

Retroactive Mileage Claim – for air and non-air partner services only.

To make a retroactive mileage claim for flights on partner airlines and non-air partner services, please complete this form. Retroactive mileage claims for Singapore Airlines/SilkAir flights, or Singapore Airlines-operated flights, must be made at krisflyer.com

MEMBER'S DETAILS

KrisFlyer Membership Number

Family Name
as in your reservation

Given Name
as in your reservation

Email Address (mandatory)

Please note that the status of your claim will only be communicated via the email address stated above.

To update this email address into your membership profile, please tick here.

Before you submit a retroactive mileage claim, please ensure that:

• you have allowed up to eight weeks for these miles to appear in your account.

• no more than **six months** have passed since the relevant flight, hotel, car rental or travel package transaction took place.

Please refer to the next page for instructions on where to find the Flight Number and Class of Travel on your boarding pass and e-ticket.

AS PER BOARDING PASS		AS PER TICKET		TICKET NUMBER	DEPARTURE DATE (dd/mm/yy)	ORIGIN	DESTINATION
FLIGHT NUMBER	CLASS OF TRAVEL	FLIGHT NUMBER	CLASS OF TRAVEL				

HOTEL NAME	LOCATION	CHECK-IN DATE (dd/mm/yy)

Please attach a legible copy of the hotel bill(s).

CAR RENTAL COMPANY	LOCATION OF RENTAL COUNTER	RENTAL DATE (dd/mm/yy)

Please attach a legible copy of the car rental agreement(s).

TRAVEL PACKAGE	REFERENCE NUMBER FROM THE TRAVEL AGENCY	TOUR DEPARTURE DATE (dd/mm/yy)	PACKAGE AMOUNT

Please fill in the name(s) of the travel package(s) purchased and include a legible copy of the travel package bill(s) and schedule(s).

KrisFlyer will send your request to the appropriate partner for verification. Valid claims will be credited and will appear in your KrisFlyer account approximately six to eight weeks after verification. The status of all requests will be reflected in the account statements.

Please make copies of the documents before they are submitted to KrisFlyer Membership Services.

For retroactive mileage claims transferred from credit/charge cards or accounts with other partners, please check with the respective partner's office at which the transfer request was made.

Singapore Airlines reserves the right to reject any claim that is not fully accompanied by supporting documents or if the KrisFlyer membership number was not given when using the services of Singapore Airlines or any programme partner.

Please mail, fax or e-mail your retroactive mileage claims and the supporting documents to the following:

KrisFlyer Membership Services
PO Box 177, Singapore Post Centre Post Office
Singapore 914006
Fax : +65 6631 3414
Email : SQRetro@mentormediacorp.com

SIGNATURE (for members under 12 years of age, parent/guardian signature required)

/ /
DATE (dd/mm/yy)

 **KRISFLYER** 

Here is an example of where you can typically find the Flight Number and Class of Travel on your boarding pass and e-ticket. Please note that these may differ for other airlines.

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MEMBER'S DETAILS

KrisFlyer Membership Number **8000100002**

Family Name **LEE**
as in your reservation

Given Name **WILLIAM**
as in your reservation

Email Address (mandatory) **[REDACTED]**

Please note that the status of your claim will only be communicated via the email address stated above.
 To update this email address into your membership profile, please tick here.

Before you submit a retroactive mileage claim, please ensure that:

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FLIGHT NUMBER	CLASS OF TRAVEL	FLIGHT NUMBER	CLASS OF TRAVEL				
① UA531	② Y	③ UA531	④ T	0163600925441	31/03/2010	BOS	ORD



UNITED

Thank you for choosing United

E-Ticket Receipt and Itinerary

Issued: Wed, Jun 02, 2010 /CONXA

United
Confirmation number: **N50V5Z**

> Print Itinerary

Email Itinerary **Send**

Flight info

Boston, MA (BOS) >> Chicago, IL (ORD)

Flight	Depart	Arrive	Cabin	Seats
③ United 531	BOS 07:00 AM Thu, Mar 31, 2011	ORD 08:47 AM Thu, Mar 31, 2011	Economy (T)	Flight: Confirmed Upgrade: Pending 07A

Equipment: 319 | Duration: 2h 47m | Non-stop | Fare code: TA10KN
Traveled miles: 867 | Award miles: 867 | Food for Purchase
[Download to calendar](#)