

<http://www.omanair.com/en/about-us/press-releases/oman-air-s-sindbad-program-now-processes-missing-miles-claim-in-real-time>



## Oman Air's Sindbad Program Now Processes Missing Miles Claim In Real-Time

[Home](#) > Printer-friendly PDF > Oman Air's Sindbad Program Now Processes Missing Miles Claim In Real-Time

Date: 2 July 2014



Oman Air has made it even easier for its Sindbad members to claim their missing miles, following the introduction of a real-time 'Missing miles claim' function on the airline's website at [sindbad.omanair.com](http://sindbad.omanair.com).

Occasionally, for a variety of reasons, Sindbad miles do not get registered to members' accounts and members have to claim for these retroactively. With this improvement, members can submit these claims online and they will be processed instantly in real-time. Accepted claims will be updated in member's account immediately. If claims are rejected, members will be notified of the reason for the decision straight away.

The process is very simple. All that the members have to do is enter their ticket number, together with a minimal amount of additional information, into the online 'Missing miles claim' form and click submit.

Abdulrazaq Alraisi, Chief Commercial Officer at Oman Air, commented:

"With the introduction of real-time missing miles claims processing, Oman Air's Sindbad members can now submit miles claims online and know the status of their claims immediately, making the experience faster, simpler and hassle free.

"This is just the latest step that Oman Air has taken in increasing the ease, convenience and choice that we offer to our most valued customers."

By flying with Oman Air, or any of its partner airlines, or by purchasing goods and services from Oman Air's many global partners, Sindbad members earn miles both in the air and on the ground. Sindbad miles can be used for free flights, flight upgrades, exciting raffles, promotions and more. Membership has three tiers, starting with Sindbad Blue membership and progressing through Silver to Gold membership. Each tier offers a wide range of benefits, with higher membership status bringing exclusive lounge access, extra baggage allowance, priority check-in and other privileges.

`dataLayer.push({ 'WYPageID':'SubPages' });`

