

## **How to Convert ONESIAM Coin to KrisFlyer miles**

1. Select "Singapore Airlines" in the "Convert Out" menu option in the ONESIAM SuperApp.
2. Tap the "Convert Now" button to convert ONESIAM Coin to KrisFlyer miles.
3. Read the terms and conditions for converting of ONESIAM Coin to KrisFlyer miles, then click the "Agree" button.
4. Enter your KrisFlyer membership number and the last name registered under your KrisFlyer member account, then click the "Continue" button.
5. Enter your PIN number for ONESIAM SuperApp.
6. Select the number of ONESIAM Coin you wish to convert to KrisFlyer miles, then click the "Review" button.
7. Confirm the transaction by clicking the "Confirm" button.
8. Once the process is complete, you will receive a notification and a confirmation message indicating that the transaction was successful in the Notification menu on the ONESIAM SuperApp.
9. Please carefully review the terms and conditions for converting of ONESIAM Coin to KrisFlyer miles before proceeding with the transaction.

## **Terms and Conditions for Converting of ONESIAM Coin to KrisFlyer miles**

### **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 ONESIAM Coin to KrisFlyer miles 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 ONESIAM Coin to KrisFlyer miles and authorize the Company and SIA to manage and process your data (as set out in Clause 5).

### **2. Conversion Rate from ONESIAM Coin to KrisFlyer miles**

- 2.1. Details of the conversion rate from ONESIAM Coin to KrisFlyer miles are as follows:
- The rate is 700 ONESIAM Coins = 1,050 KrisFlyer miles.
  - The minimum number of ONESIAM Coin that may be converted into KrisFlyer miles per conversion request is 700 ONESIAM Coins.
  - ONESIAM Coin may only be converted to KrisFlyer miles in increments of 700 ONESIAM Coins.
  - You can convert up to 21,000 ONESIAM Coins to KrisFlyer miles per calendar year (calculated from 00:00 / Thailand Time on January 1st to 23:59 / Thailand Time on December 31st, based on the transaction time recorded by ONESIAM SuperApp).
  - The conversion rate of ONESIAM Coin to KrisFlyer miles may be subject to change at the sole and absolute discretion of the Company and SIA without prior notice.

### **3. Registered last name and Member Account**

- 3.1. For your first request to convert ONESIAM Coin to KrisFlyer miles, you must enter your KrisFlyer member account number and your last name as registered under your KrisFlyer member account. Once the first conversion is successful, your KrisFlyer member account will be automatically linked to your ONESIAM member account, and that KrisFlyer member account together with such registered last name will be set as the default account for future ONESIAM Coin to KrisFlyer miles conversions. If you have entered an incorrect KrisFlyer member account number and/or last name, 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 ONESIAM account from the incorrect KrisFlyer account. Approval of such requests is subject to SIA's sole and absolute discretion and verification procedures.

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

#### **4. Conversion Transaction from ONESIAM Coin to KrisFlyer miles**

- 4.1. You can convert ONESIAM Coin to KrisFlyer miles via ONESIAM SuperApp 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 ONESIAM Coin to KrisFlyer miles conversion via the Notification menu on the ONESIAM SuperApp.
- 4.3. After the transaction is complete, the ONESIAM Coin specified in the transaction will be immediately deducted from your ONESIAM member account, and the corresponding amount of KrisFlyer miles will be added to your KrisFlyer member account immediately. You can check your KrisFlyer miles balance by logging into your KrisFlyer member account on SIA's website or mobile application. Please note that once the transaction is complete, Members cannot modify the transaction, request a refund of ONESIAM Coin, cancel the transaction, or convert the KrisFlyer miles back to ONESIAM Coin using the conversion rate in Clause 2 under any circumstances.
- 4.4. You agree that you may link your own ONESIAM account to your KrisFlyer member account only, and you shall not convert ONESIAM Coin from your ONESIAM account to KrisFlyer miles in the KrisFlyer 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 ONESIAM member account to another individual's KrisFlyer account.
- 4.5. KrisFlyer mile redemption terms and conditions are specified by the KrisFlyer Programme, and are set out at [https://www.singaporeair.com/en\\_UK/us/ppsclub-krisflyer/termsconditions-kf/](https://www.singaporeair.com/en_UK/us/ppsclub-krisflyer/termsconditions-kf/). By submitting a request to convert ONESIAM Coin to KrisFlyer miles, a Member agrees to these terms and conditions.
- 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 ONESIAM Coin to KrisFlyer miles or related policies, in

whole or in part, without prior notice. SIA also reserves the right to change any benefits related to accumulating, using or redeeming KrisFlyer miles, and/or converting ONESIAM Coin to KrisFlyer miles (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 ONESIAM Coin to KrisFlyer miles 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 ONESIAM Coin to KrisFlyer miles (including but not limited to the terms and conditions set out in Clauses 4.5 and 4.9) (together, "**Improper Actions**").

In this regard, the Company and SIA each reserve the right to cancel the conversion of ONESIAM Coin to KrisFlyer miles, 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.

- 4.8. 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 ONESIAM Coins to KrisFlyer miles unsuccessfully; and/or (c) voluntarily or involuntarily logs out of the ONESIAM SuperApp application 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.
- 4.9. By submitting a request to convert ONESIAM Coins to KrisFlyer miles, a Member agrees that he/she has read, understood, and accepted the latest versions of these Terms and Conditions for Converting of ONESIAM Coin to KrisFlyer miles, 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/ppsclub\\_krisflyer/termsconditions-kf/](https://www.singaporeair.com/en_UK/ppsclub_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/](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 KrisFlyer miles earned by a Member into his/her KrisFlyer member account, ensuring that the correct number of KrisFlyer miles is credited into the correct KrisFlyer 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, last name, mobile phone number, KrisFlyer membership number, number of KrisFlyer miles credited, 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 ONESIAM Coin to KrisFlyer miles, 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 privacy policy of ONESIAM SuperApp (which can be viewed at <https://www.onesiam.com/en/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 ONESIAM Coin to KrisFlyer miles. For the avoidance of doubt, either the Company or SIA may terminate this ONESIAM-Coins-to-KrisFlyer-miles conversion program (or any part thereof) at its absolute 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 ONESIAM Coin to KrisFlyer miles, the English version shall prevail.

## **8. Additional Information**

- 8.1. Members can inquire about KrisFlyer miles, the conversion of ONESIAM Coin to KrisFlyer miles, or the KrisFlyer Programme with 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 with 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](mailto: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 ONESIAM Coin to KrisFlyer miles (including but not limited to any conversion of ONESIAM Coin to KrisFlyer miles or any failure to convert the ONESIAM Coin to KrisFlyer miles).
- 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, 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 (including any KrisFlyer miles converted by you), 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 ONESIAM Coin to KrisFlyer miles, 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 ONESIAM Coin to KrisFlyer miles 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 ONESIAM Coin to KrisFlyer miles.
- 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 ONESIAM Coin to KrisFlyer miles.