# Mystery Passenger program results have been summed up

**2023 7 January**

Uzbekistan Airways JSC summed up the results of the Mystery Passenger program. In 2022, about 1,500 participants were registered under this program. Under the terms of the program, it was necessary to objectively assess the quality of services provided on the flights of Uzbekistan Airways.

While choosing the winners, the completeness of the information provided in the checklists was evaluated, as well as suggestions and wishes for improving the airline‘s activities.

As a result of the program, 21 finalists were identified. The participant who sent the largest number of checklists will receive 30,000 bonus points on the UzAirPlus loyalty card as a reward. Second winner will receive 15,000 points, third winner 10,000 reward points. The remaining 18 finalists will be credited to UzAirPlus cards with 3,000 reward points.

We express our gratitude to all program participants for their cooperation. Thanks to the suggestions and comments of the Mystery Passengers, Uzbekistan Airways JSC has identified areas for further improvement of service technologies and business processes related to passenger service.

In 2023 the program will be continued.