

FREQUENTLY ASKED QUESTIONS (FAQs)

NEW PNB CARD FEATURE: Exclusive 5% discount on select Philippine Airlines (PAL) International Flights when you book online via www.philippineairlines.com using your PNB – PAL Mabuhay Miles Mastercard Credit Card

- 1.) Q:** What are the eligible cards for the exclusive 5% PAL Discount?
A: This exclusive card feature is available to all PNB-PAL Mabuhay Miles Mastercard co-brands
- 2.) Q:** When is the effectivity of this new feature?
A: This new feature will be available on September 15, 2017 onwards.
- 3.) Q:** What are the eligible routes?
A: This feature is valid on select PAL international flights only.
- 4.) Q:** How will I know if my chosen flight is promo eligible?
A: A discounted value will automatically be displayed below your chosen flight if the fare/route is promo eligible (strikethrough in red).
- 5.) Q:** What is the coverage of the 5% discount?
A: The discount shall be applicable to the Base Fare only excluding taxes and other charges
- 6.) Q:** How do I make sure that the discount has already been applied to my booking?
A: A special message -- **PNB MABUHAY MILES DISCOUNT** shall appear in the summary tab reflecting the discounted value.
- 7.) Q:** Where can I avail of the discount?
A: The discount is only available online via www.philippineairlines.com.
- 8.) Q:** How can I avail of the discount?
A: Select the Promo Code menu located below the Stopover / Multi – city option and enter the first six (6) digits of your PNB-PAL Mabuhay Miles Mastercard Credit Card on the booking page. A valid PNB – PAL Mabuhay Miles Mastercard must be used as payment for the booking.
- 9.) Q:** Can I avail of the discount during PAL Seat Sale or other PNB/PAL-initiated promos?
A: The discount cannot be used in conjunction with another promos and discounts, thus, this feature will not be available during dates with PAL/PNB Promos.
- 10.) Q:** How much is the maximum amount of discount?
A: There is no maximum amount of discount.
- 11.) Q:** Is there a maximum number of discount availment?
A: There is no maximum number of availment.
- 12.) Q:** What happens if I selected an invalid route?
A: A system message will be displayed indicating that the route chosen is invalid.
- 13.) Q:** What happens if I used a non-PNB PAL Mabuhay Miles Mastercard Credit Card?
A: A system message will be displayed indicating that the promo code/card used is invalid.