



December 2019

Changes to the status programme from 2021

Dear Mr Holmén,

We are writing to you today to inform you about a few changes we are making to the status programme from 1 January 2021. It is our aim to offer you an attractive and transparent programme. These amendments will not affect the awards programme - the allocation of award miles will remain unchanged.

Status miles will be replaced with a transparent points system

In future, you will earn points instead of status miles. How many points you can earn for your flights will depend on just two criteria: the travel class and whether the flight is continental or intercontinental. With this step, the thresholds for the frequent flyer level will also be amended.

Rewards for those who are loyal to our brand

Points can be earned with the usual airlines - just as status miles were before. To achieve frequent flyer level, a certain proportion of flights operated by Lufthansa, SWISS and Austrian Airlines or the co-issuing Miles & More airline partners (Brussels Airlines, Eurowings, LOT Polish Airlines, Croatia Airlines, Adria Airways, Luxair and Air Dolomiti) will also be required.

Consolidation of the earning period and the duration to one year

In future, the status will be valid for at least one year. The period for earning the necessary points will extend over one calendar year for all levels. This will also apply to HON Circle Members.

For their loyalty, we will be awarding lifetime Frequent Traveller and Senator status

We will be awarding our long-term frequent flyers with lifetime Frequent Traveller and Senator status. This will be based on the total of all the points earned on flights operated by Lufthansa, SWISS and Austrian Airlines or the co-issuing Miles & More airline partners. To achieve lifetime Senator status, you will also need to have held Senator or HON Circle Member status for at least ten calendar years.

No more complicated programme components

We will therefore eliminate Miles & More Selections and instead proactively credit you with benefits at defined thresholds. Status Stars, the Executive Bonus, Senator Premium Award and the JetFriends Club are also being discontinued.

Special features of the HON Circle

As before, you will continue to qualify as a HON Circle Member exclusively on flights operated by Lufthansa, SWISS and Austrian Airlines or the co-issuing Miles & More airline partners. Unlike before, flights in Economy and Premium Economy Class will also be included.

We have compiled this summary for you so that you will already know what will change. You will find all the in-depth information as well as a points calculator on our website:

www.miles-and-more.com/frequent-flyer.

Yours sincerely,

Joost Greve
Head of Loyalty
Lufthansa Group

Alexander Schlaubitz
Vice President Marketing
Lufthansa German Airlines