

Hi,

I'd like to provide some feedback for your review on customer loyalty schemes to help with your enquiry.

1. Often the company with the loyalty scheme will devalue their loyalty scheme and then all the points/status etc you had with that scheme will be valued less and these often happen without much warning, or any explanation as to why the devaluation has/needed to occur
2. Qantas recently said it'd be providing "up to 30% more award flights" for their frequent flyer base that want to use points to get flights, but there is no evidence nor review from Qantas/any overarching consumer rights group to make sure Qantas delivers on this
3. Qantas allows you to use points to buy award seats, but also charge ridiculous 'taxes' which sometimes the taxes are more expensive than a normal economy cash seat for the same route
4. Qantas' taxes on award seats when you use your points is exorbitantly high and no-one polices this (e.g. other international airlines charge \$0 in fees when you redeem your points for seats)
5. The value of points in most programs is horrendous. I believe Woolworths gives you \$10 off a shop once you spend \$2,000..... The local coffee shop's stamp/loyalty program provides better value than this!

Hope this helps.

Thanks,
Andrew