

# Frequently Asked Questions



## General

### **Q: As Thai Airways has gone into business reorganization, how does it impact THAI American Express Platinum Credit Card?**

**A:** We understand Thai Airways has assured the continuation of its business during the business reorganisation, and resumed some of its flights. Therefore, you can still continue to spend on your THAI American Express Platinum Credit Card, and earn THAI American Express Platinum Points and convert them into ROP miles or THAI Cash Award.

As the situation continues to develop, we will update our Card members if there are changes to our product to ensure you have the latest updates on your Card and what we are doing to back our customers and partners during these unprecedented times.

### **Q: What American Express can help with the delayed refund?**

**A:** We understand from Thai Airways' announcement that, due to the business reorganization proceedings, Thai Airways is temporarily prohibited from processing any refund. However, Thai Airways intends to take care of all refund requests submitted during its reorganization proceedings. The process of credits and refunds are subject to Thai Airways' terms and conditions.

We will update our Card members if there are changes to the process of credits and refunds from Thai Airways.

### **Q: If Thai Airways cannot pay my refund due to its current situation, will card insurance cover that?**

**A:** Unfortunately, the Card insurance does not cover ticket refund.



## Points/ Mile Conversion

### **Q: What happens to the ROP miles I have in my ROP account?**

**A:** Please note that your ROP miles and ROP account are subject to Thai Airways' policies as well as terms and conditions, which may be amended from time to time. We encourage you to check Thai Airways' most up-to-date policies as well as terms and conditions on the ROP program by [clicking here](#). According to the information received from Thai Airways, ROP members can still enjoy some awards redeemable with the ROP miles and so your benefits brought by the ROP program shall continue to exist. Once Thai Airways resumes its normal operations, you will be entitled for the full eligible benefits and an array of awards to be redeemed.

### **Q: Can I transfer my points back to my THAI American Express Platinum or Membership Rewards account?**

**A:** No, once THAI American Express Platinum or Membership Rewards points have been transferred out of your Card account to your ROP account or other account under any frequent flyer programs, it is not possible to have these reversed back into your Card account.

### **Q: Can I still enjoy ROP miles with my spending from using THAI American Express Platinum Credit Card?**

**A:** You will continue to earn THAI American Express Platinum Points, as you normally do for all Card spending, which can be redeemed to ROP miles or THAI Cash Reward upon your request.

# Frequently Asked Questions



## Dispute

### Q: How do I dispute my Thai Airways flight booking or my Thai Airways credit hold?

**A:** We understand Thai Airways has assured the continuation of its business during the business reorganisation, and resumed some of its flights, despite their operating schedule has been reduced as a result from COVID-19 related restrictions.

Bookings and any Thai Airways credit holds remain unchanged at this time. If you had booked online directly with Thai Airways and you would like to check on the current status of your booking or make changes to your booking you can do this online by going to [thaiairways.com](http://thaiairways.com) and clicking on the **"Manage"** tab and selecting **"My booking"**.

Regarding the information from Thai Airways:

- 1) Tickets impacted by the travel suspension are being extended;
- 2) Passengers may request travel vouchers for future travel on THAI; and
- 3) Passengers with partially used tickets may continue to use remaining travel in the future or request a refund.

If passengers want a refund, they must first request a travel voucher which can be refunded if not used by its expiry date.

If any further questions or actions needed, please contact THAI Contact Center at 02-356-1111 or proceed [click here](#) for ticket validity extension, travel voucher or refund of partially used tickets.