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## Frequent fliers air grievances on "saver" limits

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*Airline frequent fliers are most frustrated by limits on getting reward flights at low "saver" levels.*

At least that's what airline executives told IdeaWorks, a Shorewood, Wis., consulting firm that surveyed 53 frequent-flier managers this month.

About 65 percent of respondents said their members were most frustrated by limits on the number of seats available at "saver" levels - typically requiring 25,000 miles for a domestic economy ticket. Frontier Airlines offers similar rewards on domestic flights for 15,000 miles, while United Airlines and other carriers offer certain "short-haul" flights during limited periods for 15,000 miles.

Less-restrictive awards often require members to redeem more miles.

Fifty-seven percent of survey respondents said consumers consider availability "a major problem, and members are very upset," while 38 percent said it's a small problem. Six percent said it's not a problem.

Although airlines have added different ways to redeem rewards, such as hotel stays, products and mileage auction sites, so far "it's window dressing," said IdeaWorks president Jay Sorensen.

"They just aren't attractive enough yet to generate any meaningful shift in terms of mileage redemption," Sorensen said.

The survey questions drew on input from Denver Post readers that was submitted online. Results were based on answers from 53 frequent-flier program representatives registered for FFP, a frequent-flier program conference this month in Vancouver, British Columbia.