

My Travel Miles expired, why did I not receive any notifications?

We do our best to keep members informed. To receive expiration notifications, you'll need a valid email address on your profile and must be opted in to receive communications. We recommend taking the following steps to ensure the delivery of statements and notifications:

1. Be sure to include our domain (flyfrontier.com) as a friendly site so these statements and notifications are not marked as spam or junk by your email provider.
2. Opt-in for email updates.
3. We also recommend logging in regularly to your profile to ensure all trips taken include your frequent flyer number and to review your current expiration date.

If you have chosen to opt-out, we are not permitted to email you and any monthly statements or expiration notifications will not be sent, but all information is available on the profile page. Even with an active email, there are some things outside of Frontier's control that may cause failure to deliver. Frontier is not responsible for undelivered emails.

There are several options available to reinstate your expired miles.

Option 1: You can pay the reinstatement fee outlined in the "Frontier Miles Buy Back". Once payment has been made, miles will be reinstated.

Option 2: You can get your miles reinstated if you fly within 60 days. Online Registration is required at <https://www.flyfrontier.com/expired-miles>. Once you have registered, you have 60 days to complete travel. Expired miles will be reinstated within 7 business days once the criteria have been met. Members whose miles expired more than 60 days ago are not eligible for this reinstatement option.