



# With your MMG Card redeem points for ConnectMiles miles



1.7 Points



1 Mile

## ¿How can I redeem them?



To request the redemption of your points, just follow these steps:

### Step 1

1. Contact your relationship manager or
2. Write to us at [accounts@mmgbank.com](mailto:accounts@mmgbank.com) requesting the redemption.

### Step 2

Your relationship manager will send the points redemption form; please check off the "Convert to Miles" box and complete your information.

In addition, attach the ConnectMiles member's identification (National ID or Passport) to whom the miles will be credited.

### Step 3

Submit the completed form to your relationship manager and in 2 business days the miles will be credited in your ConnectMiles account.

## Frequently Asked Questions

### ¿What is ConnectMiles?

ConnectMiles is the loyalty program of Copa Airlines, designed for our travelers. On ConnectMiles you will receive the best loyalty benefits Copa has to offer. ConnectMiles members earn miles by flying on Copa Airlines and Star Alliance airline partners.

### ¿How do I join ConnectMiles?

Join ConnectMiles by completing the steps below:

1. At [Copa.com](https://www.copaair.com), select the "Join" button located on the top menu on the right hand side.
2. Complete the form after checking that the data entered is correct.
3. Select the "Join" button or log in to <https://www.copaair.com/es/web/cl/enrollment>

### ¿How many miles do I need to accrue to purchase a ticket to my next destination?

[Copa.com](https://www.copaair.com) offers a redemption calculator for exact destinations where you just enter the city of your next vacation and you will know how many miles you will need to purchase your ticket.

[You can also login here](#)

### ¿Do my miles expire on ConnectMiles?

Miles expires after 24 months of no activity on your account. Any accumulation or redemption made to the ConnectMiles account is considered an activity, whether due to flight activity, with non-airline partners, banks, buying, receiving gift miles, transferring, or donating miles.

### ¿How many points do I have available on my MMG Card?

On the lower left side of page 2 (two) of your credit card statement, you will find the details. In this detail you can see the accumulated and redeemed points for the month, and the total available points.

### ¿Who can request the points redemption?

The request for points redemptions can only be made by the card account holder or a duly authorized person.

### ¿Will my MMG Card points expire?

Unused points expire after 720/730 calendar days, equivalent to 2 years from the date they were accrued.