

Qantas recently announced a change to frequent flyer business class redemptions and that it will now require more points for the same redemptions.

For general purchases I chose at times to use one credit card in preference over another and incur higher merchant fees for doing so, in order to earn a higher number of Qantas frequent flyer points from the purchase. I made this decision however based on the value of points as I knew it at the time of purchase vs the higher merchant cost of using that particular credit card. I also made this decision based on general published advice from Qantas that my points would never expire providing I accrued or used my points at least once every 18 months.

Regarding the recent program change, I have been saving up enough points for 4 x One World Round-The-World Business Class redemptions and have almost 1 million points saved. These points were earned in good faith and earned according to the published advice that it would require a certain number of points for certain flight redemptions. It will now, however, require approximately 140,000 more points than it previously did. I have always been advised by Qantas that as long as I maintain activity on my account (which I have done), my points will not expire. However, in essence, contrary to their advice, 140,000 of those points have now expired - because I have to earn an additional 140,000 for exactly the same redemption.

Moving forward, I acknowledge any new points earned might be subject to different advertised redemption rates of the day, however, previous points earned should be able to be redeemed at the previously advertised redemption rates with no devaluation as I have been publicly advised those points will not expire - and after all, I have earned those points in good faith with those redeeming rates in mind.

I therefore expect my existing points at the time of the Qantas announcement to retain their same value and be able to be redeemed for business class redemptions into the future at the same rate as advertised at the time of earning points. If Qantas is unable to do this, then in my case I request the equivalent 140,000 points be added to my account to resolve.

Regards,

John