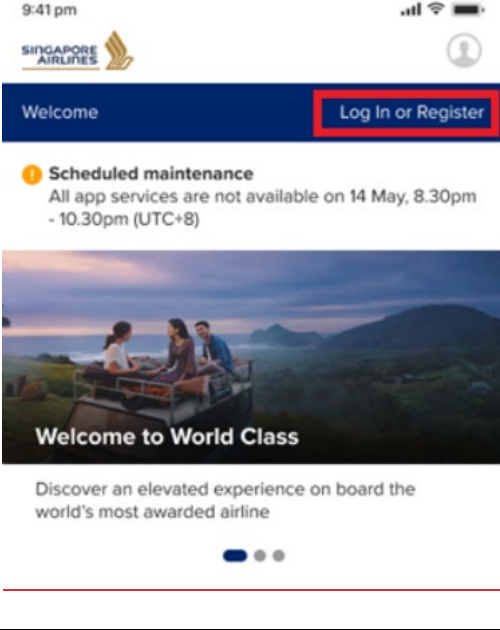
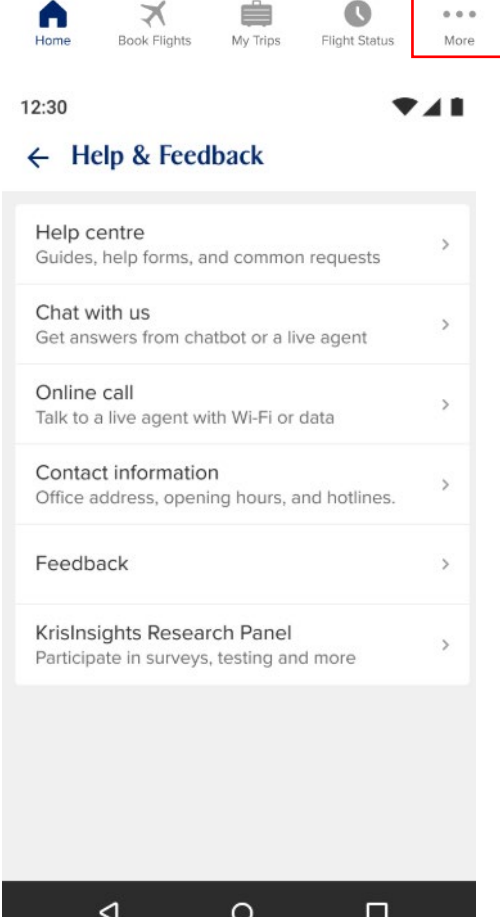
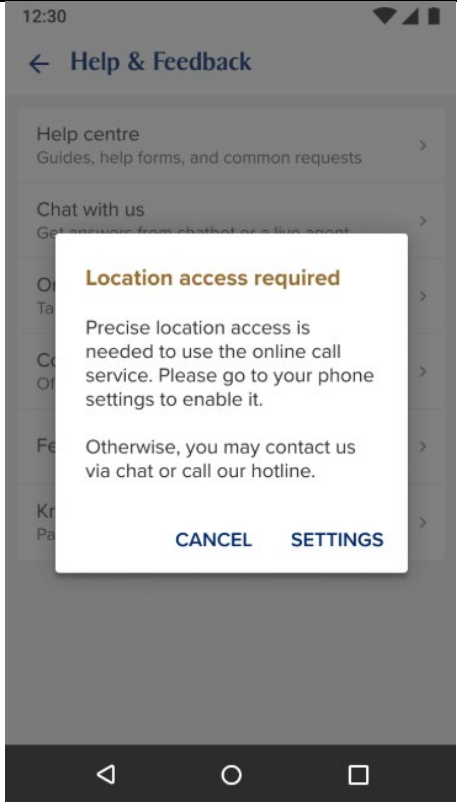


Online Call Flow

1	Launch the SingaporeAir mobile app and log in to your KrisFlyer account.	
2	At the bottom of the screen, click on "More" > "Help & Feedback" > "Online call".	

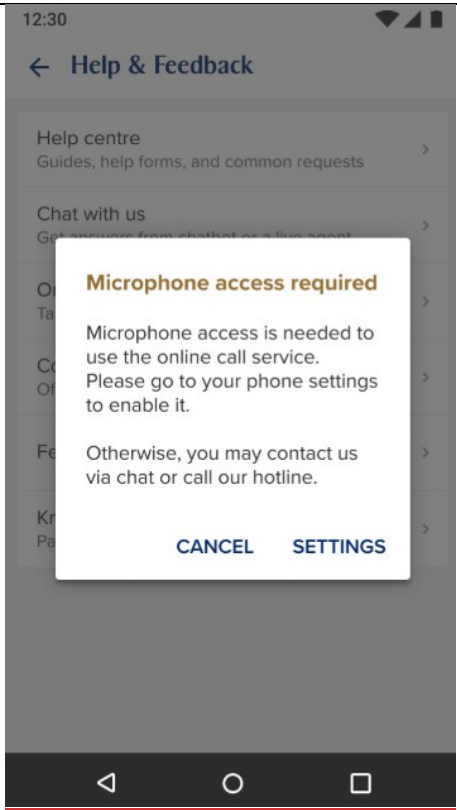
3 You will be prompted to enable precise location access on your mobile phone, if not already done. Click on “Settings” to proceed.

Once enabled for “SingaporeAir”, go back to the SingaporeAir mobile app to continue with the next step.



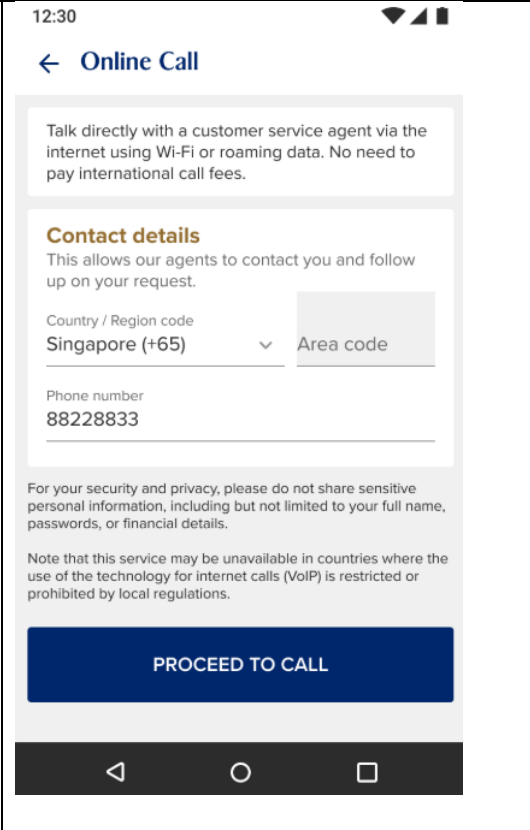
4 You will be prompted to enable microphone access on your mobile phone, if not already done. Click on “Settings” to proceed.

Once enabled for “SingaporeAir”, go back to the SingaporeAir mobile app to continue with the next step.

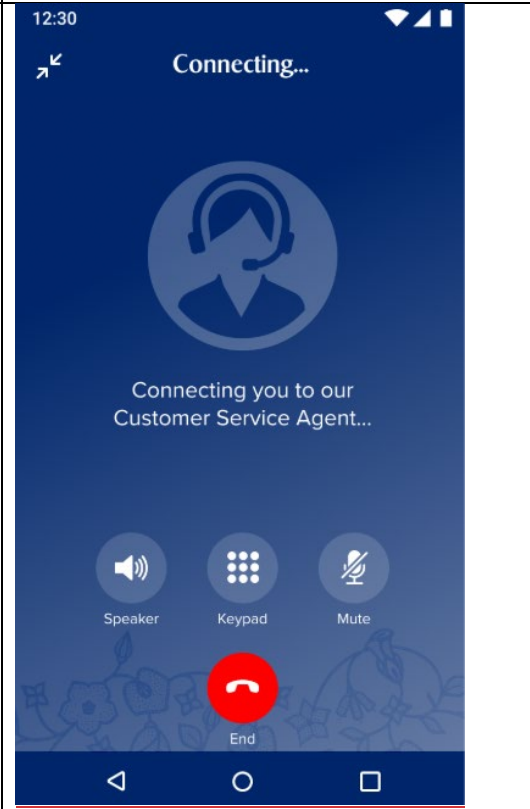


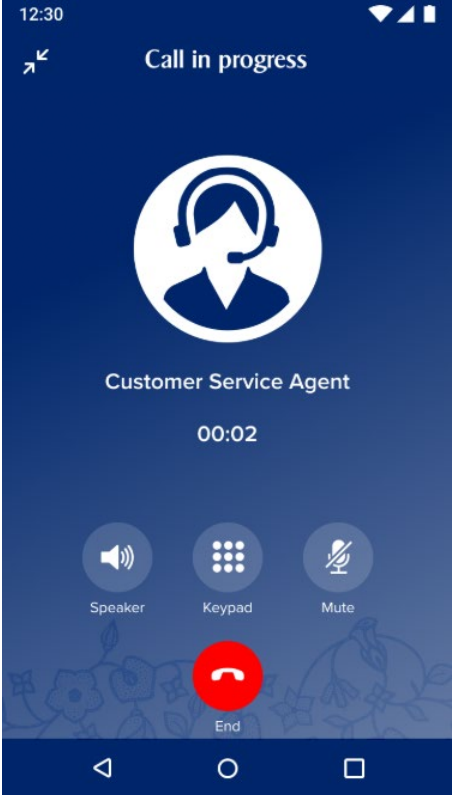
5 The default number shown under “Contact details” is the mobile phone number linked to your KrisFlyer account. This will be the number used by our staff to contact you at (via landline) in the event the online call is disconnected. If you would like the staff to use a different mobile phone number, please edit the details accordingly.

If the contact details are in order, click the “Proceed to call” button to make your online call.



6 You will be connected to our customer service representative. Please do not disconnect the call.



<p>7</p>	<p>Once connected, the call screen will change to “Call in progress”.</p>	
<p>8</p>	<p>If you get disconnected, please navigate back to the Help & Feedback screen and click on “Online call” again.</p> <p>Alternatively, you may also wait for our customer service representative to contact you back via landline.</p>	