

FREQUENT FLYERS REWARDED IN PROGRAM OVERHAUL



More seats



More rewards



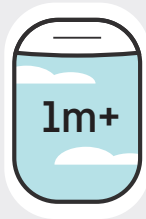
Less fees

Bringing you closer to your next dream trip.

What's changing in 2019



Adding more than **1 million Reward seats** on Qantas and new airline partners to popular destinations - including during peak travel periods



Slashing carrier charges by up to 50% on international bookings*. \$200 average saving.



Up to 10% reduction in points for International Economy Classic Flight Reward seats.



Up to 15% **increase on points for Premium cabins** on Domestic and International Classic Flight Reward seats and up to 9% increase on the points for upgrades. First increase to premium cabins in 15 years. Reflects improvement to product over that time.



More frequent flyer airline partners to earn and use points on, including: Air New Zealand, China Airlines, Bangkok Airways, Air France and KLM Royal Dutch Airlines.

New initiatives



POINTS CLUB

- A club that recognises high-buyers: Frequent Flyers who earn most of their points through on the ground transactions
- Includes two tiers with entry based on members reaching an annual points-earn threshold
- Rewards include:
 - lounge access;
 - bonus Status Credits;
 - member-exclusive offers
- Launching late 2019



LIFETIME PLATINUM

- Qantas Frequent Flyer is the only Australian airline loyalty program to offer Lifetime Platinum status
- Entry to Lifetime Platinum will be reached by a member accruing 75,000 Status Credits
- Addition to existing Lifetime Gold and Lifetime Silver Frequent Flyer tiers
- Lifetime Platinum launching in September 2019.

What's not changing



Tier eligibility criteria including status credits required



Existing tier benefits



Points earn rates on Qantas and partner airlines

Example changes in points and fees

RETURN TRIPS	Before changes		After changes		Differences	
	Points required	Fees	Points required	Fees	Points	Fees
Economy MEL to LAX	90,000	\$513	83,800	\$393	6,200 ↓	\$120 ↓
Premium Economy MEL TO LAX	144,000	\$793	162,600	\$603	18,600 ↑	\$190 ↓
Business MEL to LAX	192,000	\$943	216,800	\$703	24,800 ↑	\$240 ↓
First MEL to LAX	288,000	\$943	325,600	\$703	37,600 ↑	\$240 ↓

FREQUENT FLYER – KEY FACTS



12.7 million members

More than 300 program partners

300+



5 million Reward seats available on Qantas every year

Four flight redemptions made **every minute**



60 upgrades confirmed **every hour**

Two-thirds of all points earned are generated by **on the ground transactions**



35% of all credit card spend in Australia is on a Qantas or Qantas Frequent Flyer co-branded credit card