

How to Convert KrisFlyer miles to ONESIAM Coin

1. Select “Singapore Airlines” in the “Convert In” menu option in the ONESIAM SuperApp.
2. Read the [terms and conditions](#) for converting of KrisFlyer miles to ONESIAM Coin, then click the “Convert Now” button to convert KrisFlyer miles to ONESIAM Coin.
3. The system will redirect you to the [Singapore Airlines website](#).
4. Please log in to your KrisFlyer member account, then click on “Miles” and then click on “How to Use.”
5. Scroll down the screen until you see the “Other Redemption Options” section, then select “ONESIAM Coin”.
6. Enter the mobile phone number you registered with ONESIAM SuperApp, following the specified format: (+country code) (mobile number), omitting the leading zero from your registered phone number. For example: +66812345678.
7. Tap the “Proceed” button to convert your KrisFlyer miles to ONESIAM Coin.
8. Once the process is complete, your ONESIAM Coin will be added to your ONESIAM member account within 24 hours.
9. Please carefully review the [terms and conditions](#) for converting of KrisFlyer miles to ONESIAM Coin before proceeding with the transaction.

Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin

1. General

- 1.1. ONESIAM SuperApp, which is operated by Velocity Co., Ltd. (hereinafter referred to as the "Company") reserves the right to provide the option of converting KrisFlyer miles to ONESIAM Coin exclusively to registered members, who must be a registered member of both KrisFlyer (operated by Singapore Airlines Limited ("SIA")) and ONESIAM (hereinafter referred to as "Member(s)" or "You"). You must accept the Terms and Conditions for using ONESIAM SuperApp as well as these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin and authorize the Company and SIA to manage and process your data (as set out in Clause 5)

2. Conversion Rate from KrisFlyer miles to ONESIAM Coin

- 2.1. Details of the conversion rate from KrisFlyer miles to ONESIAM Coin are as follows:
 - The rate is 3,000 KrisFlyer miles = 4,960 ONESIAM Coins (or approximately 1 KrisFlyer mile = 1.653 ONESIAM Coins). The system calculates the conversion of KrisFlyer miles to ONESIAM Coin, and rounds the converted ONESIAM Coin to the nearest whole number (for the avoidance of doubt, in the case of half a ONESIAM Coin, it shall be rounded up to the nearest whole number). The final number of ONESIAM Coin you will receive from the conversion will be displayed at the time of the conversion transaction.
 - The minimum number of KrisFlyer miles that may be converted to ONESIAM Coin per conversion request is 3,000 KrisFlyer miles.
 - You can enter the number of KrisFlyer miles you wish to convert to ONESIAM Coin as desired, without needing to process the conversion in multiples of 3,000 KrisFlyer miles, provided that the number of KrisFlyer miles being converted to ONESIAM Coin is greater than or equal to 3,000 KrisFlyer miles.
 - You can convert up to 80,000 KrisFlyer miles (Equivalent to 132,267 ONESIAM Coin) to ONESIAM Coin per calendar year (calculated from 00:00 / Singapore Time on January 1st to 23:59 / Singapore Time on December 31st, based on the transaction time recorded by SIA).
 - The conversion rate of KrisFlyer miles to ONESIAM Coin may be subject to change at the sole and absolute discretion of the Company and SIA without prior notice.

3. Registered mobile phone number and Member Account

- 3.1. For the first KrisFlyer-miles-to-ONESIAM-Coin conversion request, you must enter the mobile phone number that you registered with ONESIAM SuperApp. Once the first conversion is successful, your ONESIAM member account will be automatically linked to your KrisFlyer member account, and the ONESIAM member account associated with such registered mobile phone number will be set as the default account for future conversions of KrisFlyer miles to ONESIAM Coin.

If you have entered an incorrect mobile phone number, please contact SIA by phone at (66) 2-460-7511 or visit <https://www.singaporeair.com/get-help/PPSClub-KrisFlyer> to submit a request to de-link your KrisFlyer account from the incorrect ONESIAM account. Approval of such requests is subject to SIA's sole and absolute discretion and verification procedures. If you wish to change the mobile phone number that you registered with ONESIAM SuperApp, please contact the ONESIAM Contact Center at (66) 2-111-6161, available every Monday to Sunday from 9:00 AM to 11:00 PM (Thailand Time), or email contact@onesiam.com to update your mobile phone number.

- 3.2. Please note that each KrisFlyer member account can only be linked to one ONESIAM member account.
- 3.3. Please verify that your mobile phone number is correct before proceeding with each conversion transaction. If you enter an incorrect mobile phone number, neither the Company nor SIA shall be liable for any claim relating to or arising out of such entry of an incorrect mobile phone number, including any claim for resulting damages, and no KrisFlyer miles and/or ONESIAM Coin will be reimbursed in the event of ONESIAM Coin being credited to another account due to your entry of an incorrect mobile phone number.

4. Conversion Transaction from KrisFlyer miles to ONESIAM Coin

- 4.1. You can convert KrisFlyer miles to ONESIAM Coin via the Singapore Airlines website at the conversion rate set by the Company and SIA in Clause 2.
- 4.2. Once the conversion transaction is completed, you will receive a confirmation of the KrisFlyer miles to ONESIAM Coin conversion from SIA via email, sent to the email address registered with your KrisFlyer member account.
- 4.3. After the transaction is complete, the KrisFlyer miles specified in the transaction will be immediately deducted from your KrisFlyer member account, and the corresponding amount of ONESIAM Coin will be added to your ONESIAM account within 24 hours. You can check the ONESIAM Coin balance via the ONESIAM SuperApp. Please note that once the transaction is complete, Members cannot modify the transaction, request a refund of KrisFlyer miles, cancel the transaction, or convert the ONESIAM Coin back to KrisFlyer miles using the conversion rate in Clause 2 under any circumstances.

- 4.4. You agree that you may link your own KrisFlyer account to your ONESIAM member account only, and you shall not convert KrisFlyer miles from your KrisFlyer account to ONESIAM Coin in the ONESIAM account of another individual. The Company and/or SIA reserve the right to cancel, reverse, or disqualify the conversion, or take any other appropriate action without prior notice, if it is found that a Member has linked his/her KrisFlyer member account to another individual's ONESIAM account.
- 4.5. Members can use ONESIAM Coin earned from converting KrisFlyer miles as a discount or as payment for goods and/or services, as well as for redeeming various benefits, according to the terms and conditions set by the Company. Please review all related terms and conditions of the ONESIAM SuperApp.
- 4.6. The Company and SIA each reserve the right to change these terms and conditions at their sole and absolute discretion at any time, including the conversion rate of KrisFlyer miles to ONESIAM Coin or related policies, in whole or in part, without prior notice. The Company also reserves the right to change any benefits related to accumulating, using, or redeeming ONESIAM Coin, and/or converting KrisFlyer miles to ONESIAM Coin (including the cancellation or suspension of privileges), in whole or in part, at its sole and absolute discretion at any time without prior notice. In the event of any disputes or disagreements in connection with any such change, the decision of the Company and/or SIA (as the case may be) shall be final.
- 4.7. The Company and SIA each reserve the right to, at their sole and absolute discretion, deny the conversion of KrisFlyer miles to ONESIAM Coin if the Company and/or SIA has a reasonable belief that there has been fraudulent or illegal behaviour in connection with a conversion request, or that there has been a violation of these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin (including but not limited to the terms and conditions set out in Clauses 4.5 and 4.9) (together, "**Improper Action(s)**").
- 4.8. In this regard, the Company and SIA each reserve the right to cancel the conversion of KrisFlyer miles to ONESIAM Coin, and the Company or SIA (as the case may be) reserve the right to deduct ONESIAM Coin from the ONESIAM SuperApp account or deduct KrisFlyer miles from your KrisFlyer account for any Improper Action, without prior notice. The Company or SIA (as the case may be) also reserve the right not to refund KrisFlyer miles and/or ONESIAM Coin used in connection with such Improper Actions, or take any necessary actions regarding KrisFlyer miles and/or ONESIAM Coin obtained in connection with any Improper Action, and the Company and/or SIA shall not be liable for any claim arising out of or in connection with an exercise of its rights as set out in this Clause 4.7, including any claim for any damages.
- 4.9. The Company and/or SIA shall not be liable for any claim, including any claim for damages, arising out of or in connection with situations where a Member: (a) provides incorrect information; (b) submits a conversion request and/or attempts to convert KrisFlyer miles to ONESIAM Coin unsuccessfully; and/or (c) voluntarily or involuntarily logs out of his/her KrisFlyer member account in the process of submitting a conversion request, due to (but not limited to) network disconnection, technical malfunctions of devices, or delays,

interruptions, or disturbances in the ONESIAM SuperApp application, any website or application operated by SIA, or any other system.

- 4.10. By submitting a request to convert KrisFlyer miles to ONESIAM Coin, a Member agrees that he/she has read, understood and accepted the latest versions of these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin, the terms and conditions of the ONESIAM Coin programme (<https://www.onesiam.com/th/privilege/krisflyer-miles-and-onesiam-coin-conversion>) and the KrisFlyer Programme (set out at https://www.singaporeair.com/en_UK/ppclub_krisflyer/termsconditions-kf/), as may be amended from time to time. These terms and conditions are subject to the revision of the Company or SIA (as the case may be) at their sole and absolute discretion without prior notice.

5. Privacy Policy and Process of Personal Data

- 5.1. You acknowledge that for the purposes indicated in the privacy policy of SIA (which can be viewed at http://www.singaporeair.com/en_UK/privacy-policy/, as amended from time to time) ("**SIA Privacy Policy**") including the purposes as indicated in the privacy policy of ONESIAM SuperApp (which can be viewed at <https://www.onesiam.com/en/privacy-policy>), as amended from time to time ("**ONESIAM Privacy Policy**"), and for crediting ONESIAM Coin earned by a Member into his/her ONESIAM member account, ensuring that the correct number of ONESIAM Coin is credited into the correct ONESIAM member account, and/or resolving customer servicing and transaction-related matters, the Company and/or SIA may collect, use, disclose and/or process your personal data. Such personal data includes, but is not limited to, your name, mobile phone number, KrisFlyer membership number, number of KrisFlyer miles being converted, ONESIAM member account number, number of ONESIAM Coin involved in the conversion request, transaction reference number, ONESIAM Tier and ONESIAM Coin balance. By submitting a request to convert KrisFlyer miles to ONESIAM Coin, you consent to the collection, use, disclosure (including transfer from the Company to SIA or vice versa) and/or processing of your personal data for the aforementioned purposes. The collection, use, disclosure, and processing of personal data by the Company and SIA will be in accordance with the ONESIAM Privacy Policy, and the SIA Privacy Policy respectively. If the information you provided is incomplete or incorrect, your conversion request may not be processed.

6. Modification of Terms and Conditions

- 6.1. The Company and SIA each reserve the right to amend or terminate these terms and conditions at their sole and absolute discretion at any time. These terms and conditions will become effective when posted on the ONESIAM SuperApp and/or ONESIAM website, and you are deemed to have agreed to the terms and conditions as may be amended from time to time when you submit a request to convert KrisFlyer miles to ONESIAM Coin. For the avoidance of doubt, each of the Company or SIA may terminate this KrisFlyer-miles-to-ONESIAM-Coin conversion program (or any part thereof) at its sole and absolute discretion at any time without prior notice.

7. Language

- 7.1. In the event of any conflict or inconsistency between the Thai and English versions of these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin, the English version shall prevail.

8. Additional Information

- 8.1. Members can inquire about KrisFlyer miles, the conversion of KrisFlyer miles to ONESIAM Coin, or the KrisFlyer Programme at the Singapore Airlines Contact Center, phone number: (66) 2-460-7511, from Monday to Friday, 8:00 AM to 6:00 PM Thailand time.
- 8.2. Members can inquire about the accumulation, usage, or benefits of ONESIAM Coin at the ONESIAM Contact Center, phone number: (66) 2-111-6161 every Monday to Sunday, from 9:00 AM to 11:00 PM Thailand time, or email contact@onesiam.com.

9. Limitation of Liability

- 9.1. To the maximum extent permitted by law, the Company and SIA (and their respective associated companies) disclaim, and shall not be liable for, any liability and responsibility (including, but not limited to, any direct or indirect loss or damage and any liability for negligence, tort or any other cause of action) arising from, in connection with these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin (including but not limited to any conversion of KrisFlyer miles to ONESIAM Coin or any failure to convert the KrisFlyer miles to ONESIAM Coin).
- 9.2. For the avoidance of doubt, to the maximum extent permitted by law, the disclaimer in Clause 9.1 above includes but is not limited to any special damage, incidental damage, consequential damage, loss of profit, sales, business or revenue, loss of anticipated savings, loss of business opportunity, goodwill or reputation, or damage resulting from the loss of data, regardless of whether the Company or SIA has been notified of the likelihood of such damage.
- 9.3. SIA is not the operator of the ONESIAM Coin programme, and expressly disclaims any liability arising out of or in connection with (a) the ONESIAM Coin programme and the use or accrual of any ONESIAM Coin (including any ONESIAM Coin converted by you), or (b) the acts or omissions of the Company.
- 9.4. The Company is not the operator of the KrisFlyer Programme and expressly disclaims any liability arising out of or in connection with (a) the KrisFlyer Programme and the use or accrual of any KrisFlyer miles, or (b) the acts or omissions of SIA.
- 9.5. No express or implied warranty or representation of any kind (including, but not limited to, warranty as to the accuracy, correctness, reliability,

completeness, adequacy, timeliness or fitness for any particular purpose) is given with respect to the subject matter herein.

- 9.6. Nothing in Clauses 4.7, 4.8 or 9 intends to exclude or restrict any liability for fraud or death or personal injury caused by the Company or SIA's negligence, or any liability that cannot be excluded or restricted as a matter of the applicable laws

10. Third Parties Rights and Miscellaneous Provisions

- 10.1. Save that the associated companies of the Company or SIA may rely on the Contracts (Rights of Third Parties) Ordinance (Chapter 623 of the laws of Hong Kong) to enforce their rights under these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin, the application of the Contracts (Rights of Third Parties) Ordinance (Chapter 623 of the laws of Hong Kong) is expressly excluded and no terms of these Terms and Conditions for Converting of KrisFlyer miles to ONESIAM Coin are enforceable by any person not being a party to them.
- 10.2. Members shall be solely responsible for the taxes, levies or duties (if any) that may arise in connection with their conversion of KrisFlyer miles to ONESIAM Coin.
- 10.3. In the case of any disputes, the Company and SIA reserve the right of final decision on all matters, which shall be binding on all the parties concerned.
- 10.4. Hong Kong laws apply to these terms and conditions for Converting of KrisFlyer miles to ONESIAM Coin.