



Lotusmiles Staff-Gets-Member Program Terms and Conditions

The Staff-Gets-Member (SGM) program offers VNA Group Staff the opportunity to share the Lotusmiles frequent flyer program to friends and family, while earning bonus miles for successful referral. Accumulated miles can be redeemed for flight tickets and a variety of other exclusive Lotusmiles benefits.

Program Period: from now until April 30, 2027.

Referral Benefits

For Referred Members

- Get **1,000** bonus miles and upgrade to Lotusmiles Silver membership tier upon successful registration.

For Referring Members (as VNA Staff)

- Receive **200** bonus miles for every successful referral when the new member activates their account by setting a password.
- Earn an additional **300** bonus miles when the referred member completes their first mile accrual flight with Vietnam Airlines, or engages in 01 eligible activity with a Lotusmiles partner during the program period.
- A referring member can only refer up to **50 new members per month**, and may earn a maximum of **100,000 bonus miles** throughout the program.

Conditions & Member Responsibilities

For Referred Members

- Must be **16** years of age or older.
- Register by **scanning the QR code or using the referral link** shared by a referring member.
- Referred members in Vietnam who register with a Vietnamese phone number (+84) must successfully activate their account by setting a password via the link sent through **SMS to their registered phone number**.
- Referred members who register with a non-Vietnamese phone number (not starting with +84) must successfully activate their account by setting a password via the link to their **registered email address**.
- If referred member's account is activated **more than 3 months after the registration date**, or **outside the program period**, no bonus miles will be awarded to the referrer.

For Referring Members (as VNA Staff)

- Valid bonus miles earned by the referrer during the month will be credited to their account by **the 7th of next month** at the latest.
- Referring members are responsible for guiding and ensuring that referred members accurately and fully provide the required information in accordance with the Lotusmiles Program Terms & Conditions.
- In cases where a referred member's account contains unusual information or show signs of being a fake, fraudulent, inaccurate or non-existent account, the referring member **will not be eligible to receive bonus miles** and may be subject to **the revocation of any previously awarded referral miles**.
- If **10 or more referred accounts** are found to exhibit suspicious activity or are identified as fake/fraudulent/inaccurate/non-existent accounts, the referring member's Lotusmiles membership status may be subject to **termination**.

For more information, please contact Lotusmiles' hotline 19001800 or email at lotusmiles@vietnamairlines.com for assistance