，應該怎麼辦？

請注意於輸入會員號碼及個人密碼的時候，不要留有任何空格。

假如問題持續，請聯繫我們協助。您必須提供個人資料，以作核實之用。

*為安全起見，個人密碼只會傳送至您所登記的電郵地址。

您的賬戶

3.1 我的積分何時到期呢？

積分從交易日期起計 24 個月內有效，如賬戶於 24 個月內沒有任何交易記錄，積分將會過期及取消，已取消積分不可延期，但賬戶會被保留。如 24 個月內有任積分交易記錄，所有積分將跟隨新的有效期。

3.2 如何查詢我的交易資料、積分結餘或積分有效期？

當登入[香港航空網站](#)您的賬戶後，瀏覽積分結餘部分及查詢最近的交易記錄資料。

3.3 如何終止賬戶？

金鵬會員可隨時通過書面通知終止會籍並需交還會員卡，而積分結餘亦會即時被取消。

您的月結單

4.1 可否向「金鵬俱樂部」索取紙張月結單?

不可以。但您可在網上檢視及列印交易記錄。

4.2 可否在多於一個電子郵箱中獲取「電子對賬單」?

為保障會員私隱，每位會員只可指定一個電子郵箱獲取其「電子對賬單」。

4.3 為何我未能取得「電子對賬單」?

在下列情況下，您均可能無法取得「電子對賬單」：

- 您的伺服器未能正常運作;
- 您的電子郵箱容量已經爆滿;
- 您已更改電郵地址，但沒有在賬戶中更新;
- 您提供了不正確的電郵地址。
- 若您提供了一個與其他會員共用的電郵地址，請即更新您的賬戶並提供個人專用的電郵地址。

4.4 若我的電郵地址經已更改，我該怎辦?

為確保「電子對賬單」傳送至您手上，請更新您的賬戶及提供您的電郵地址。

賺取金鵬積分

5.1 於加入「金鵬俱樂部」前所完成之旅程或交易，可否賺取金鵬積分？

不可以。您只可申請補發於加入成為會員後所完成之認可旅程或有效交易賺取積分。

5.2 如何得知所購買的機票能否賺取積分？

您可累積的積分會以機票上列明的「艙位代碼」計算。獎勵機票、獎品、團體機票及其他折扣或受限制之機票，均不可賺取積分。如欲了解更多認可之「艙位代碼」詳情，請瀏覽[香港航空網站](#)。

5.3 怎樣才算是有效交易？

並非所有透過夥伴機構完成的交易，均可賺取金鵬積分。如欲賺取積分，請確定您所選購的服務或產品及其價格，適用於賺取積分。詳情請瀏覽[香港航空網站](#)。

5.4 我已於訂票時註明我的會員號碼，並在辦理登機手續時出示會員卡，但為何仍未有金鵬積分存入我的賬戶內？

這可能涉及不同的原因，例如機票上的姓名與您登記的賬戶姓名不符、會員號碼不正確，並非訂購認可之票價或系統故障。亦可能由於您所搭乘之航班並不適用於賺取積分，更多詳細資料，請瀏覽[香港航空網站](#)。

為避免因姓名差異而錯失積分，請確保護照、機票及賬戶資料上的姓名完全一致。

5.5 如我的機票未能賺取「金鵬積分」，能否累積升級航段？

如您的機票未能賺取金鵬積分，亦不可累積升級航段。詳情請瀏覽[香港航空網站](#)。

5.6 如何計算從我的飛行旅程可賺取之積分？

您可使用[香港航空網站](#)上的「積分計算器」計算搭乘認可航班可賺取之積分。

5.7 我已購買機票，為何仍未有積分存入我的賬戶？

您必須搭乘認可航班後，方可賺取積分。未曾使用及已退款的機票，將不可累積積分。

請緊記於訂票及辦理登機手續時註明您的會員號碼，方可憑認可航班賺取積分。

5.8 當我完成旅程後，將於何時收到積分？

如您已於訂票及辦理登機手續時註明您的會員號碼，積分將於完成認可旅程後 4 至 6 星

期存入您的賬戶。如您發現積分仍未在賬戶內顯示，請於旅程日 6 個月內提出補發申請。

5.9 我已遞交補發積分，為何仍未有積分存入我的賬戶？

有效之補發積分申請，將於收到您的申請後 4-6 星期(航空類) 或 6-8 星期(非航空合作夥伴)存入您的賬戶。

5.10 我可否賺取其他乘客的積分？

不可。搭乘航班的旅客姓名必需跟會員賬戶姓名相同。

5.11 我可否同時透過兩個不同的飛行常客計劃，賺取「金鵬積分」？

不可。您只可指定一個飛行常客計劃以賺取金鵬積分。請於訂票及辦理登機手續時註明

您選擇的飛行常客計劃會員號碼，方可憑認可航班賺取積分。

5.12 什麼是代碼共享航班？我可否透過代碼共享航班來賺取積分？

代碼共享航班指航班載有售票之航空公司的航班編號，惟由另一獨立航空公司負責營運的工作。您只可於香港航空營運之航班賺取積分。

5.13 除了搭乘航班以外，我可透過什麼途徑來賺取「金鵬積分」？

不同的夥伴機構有不同的方法以供賺取積分，詳情請瀏覽[香港航空網站](#)。

5.14 為什麼我透過非航空夥伴機構所賺取的積分，尚未存入賬戶之內？

這可能涉及不同的原因，例如當您在訂位時未有說明會員號碼，沒有經指定網站進行交易；又或者您所享用的服務或您所惠顧的消費額尚未符合有關要求。詳情請瀏覽[香港航空網站](#)。

5.15 我如何將其他非航空夥伴的獎勵積分轉換為「金鵬積分」，並需時多久才可存入我的賬戶內？

信用卡或簽賬卡夥伴、部分酒店夥伴、電訊夥伴、汽車及運輸夥伴的獎勵積分，均可轉換為金鵬積分。請直接聯絡有關夥伴機構查詢詳情。有關積分將需 6 至 8 星期存入您的賬戶。

5.16 如何補發透過航班或其他交易所賺取的積分？

申請補發飛行積分時，您必須將機票及登機證之正本一併遞交；若申請補發非航空夥伴積分，則請遞交收據之正本。個別非航空夥伴之交易，您必須遞交列明會員號碼之收據

正本。我們會將保存所有文件作記錄用途，因此建議您保留有關文件之影印本，以供日後參考之用。

- 旅客乘搭航班所累積的積分將於乘搭航班後 4 星期內存入賬戶，而在非航空公司夥伴所消費的積分則需 8 星期存入，視乎合作夥伴而定。
- 補發登記積分的時限為 6 個月(由乘機或在合作夥伴的消費日起計算)。如超過補發期限，將被視為自動放棄。非航空公司夥伴補發登記積分的時限視乎合作夥伴而定。一般而言，系統需要 4-6 個星期(夥伴航空公司) 或 6-8 個星期(非航空公司夥伴)確認及審核積分。
- 在申請成為會員之後的飛行紀錄才能獲取金鵬積分。
- 如需申請補發航空類積分，請登入[金鵬俱樂部網站](#)或下載[香港航空手機 APP](#)。
- 如需申請補發非航空類積分，請聯繫我們協助。

兌獎金鵬積分

6.1 如何以「金鵬積分」兌換飛行獎勵？

如欲兌換飛行獎勵，請確認：

賬戶內已有足夠積分及已設置兌換密碼。(如仍未設置，請登入[金鵬俱樂部網站](#)修改密碼以進行網上兌換)

1. 即上[香港航空網站](#)進行網上兌換飛行獎勵。如所揀選之航班未能於網上兌換，請嘗試以下方法；
2. 致電我們的客戶服務中心預訂座位及親臨[票務部](#)完成兌換手續包括扣分及繳付相關費用(請攜同會員卡及身份證明文件)。

6.2 可否預訂積分有效期後的航班？

除個別註明外，飛行獎勵的有效期為機票簽發日計起 1 年，惟必須於積分逾期前簽發飛行獎勵。您可於機票有效期內預訂任何日子的航班，惟須視乎機位供應而定。

6.3 可否兌換沒有日期限制的獎勵機票？

不可兌換沒有日期限制的獎勵機票，所有獎勵機票必須待預訂確定後方會簽發。

6.4 飛行獎勵一經簽發，我可否更改出發日期？

可以。飛行獎勵有效期為 1 年。您必需於原定出發日前致電我們的客戶服務中心以優惠價更改出發日期，惟須視乎機位供應情況而定。

6.5 可否為我的親戚朋友兌換飛行獎勵?

您可自行於登入賬戶後添加 10 名受益人，30 日後生效。生效日期後，即可為他們兌換飛行獎勵。

6.6 如何申請兌換升艙獎勵？

當您已購買經濟艙指定艙位代碼時，即可以積分兌換升艙至商務艙。請致電我們的客戶服務中心或親臨[票務部](#)兌換。任何方式的升艙也以原機票艙位代碼累積積分。

6.7 除了獎勵機票之外，我還可以金鵬積分來兌換什麼類別的獎勵？

您可兌換一系列生活品味獎勵，包括汽車租賃、酒店住宿、旅遊套票、水療護理、餐飲禮券等豐富獎勵。請瀏覽[金鵬俱樂部網站](#)兌換獎勵，並詳閱條款細則及送貨詳情。

保持聯繫

7.1 為什麼我未能收到「金鵬俱樂部」發出的電郵？

「金鵬俱樂部」的推廣電郵或會被您的電郵服務供應商過濾封阻；亦有可能我們早前曾向您發出電郵，惟該登記電郵地址並不正確或郵箱爆滿，因此您的電郵地址在系統中被標記為無效。如欲重新收到我們的電郵，請更新賬戶及小心查看您的電郵地址。

7.2 如何聯絡「金鵬俱樂部」？

您可透過多種途徑與我們聯絡，詳情請瀏覽[香港航空網站](#)。

資料私隱

8.1 我的個人私隱如何受到保障？

您於此網站進行的交易或提供的個人資料，將根據我們的私隱政策而得到保障，詳情請

瀏覽[香港航空網站](#)。

8.2 「金鵬俱樂部」會收集哪一類型的資料，並會如何應用？

閣下所提供的資料，將會按照金鵬俱樂部有關個人資料的政策與守則，並只會使用於批

核閣下的會員資格申請，金鵬俱樂部正在進行的計劃發展、資料研究、客戶通訊及推廣

優惠用途上。根據《個人資料 (私隱) 條例》，您有權要求查閱及改正申請表上所填報的

個人資料。如您欲行使這項權利，請聯絡金鵬俱樂部。詳情請瀏覽[香港航空網站](#)。