

Q&A

1. Can I earn Miles if my Uber and Flying Blue accounts are not linked?

No, you must link your Uber and Flying Blue accounts.

2. How to link my Uber and Flying Blue accounts?

You need to log in to your Flying Blue account in the top right corner.

If you don't have a Flying Blue account, create one and log in.

If you don't have the Uber app yet, you can download it with the QR code and create an Uber account.

Then:

- Click on "link your accounts"

- Enter either your phone number or email address on the Uber page, then your account will be automatically linked

3. What is the process for earning miles on Premium Uber rides?

- **Step 1:** Link your Flying Blue and Uber accounts as described above.
- **Step 2:** After linking, click on the "**Book a ride**" button available on the Flying Blue website (also accessible via Air France and KLM apps/websites).
- **Step 3:** Book an eligible ride, and you will earn 1 Mile for each euro spent on Premium Uber rides.

4. How to earn miles with Uber?

You will earn 1 Mile per euro spent on Premium rides: Uber X Priority, Black or Berline, Comfort & Van By booking through the Air France & KLM App & websites & Flying Blue website

5. How to be eligible to earn Miles on Premium rides?

- You can only earn Miles for rides booked in the listed countries (Austria, Belgium, etc.).
- Make sure to use the "Book a ride" link provided on the Flying Blue Website or through the Air France and KLM apps/websites
- **If you book via the Uber app you will not earn Flying Blue Miles**

6. How many Miles will I earn on each Uber ride?

You will earn **1 Flying Blue Mile** for every **euro** spent on eligible Premium Uber rides.

7. Is there a specific way to book rides to earn Miles?

Yes, you must book your Uber ride using the “**Book a ride**” link on the **Flying Blue Website** or through the Air France and KLM apps/websites to ensure that the ride is eligible for Miles.

If you book via the Uber App you will not earn Miles

8. Can I earn Miles for regular Uber rides (not Premium)?

No, this program only applies to **Premium Uber rides** (such as Uber X Priority, Uber Black, Uber Berline, Comfort, and Van) in the listed countries.

9. When will my Miles be credited to my Flying Blue account?

The Miles will be credited until 48h after the ride.

10. Can I earn Miles on Uber rides that paid before November 28th?

No, these rides are not eligible to earn Miles. There is no possible retroclaim before the launch of the partnership.

11. What should I do if I don't see my Miles in my Flying Blue account?

If your Miles don't appear after your ride, make sure that you:

- Your accounts are linked
- Booked the ride using the **correct link** on the Flying Blue website or through the Air France and KLM apps/websites

12. How do I claim missing Miles?

Go to the Flying Blue website section manage my Miles / claim Miles / Other partner and then select the Uber partner and fill in the form.