

KRIS+

by Singapore Airlines

Customer Guide

Version 5.0



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Kris+ Customer Guide v5.0

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App Overview



Kris+ by Singapore Airlines is a lifestyle and rewards app which makes it easy for you to +more rewards and +more miles to your every day.

Use Kris+ to earn and redeem KrisPay miles, and enjoy exclusive privileges at over 800 participating outlets in Singapore and overseas!



KrisPay miles, the Kris+ currency, can be:

1. Redeemed to pay for everyday spend at a wide variety of Kris+ partners
2. Earned through payments made in-store with cash or card, or payments made with Apple Pay or Google Pay™ on Kris+
3. Transferred from Kris+ to KrisFlyer* and vice versa
4. Transferred from other rewards partners to Kris+

*1 KrisFlyer mile = 1 KrisPay mile; SGD 1 = 150 KrisPay miles



Privileges are discounts and exclusive deals with Kris+ partners in dining, retail, entertainment and more!



Vouchers are exclusive discounts and product offerings at Kris+ partners that can be purchased anytime, anywhere! Keep them in your KrisPay Wallet and redeem the vouchers in-store before the expiry date.

Navigating Home Screen (Part 1 of 3)

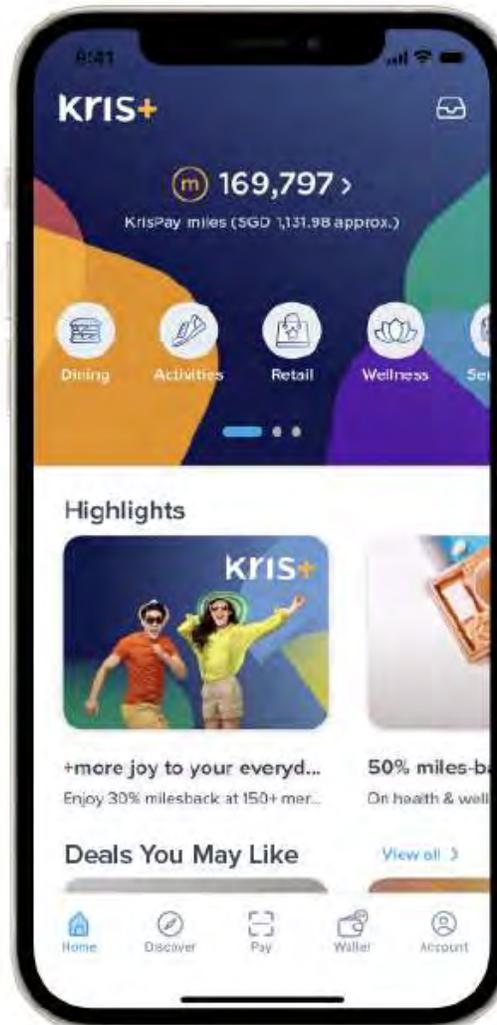
KrisPay Miles Balance

A quick glance of your KrisPay miles balance and approximate value in SGD.

Tap to access your KrisPay Wallet and view transaction history and expiring miles.

Highlights

Watch this space to catch the latest Kris+ deals and updates. Don't miss out!



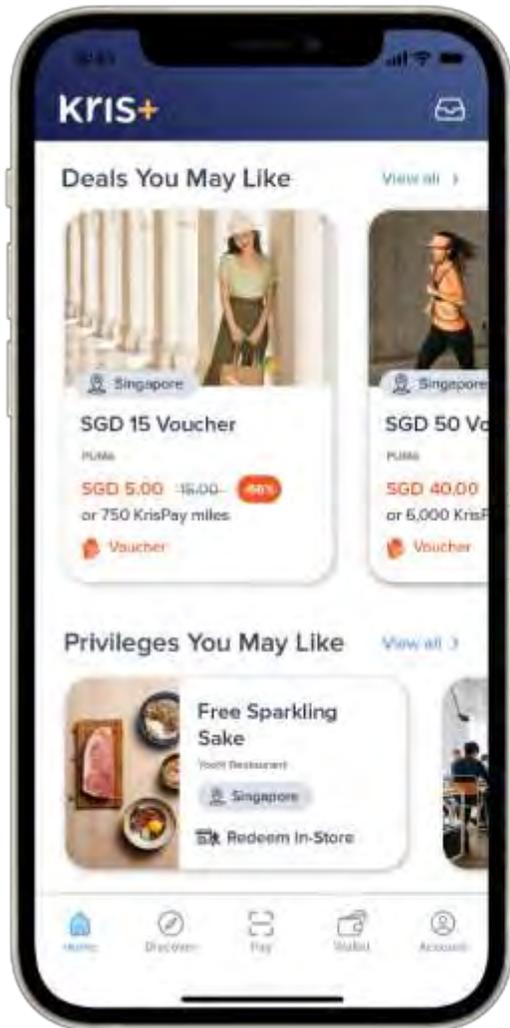
Interest Categories

Easily browse through partners and privileges by categories.



Tip: Swipe left and to scroll through more categories & highlights!

Navigating Home Screen (Part 2 of 3)

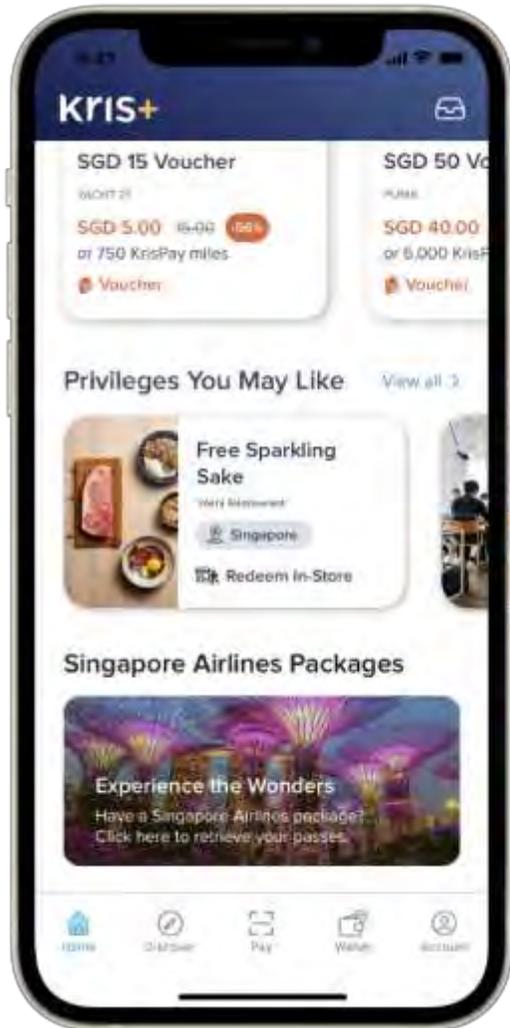


Tip: Swipe up and down to navigate through your home screen

Recommended Partner Vouchers

See exclusive deals and product offerings with Kris+ partners, estimated savings and redemption amount all at-a-glance.

Navigating Home Screen (Part 3 of 3)



Tip: Tap "View All" to see full list of privileges

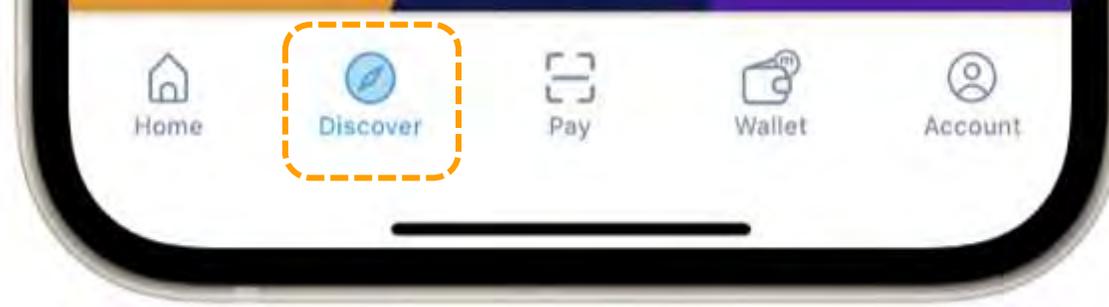
Recommended Privileges

Kris+ recommends vouchers based on your favourites and interests.

Singapore Airlines Packages

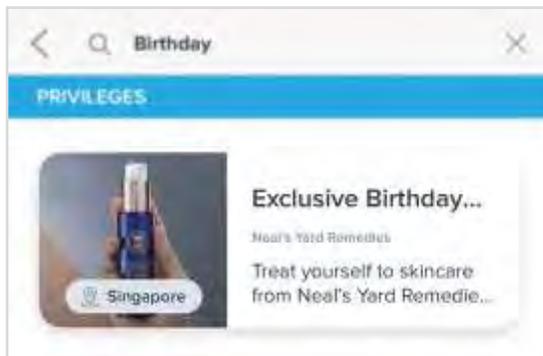
Retrieve your passes for Singapore Stopover Holiday, Singapore Explorer Pass, and Singapore Attraction Pass here for fuss-free access.

Tap "Discover" to start!



A) Type to search

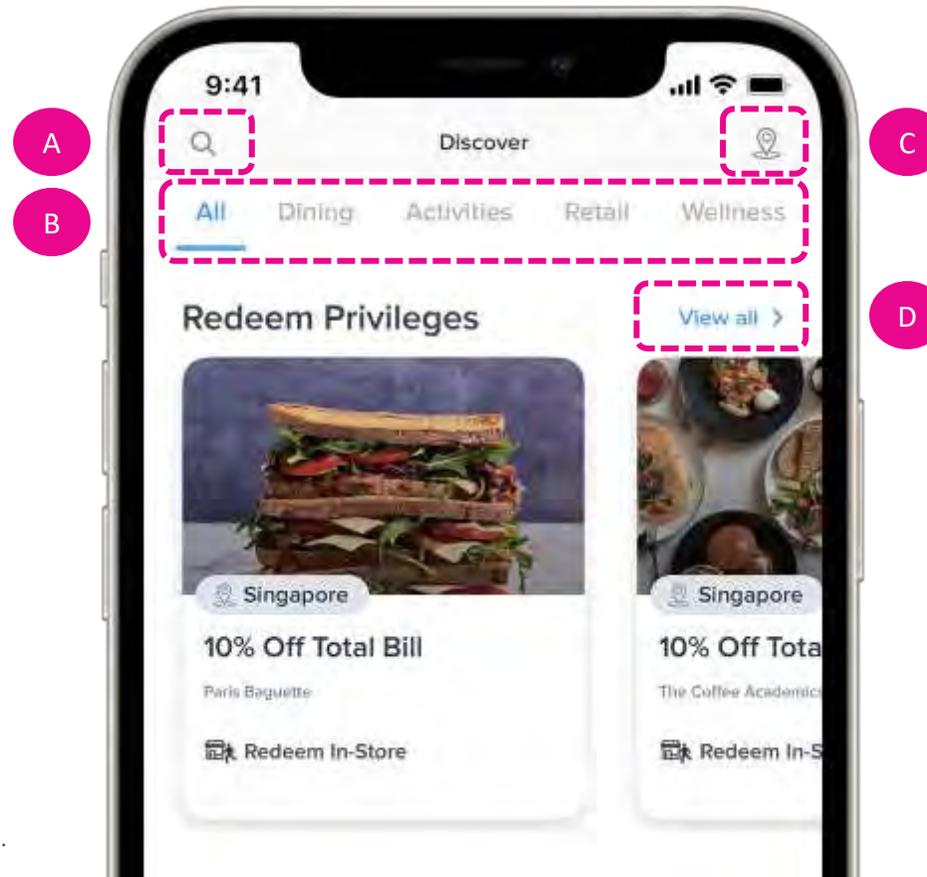
Brand names, privileges, flash deals, birthday perks, etc.



B) Browse By Category

Swipe along interest categories to easily find your preferred privileges

Discover with Kris+

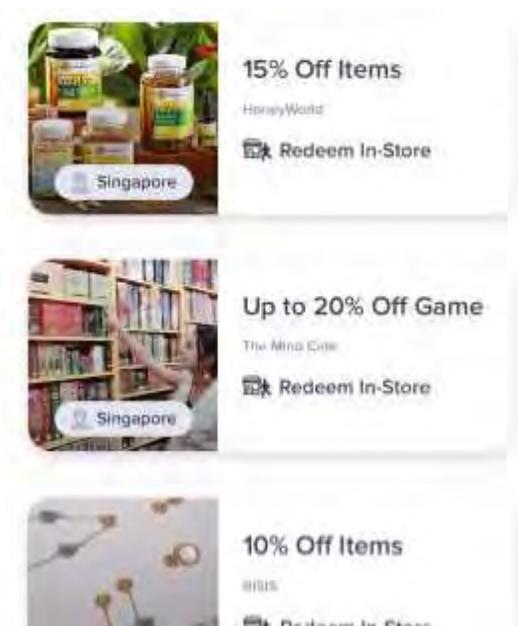


C) Locate by Map

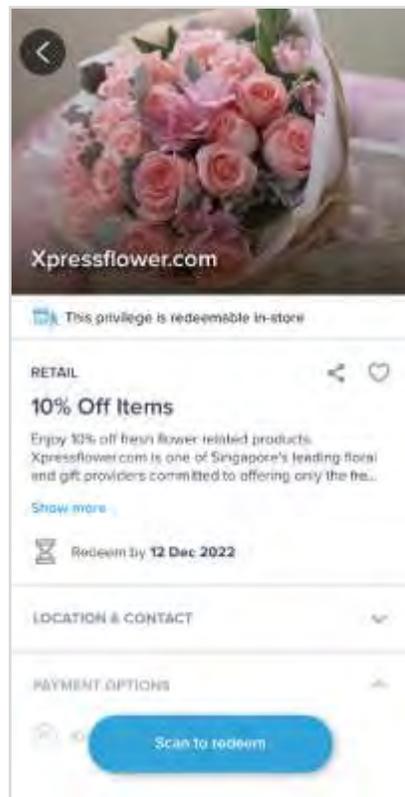
Find by location

D) View All by List

Filter by category/location

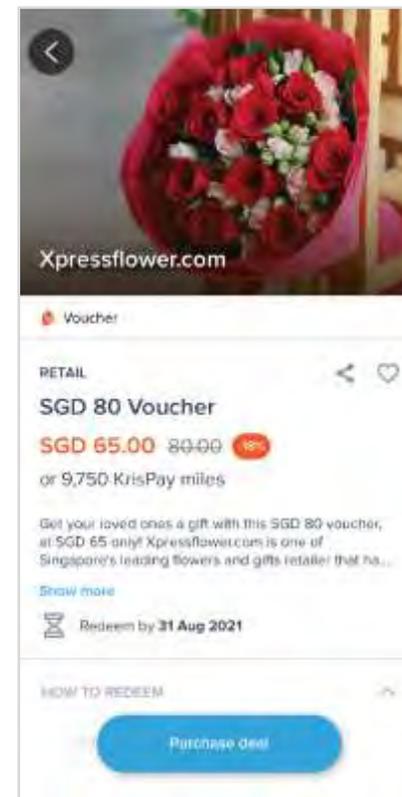
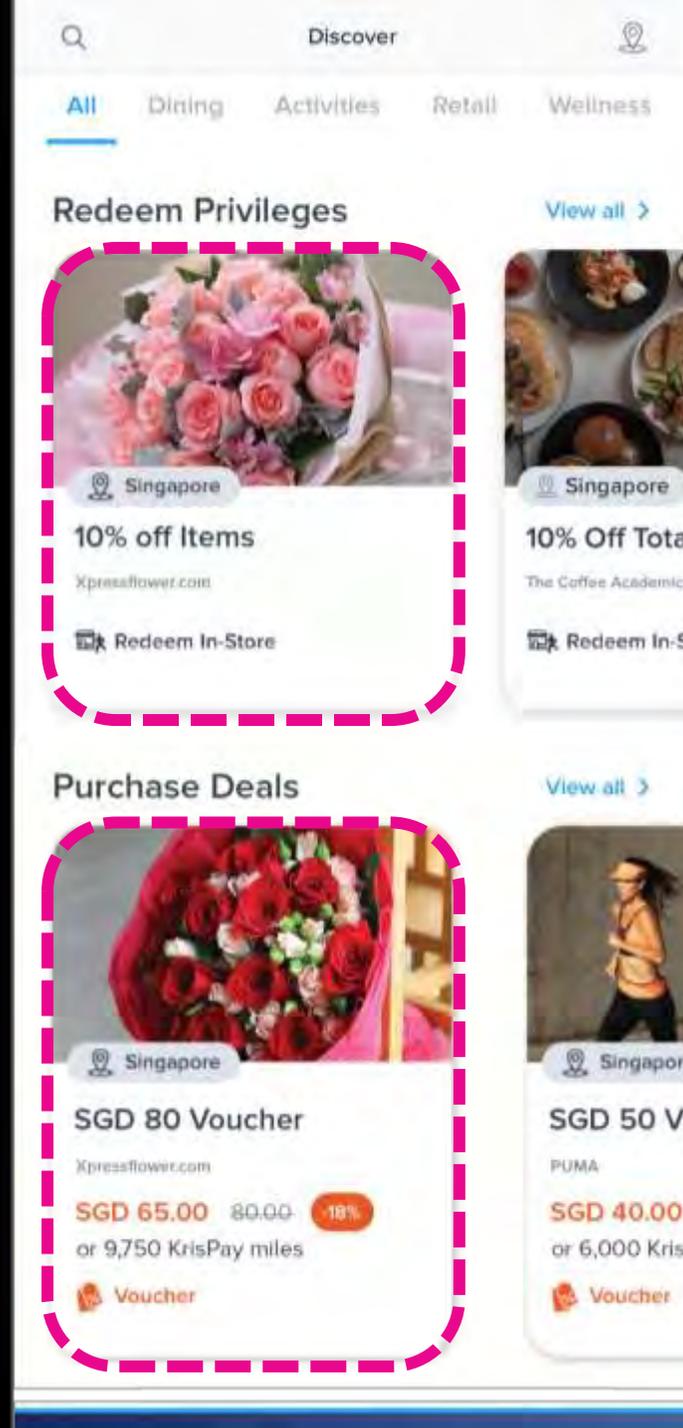


*Birthday privilege is a sample - would defer based on what is offered.



Redeem Privileges

Tap into specific privilege tile for privilege details such as redemption date. Learn how to redeem privileges at page 15 >>



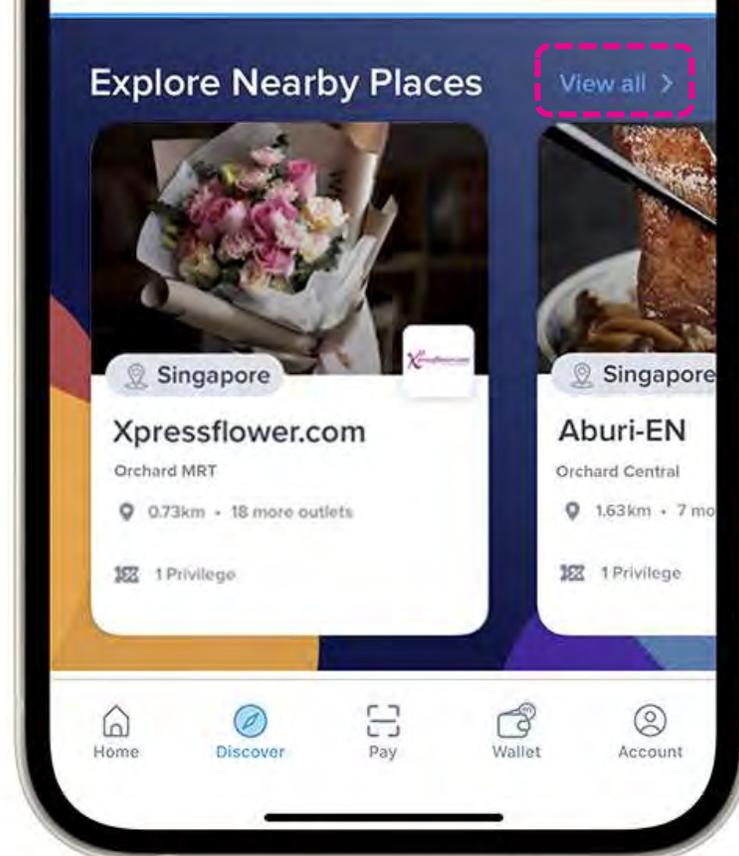
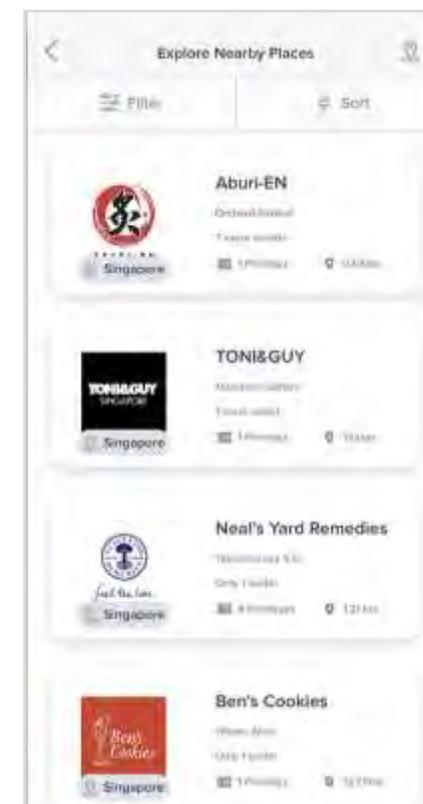
Purchase Vouchers

To use a partner voucher, first purchase the voucher in-app before redeeming it in-store. Find out more at page 18 >>

B

B) View All Nearby Places

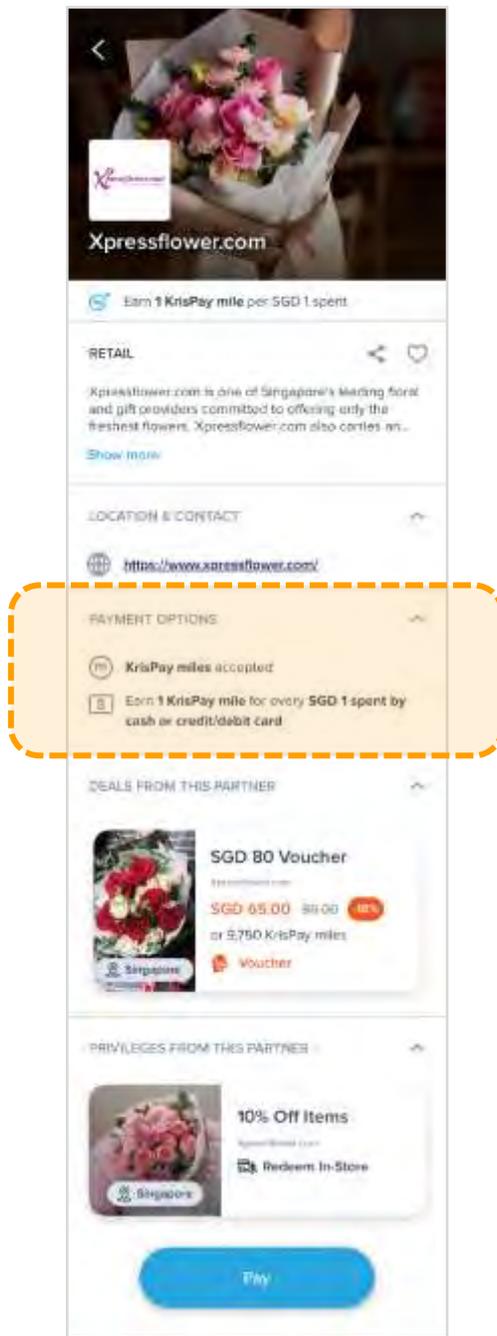
See all places starting with the partners closest to you! Choose to filter and/or sort to customise results.



A

A) Partners

Find out more about our participating partners here, miles earn rates and privileges offered, and more!

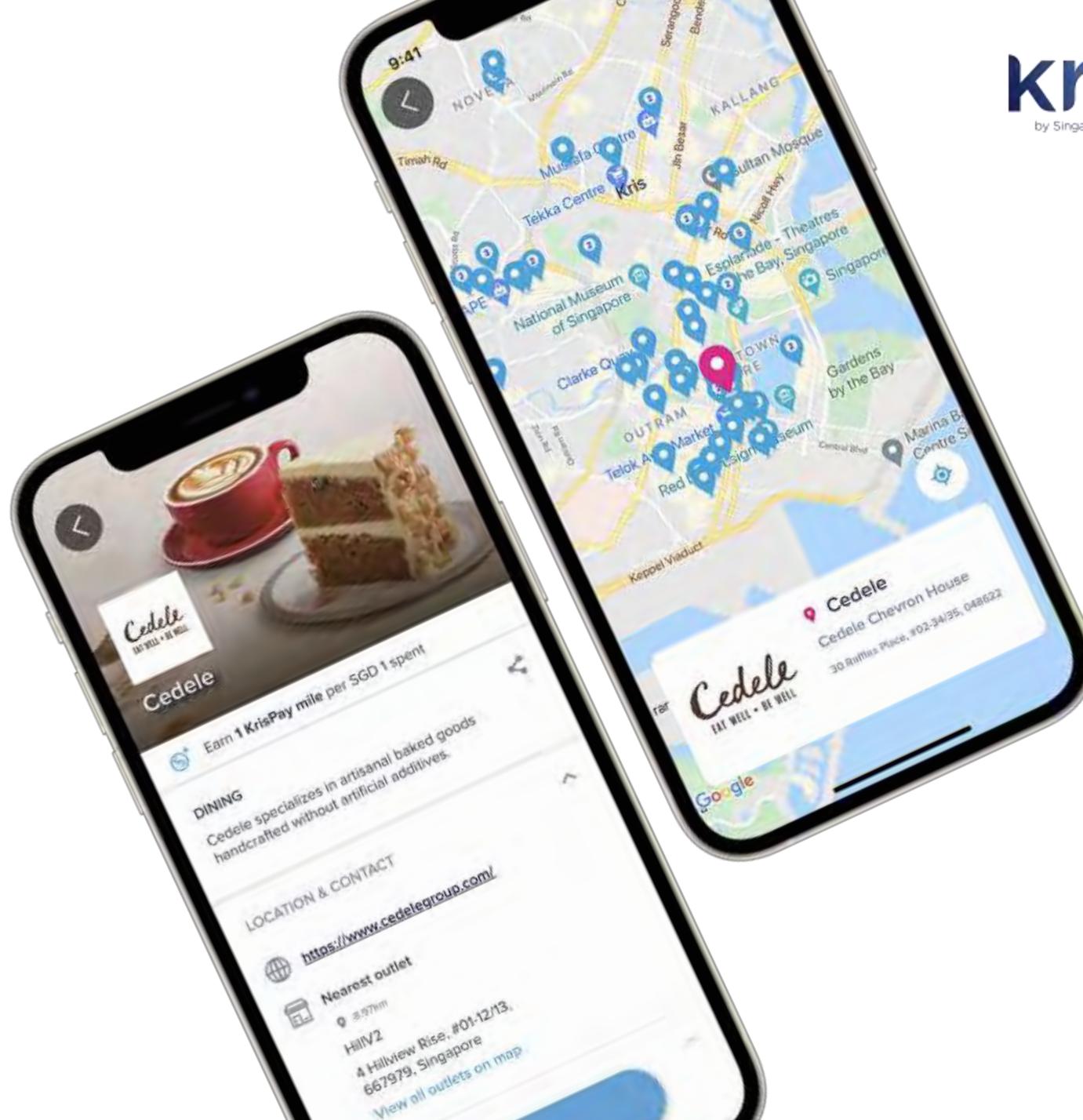


Exploring Nearby Places

Find by Maps

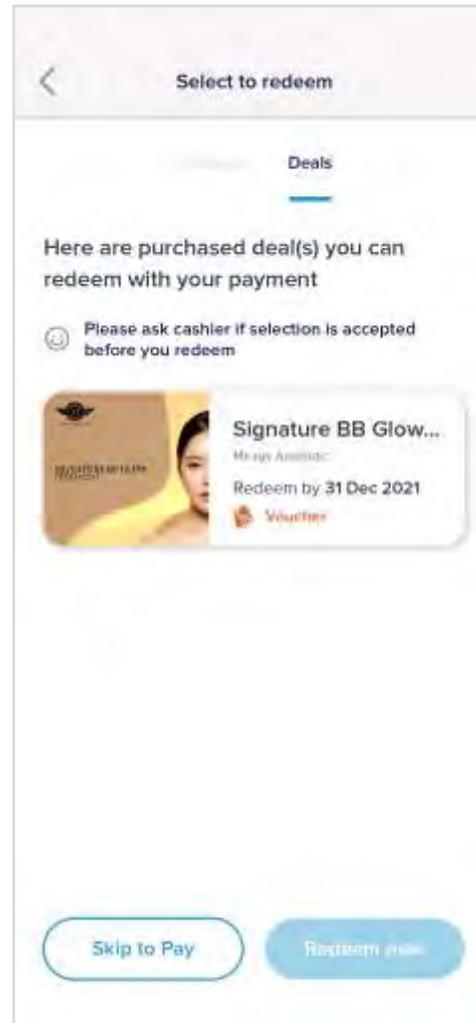
Participating partners and privileges can be found easily by using the in-app map feature.

Intuitive to navigate. Discover and explore merchants nearest to you as well as all participating outlets island-wide and abroad!





Tip: You may also scan to pay and redeem from a Partner's screen (see page 14)

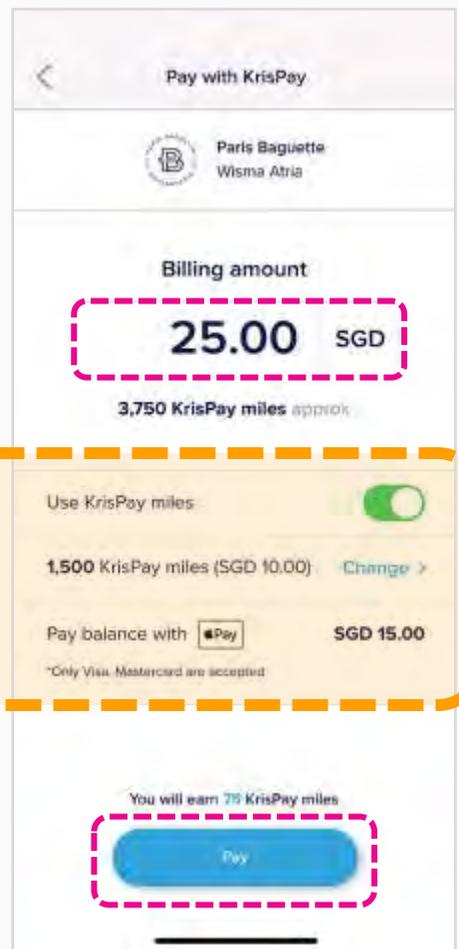


Scan to Pay (Quick Access to Privileges & Vouchers)

Privileges and purchased vouchers available for redemption are reflected, at-a-glance, when you scan the Kris+ merchant QR code in-store.

New to Partner Vouchers? Go to page 18 to learn how to purchase and redeem vouchers >>

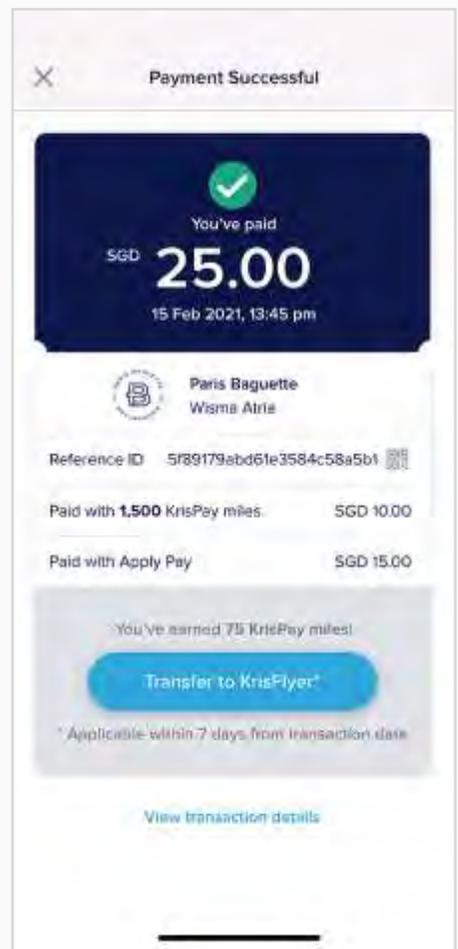
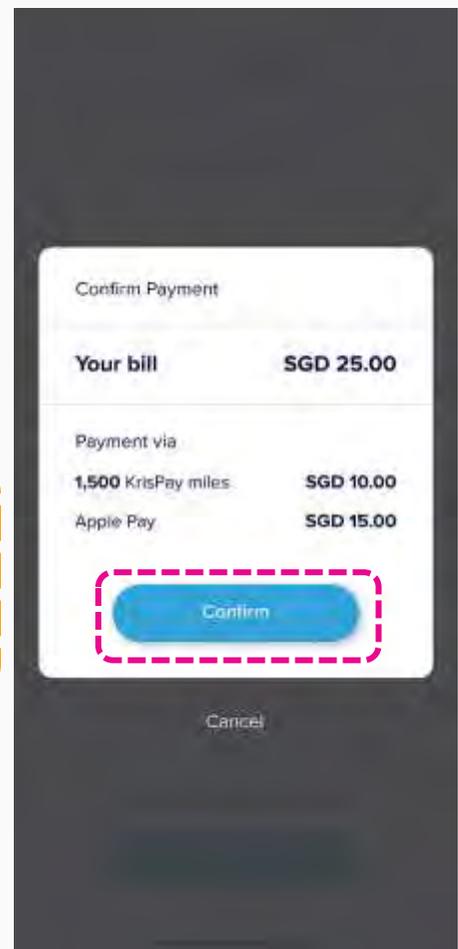
Payment Process for Apple Pay and Google Pay enabled partners



You can choose how much to pay with miles and/or Apple Pay or Google Pay

See next page for details >>

Automatically earn miles for the portion paid with Apple Pay or Google Pay!



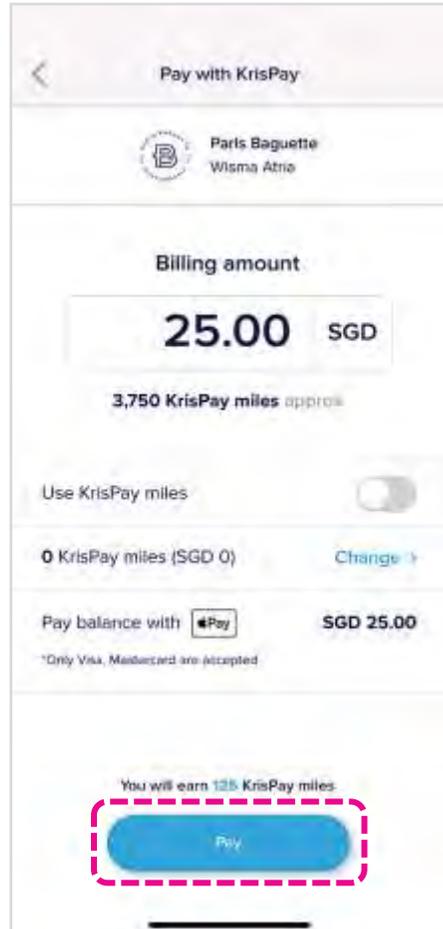
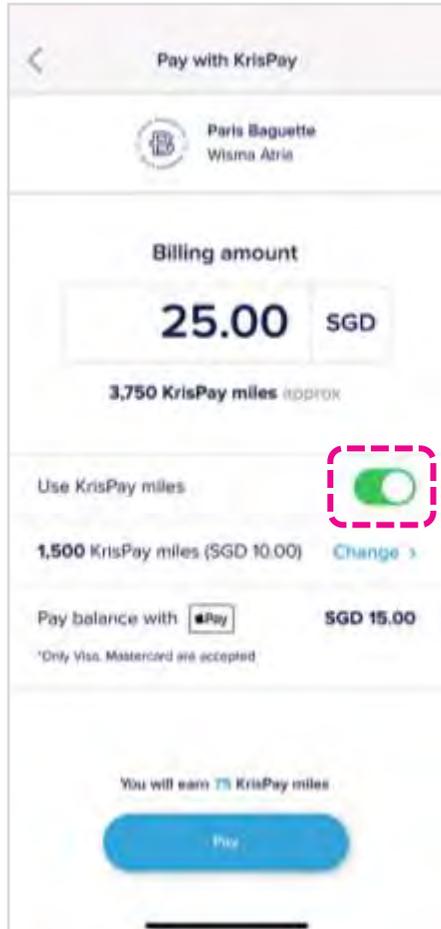
*Payment can also be done from a partner's page; Go to page 15 >>

Customise Your Payment: Full Payment with Apple Pay/Google Pay

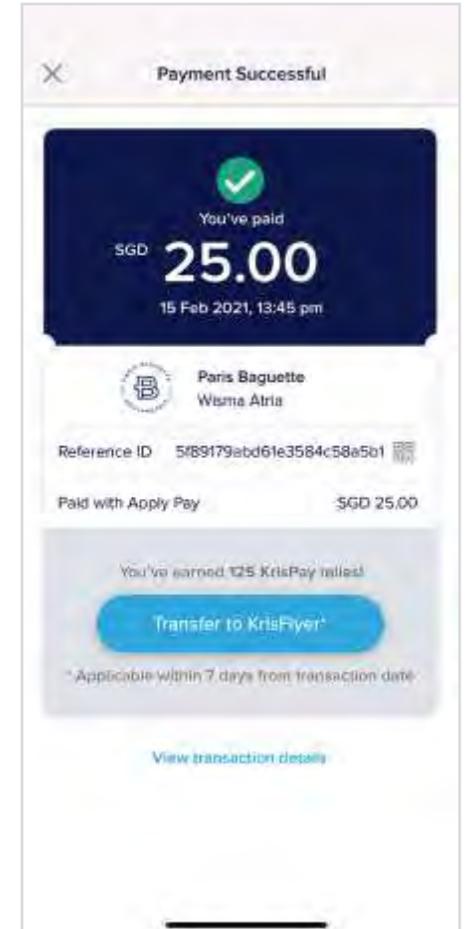
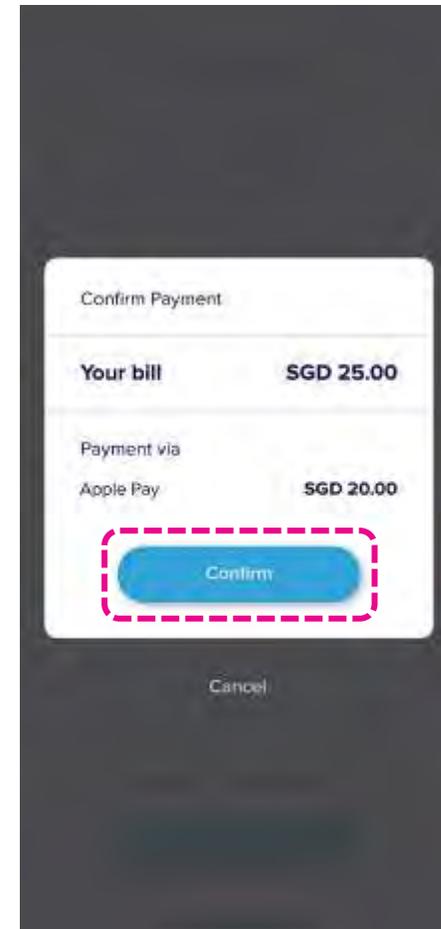
Toggle "Off"

Full Payment with Apple Pay / Google Pay

Paid successfully



Earn miles for the amount that is paid with Apple Pay or Google Pay



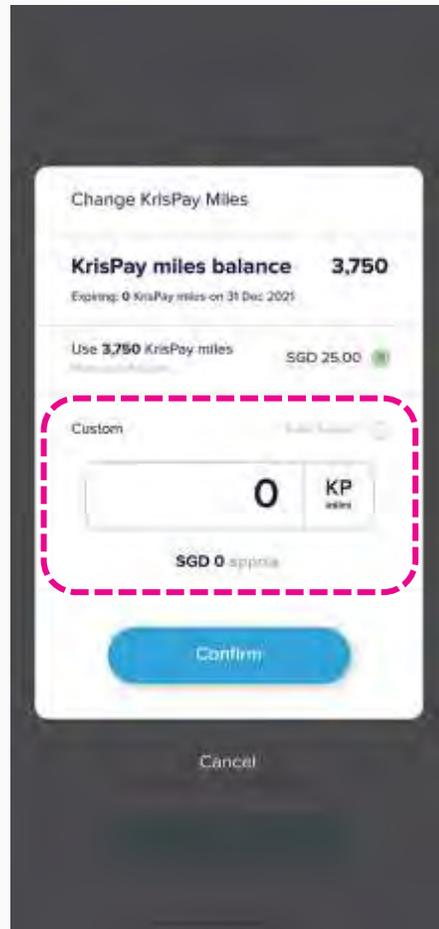
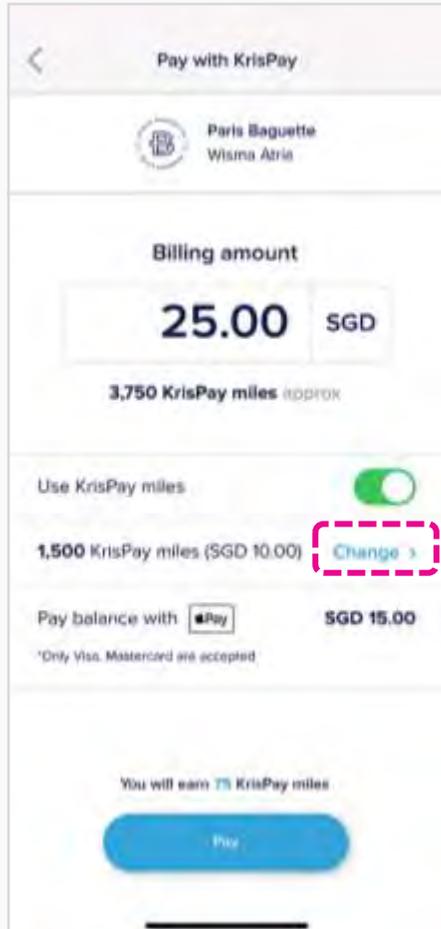
*Acceptance of both forms of payments would defer based on merchant.

Customise Your Payment: Choose Amount of Miles to Pay With

Select "Change"

Enter the amount of KrisPay miles to use

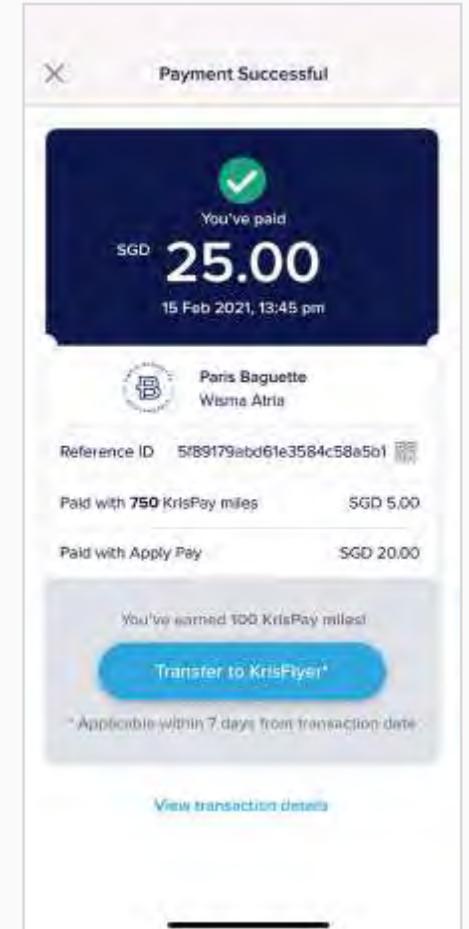
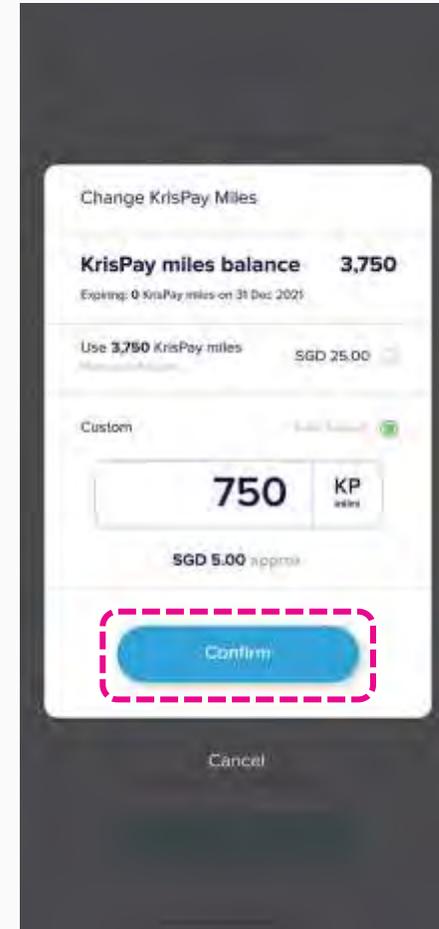
Paid successfully



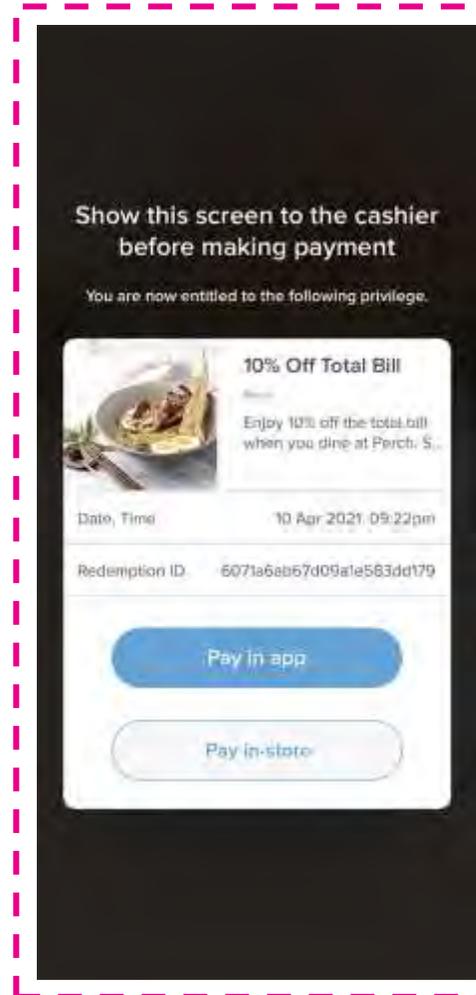
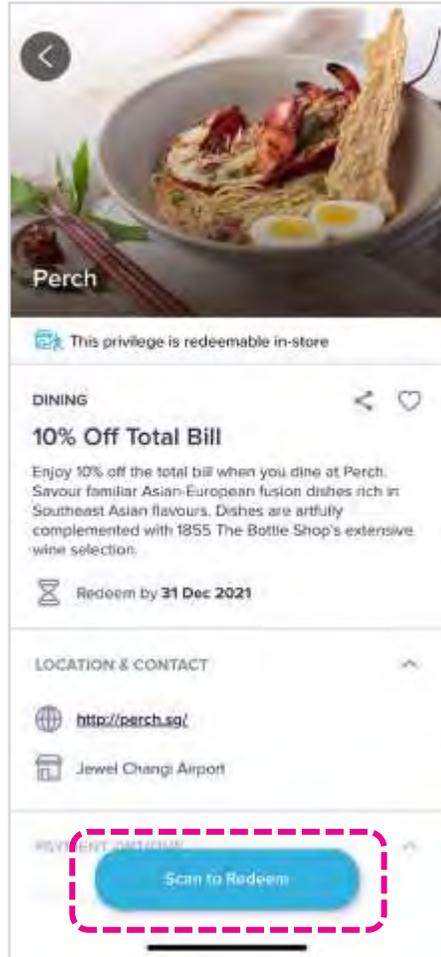
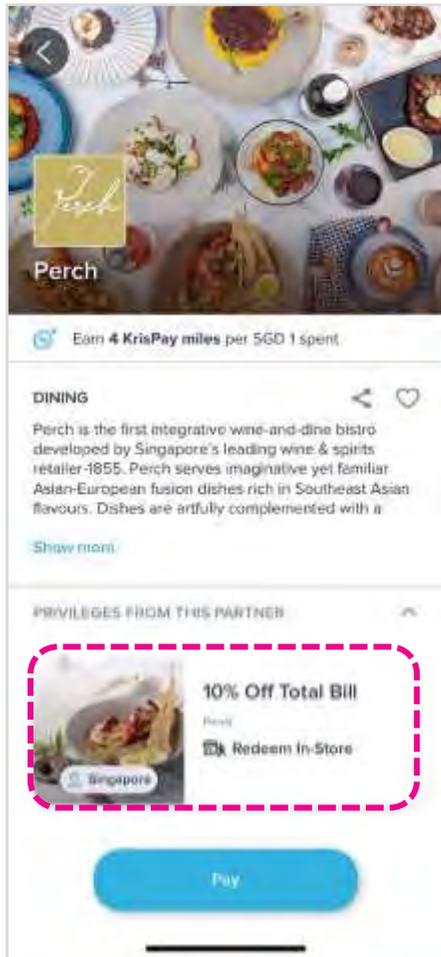
Highlights:

- Wallet miles balance
- Expiring KrisPay miles
- Maximum payable miles

Customise the amount of miles



Redeeming Privileges



Show this screen to merchant before making payment

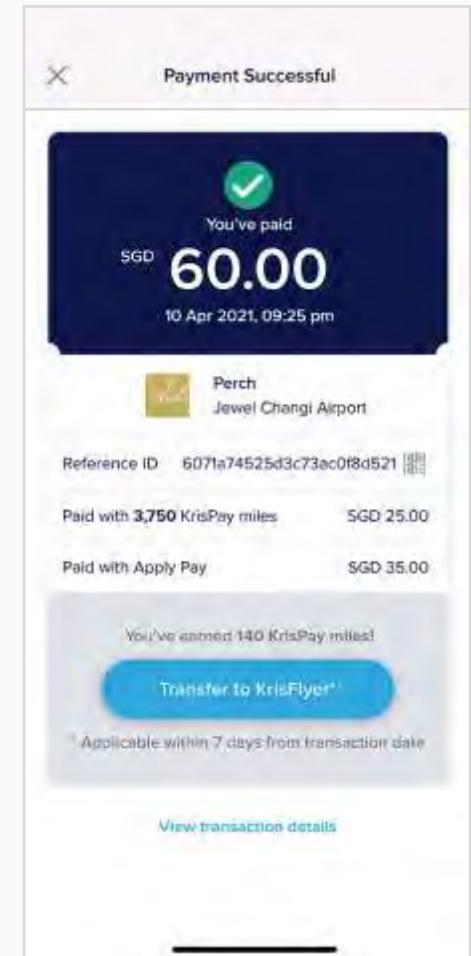
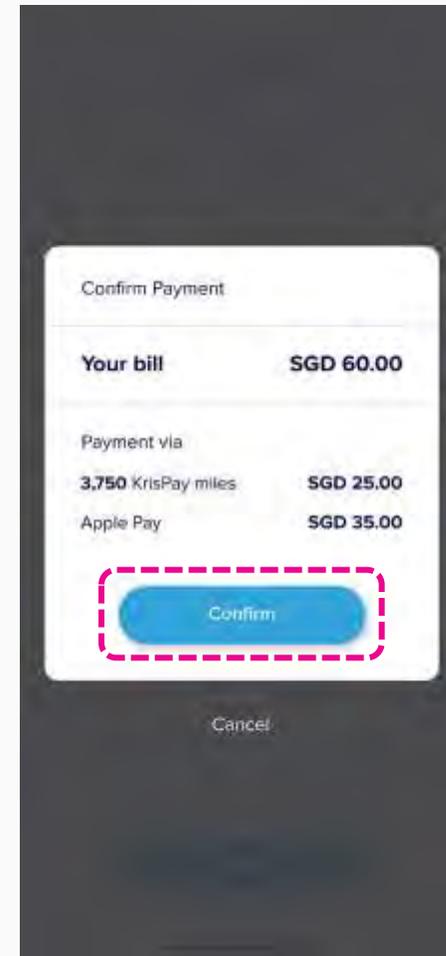
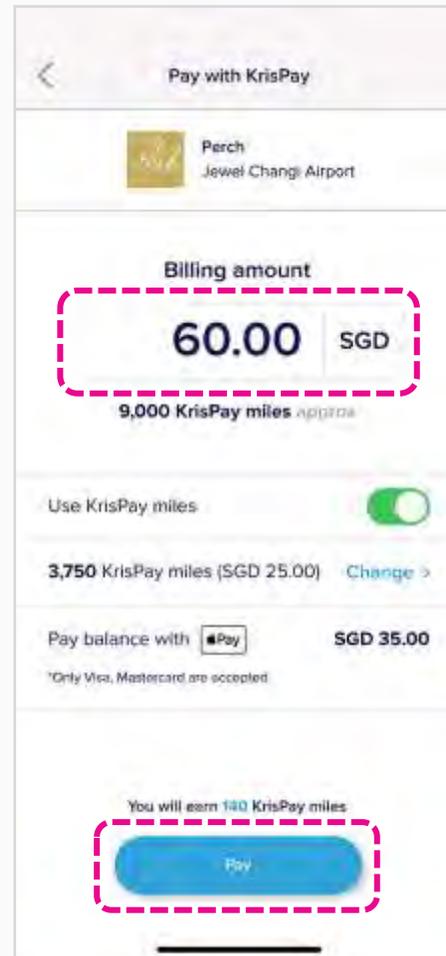
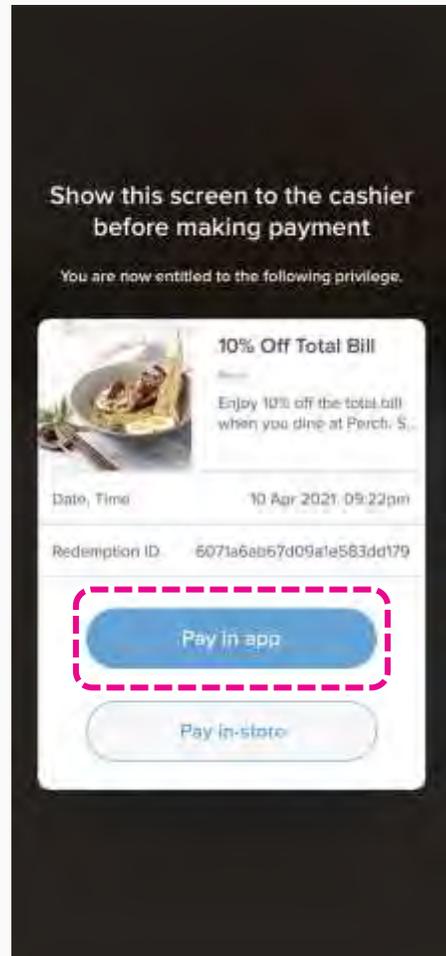
Continue to next page to learn how to make payment after redeeming privileges >>

*Select "Pay" to make payment without using any privileges.

Redeeming Privileges: Follow-Up Payment In App



Pay in app to seamlessly earn miles in a single transaction!



*Final billing amount would defer based on privilege offered; Please confirm with merchant final amount to pay.

Redeeming Privileges: Follow-Up Payment In-Store

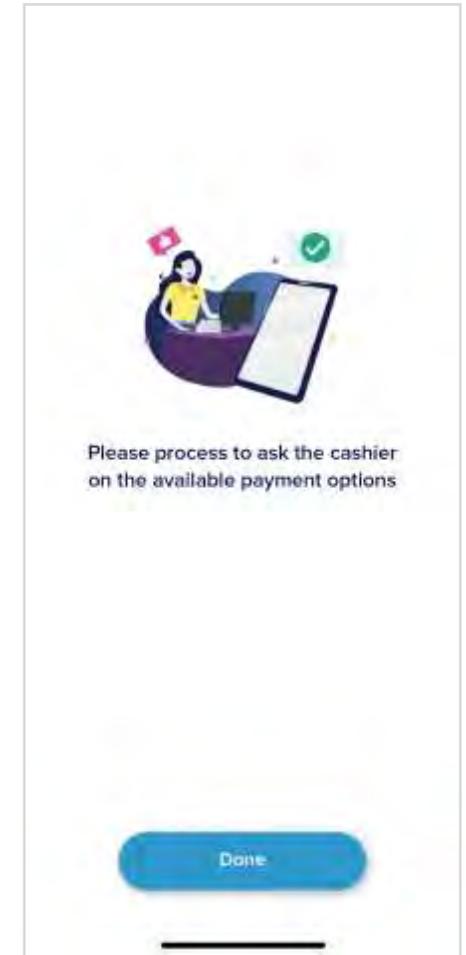
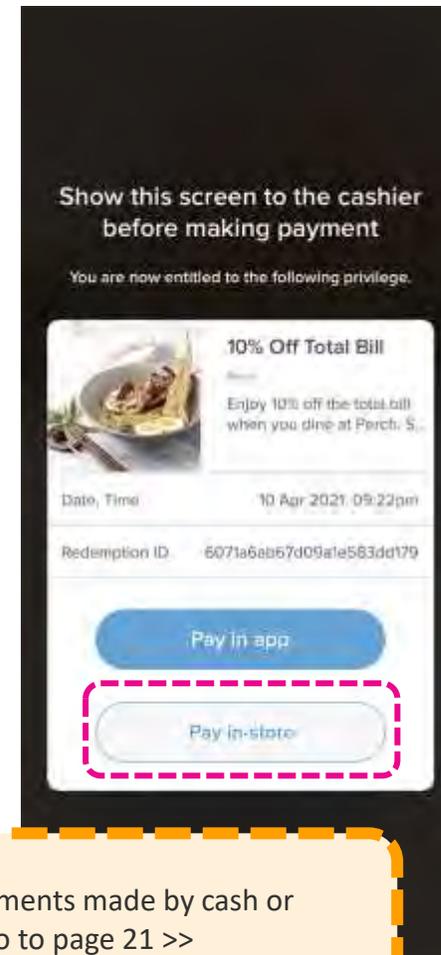
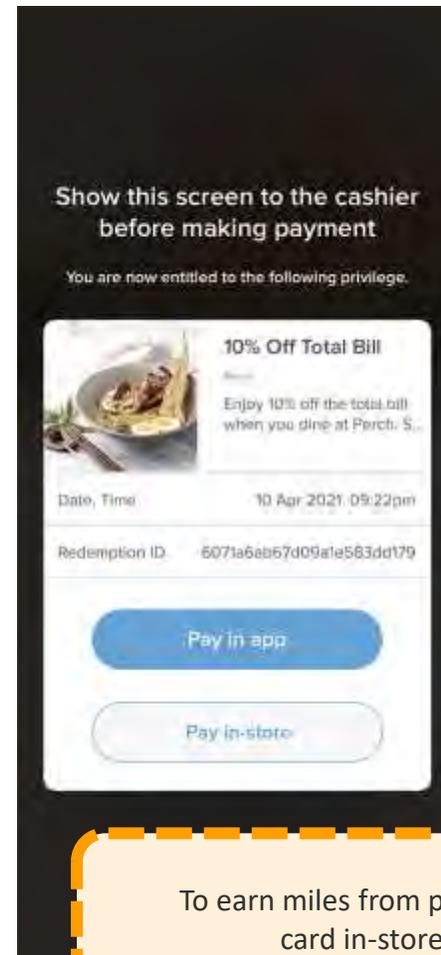
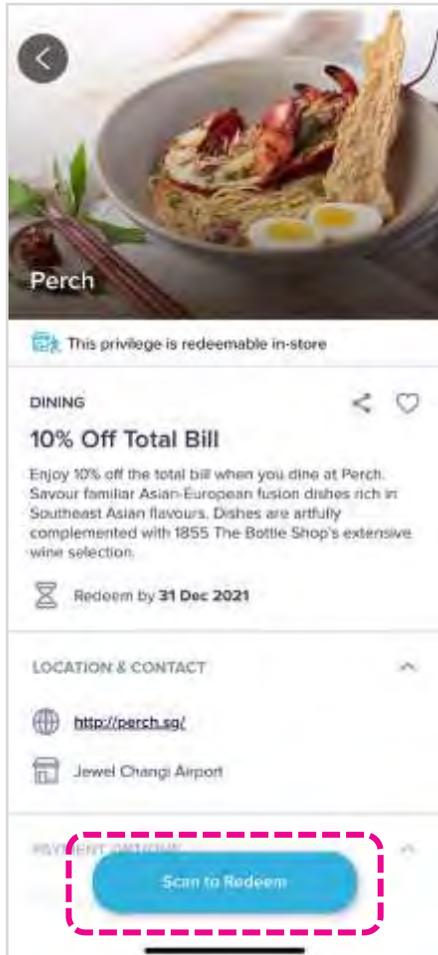
Select
"Scan to Redeem"

Scan Merchant QR

Show this to merchant

Select "Pay in-store"

Make payment in-store



To earn miles from payments made by cash or card in-store, go to page 21 >>

Purchasing Vouchers

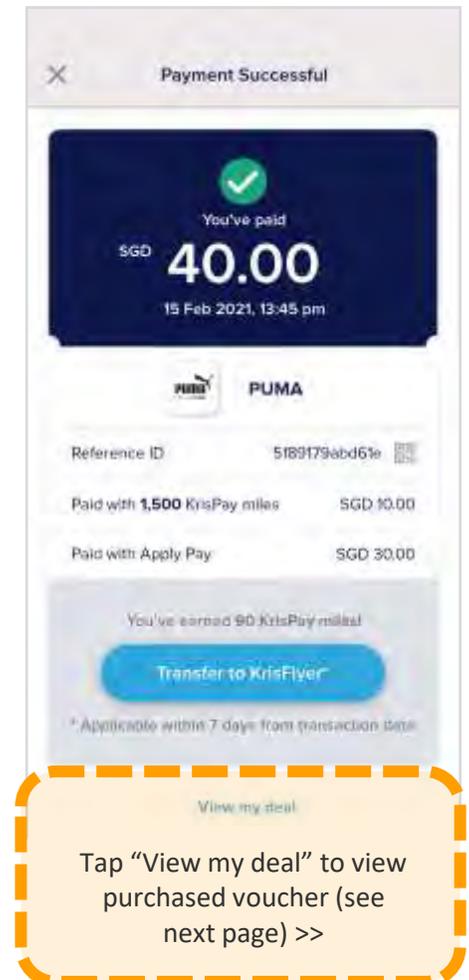
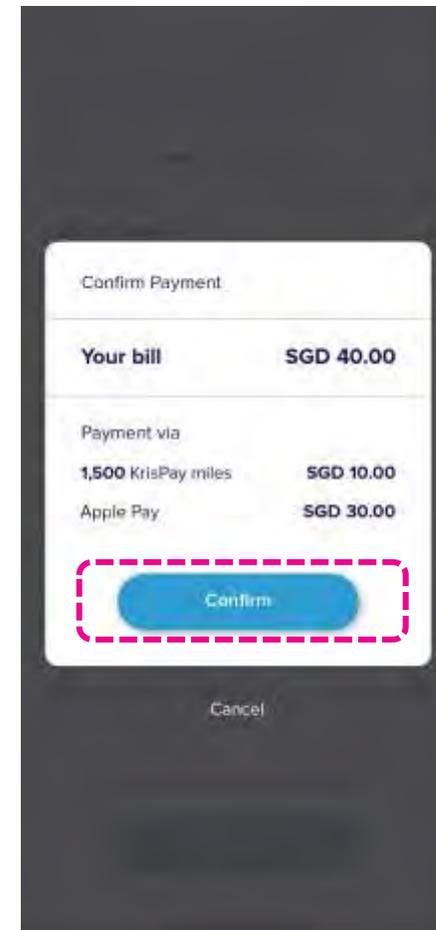
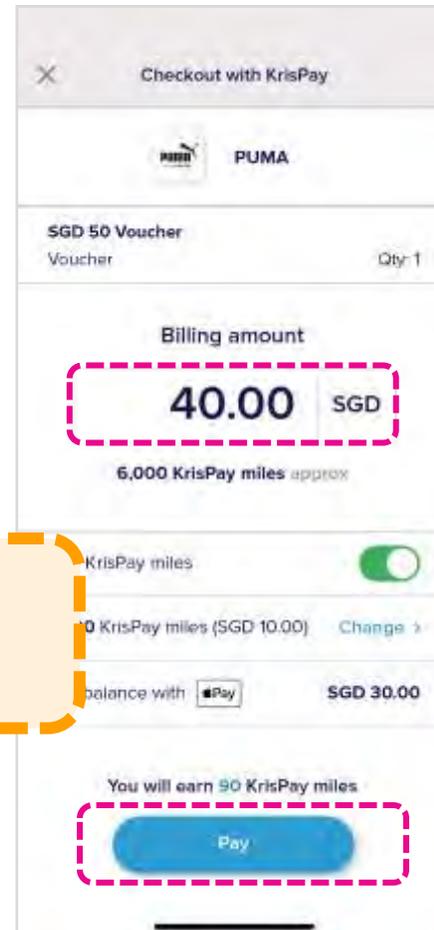
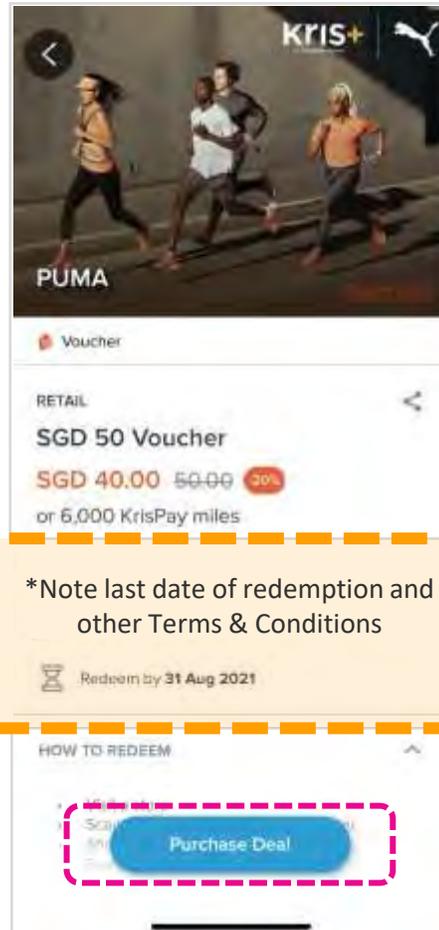
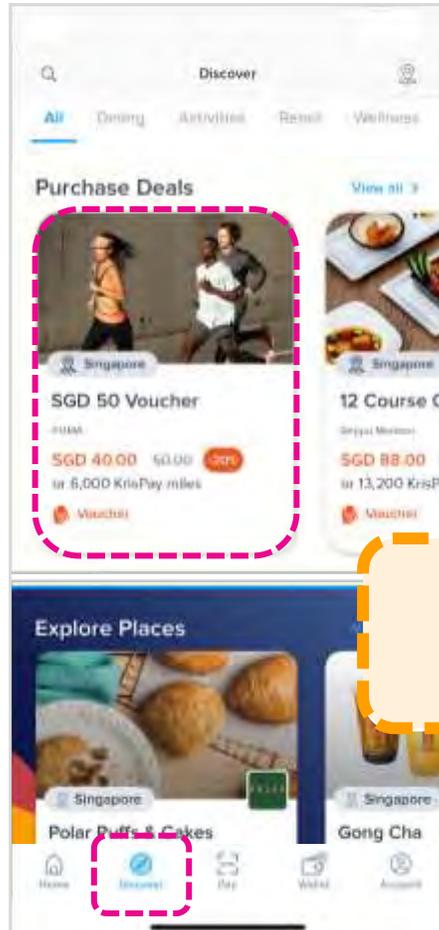
Tap on "Discover" and browse vouchers

Select "Purchase Deal"

Enter Amount & Pay

Confirm Payment

Paid successfully



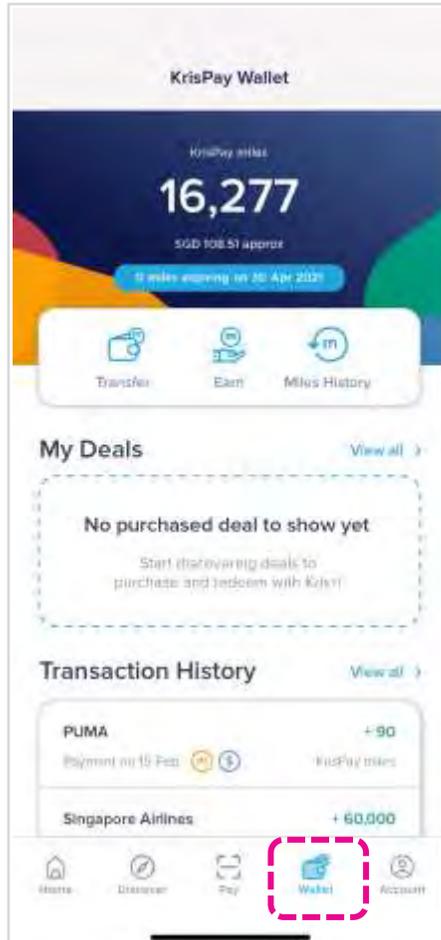
*Refer to the 'Terms & Conditions' section under each voucher the redemption period or last date of redemption.

View Purchased Vouchers (“My Deals” in KrisPay Wallet)

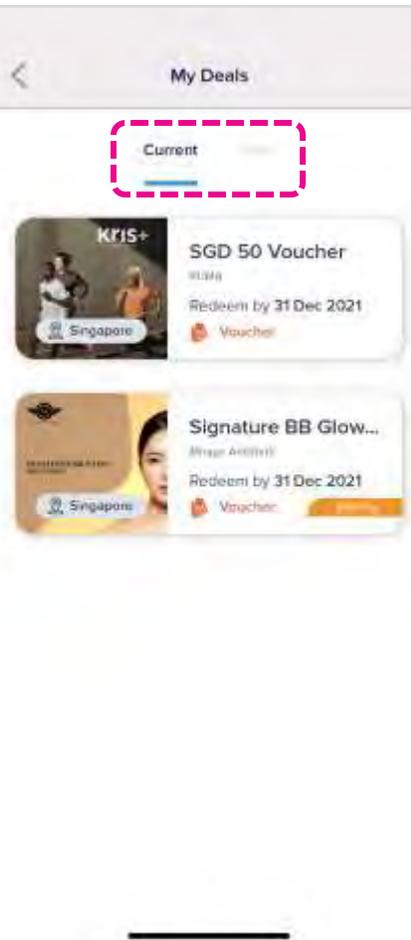
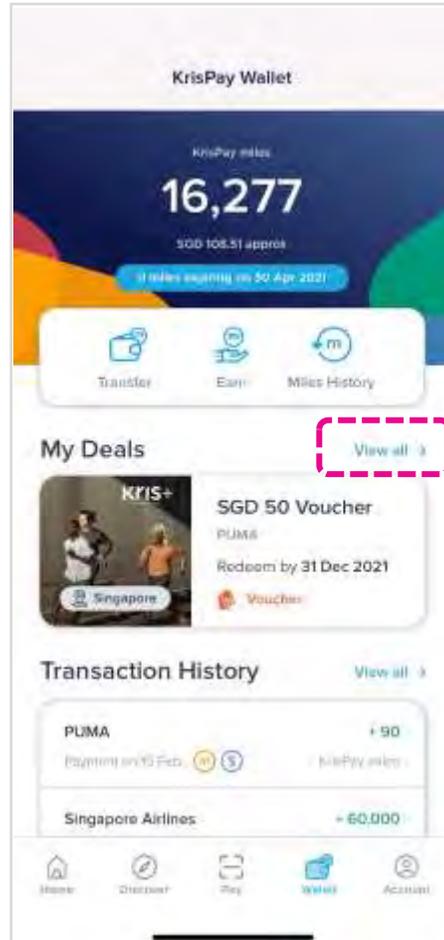
Tap on “Wallet”, then see under “My Deals” section

Tap “View All” to see all purchased vouchers

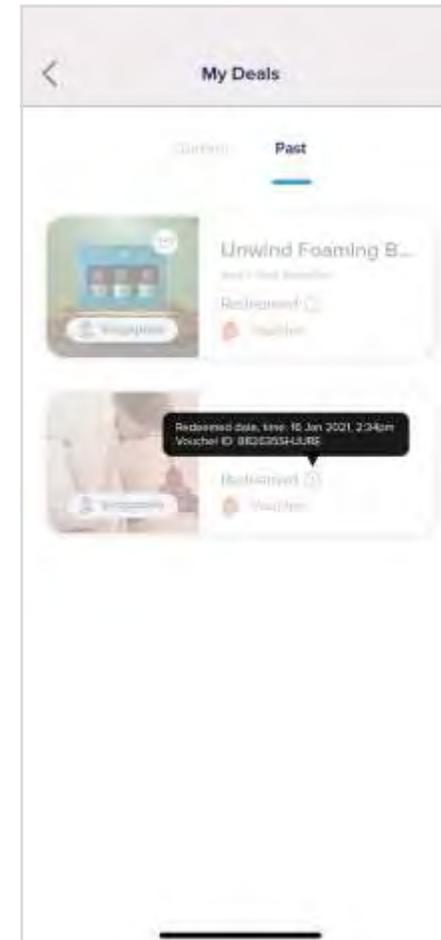
Toggle between “Current and Past” tabs



Purchased vouchers reflected in “My Deals”; section will be empty if there are no purchased vouchers



Current Deals
(Vouchers not yet redeemed)



Past Deals
(Redeemed vouchers)

Continue to next page to learn how to redeem vouchers >>

- Expiring tag is prompted when there is <1 week left to redemption date;
- Additional info for redeemed voucher

Redeeming Vouchers (via KrisPay Wallet)

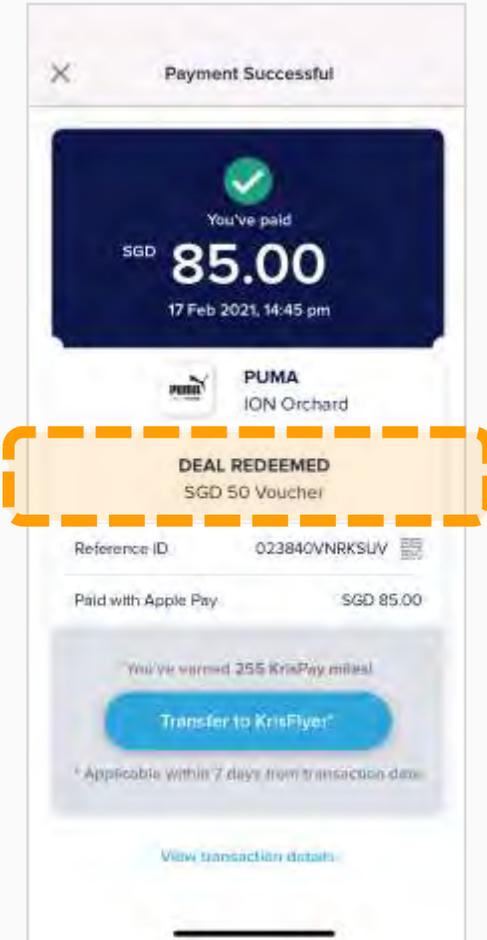
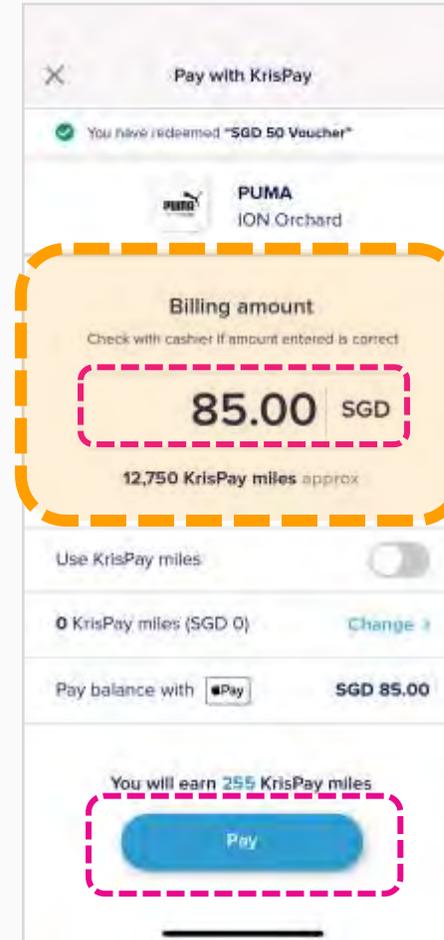
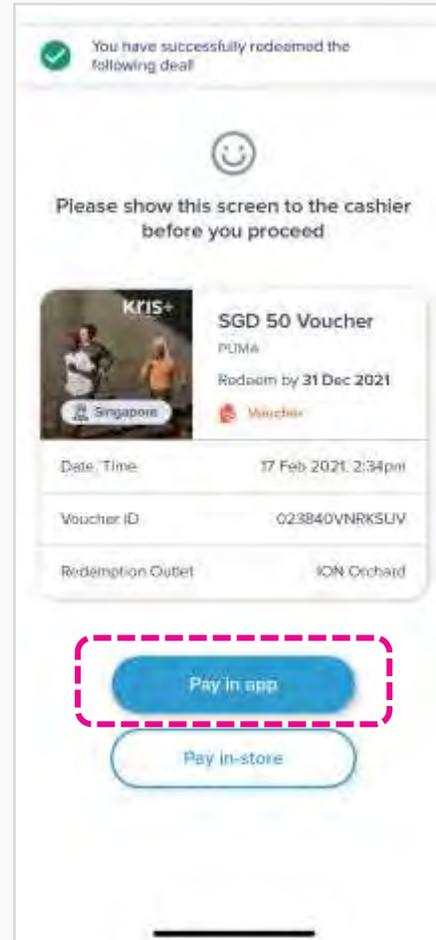
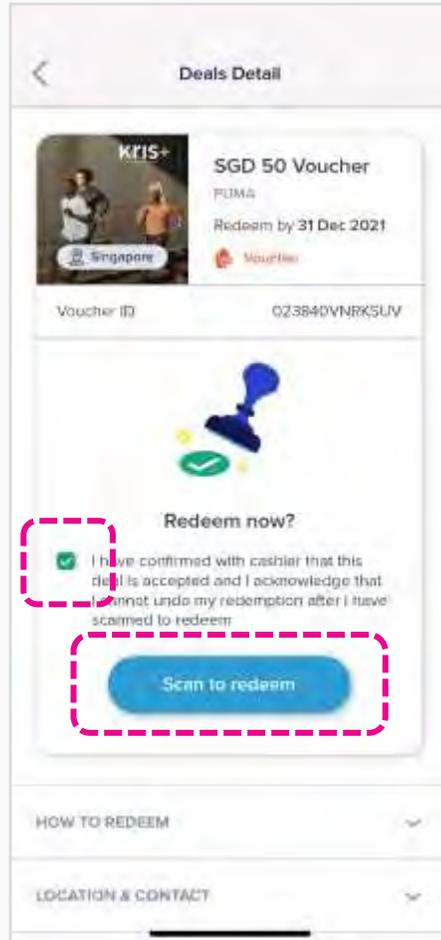
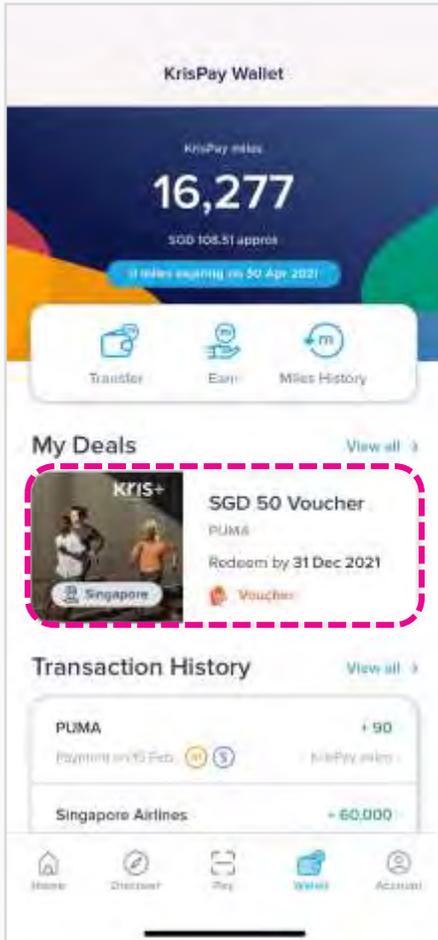
Select purchased voucher to redeem

Acknowledge & Scan Merchant QR to redeem*

Voucher redeemed; Continue to payment

Enter balance amount#

Payment Successful with voucher redeemed



*Redemption of voucher cannot be reversed after scanning to redeem. Successful voucher redemption must be shown to cashier for verification.

#Billing amount should be after deducting voucher amount. Please verify with cashier the amount to input; view full in-app payment process on page 12.

Redeeming Vouchers (via scanning merchant QR)

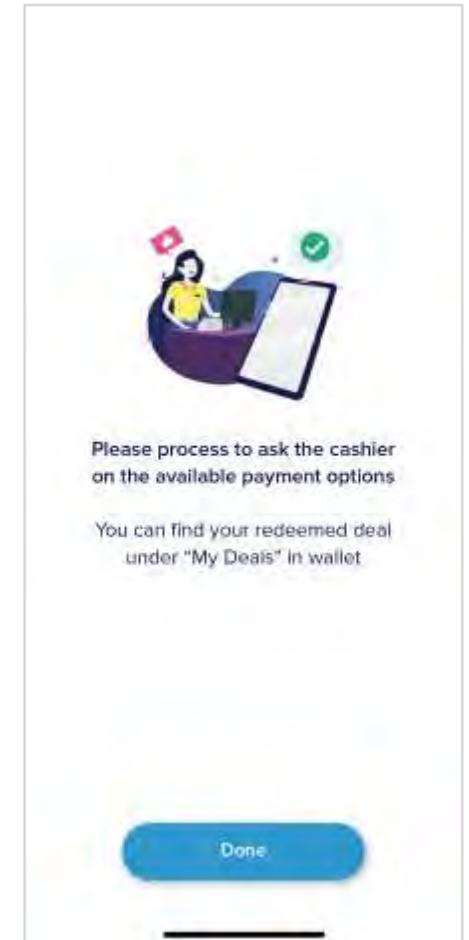
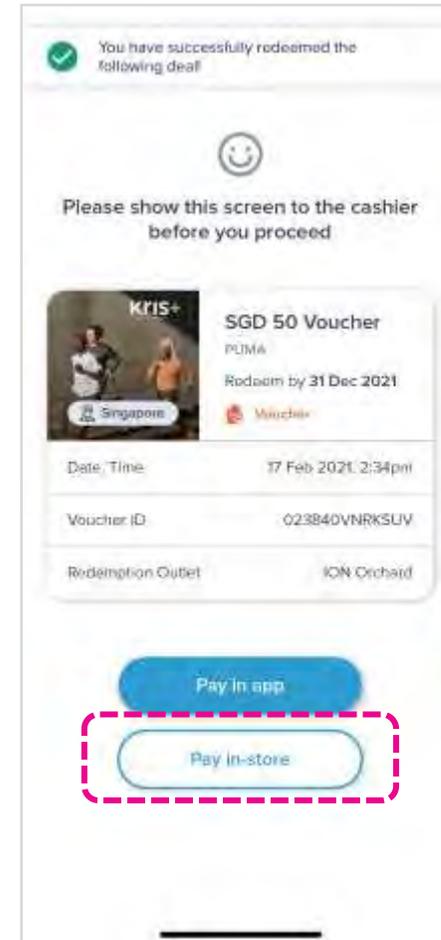
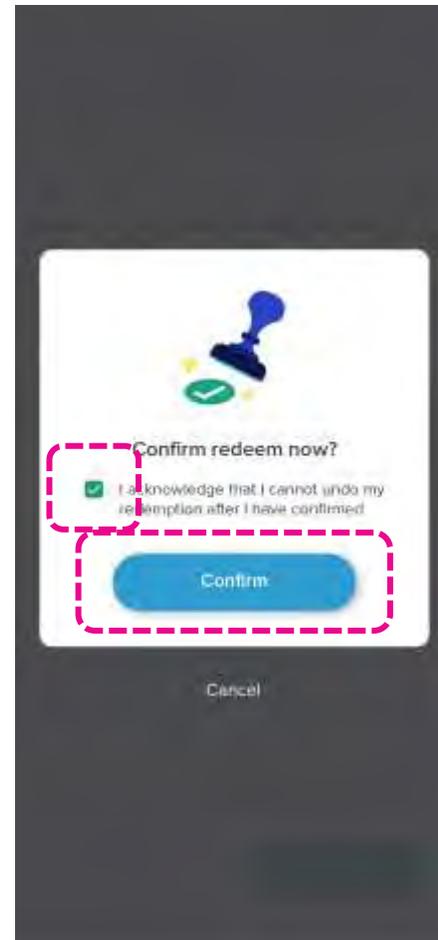
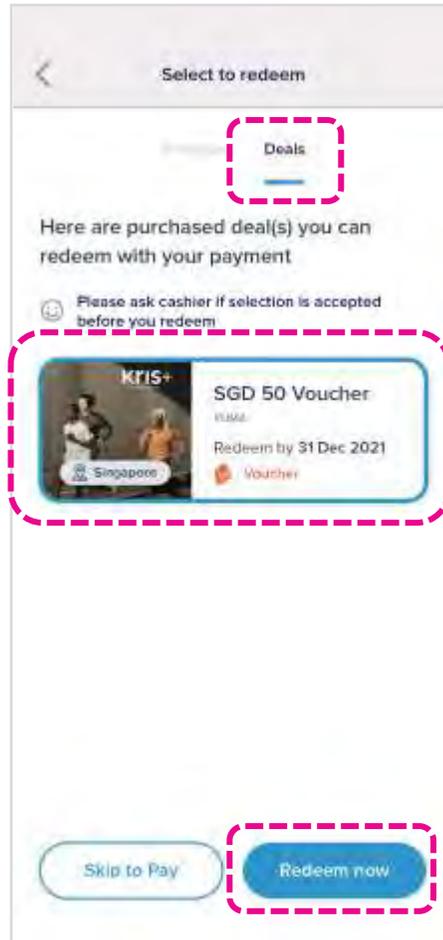
Scan Merchant QR

Toggle to "Deals" & select voucher to redeem now

Acknowledge & Confirm redemption*

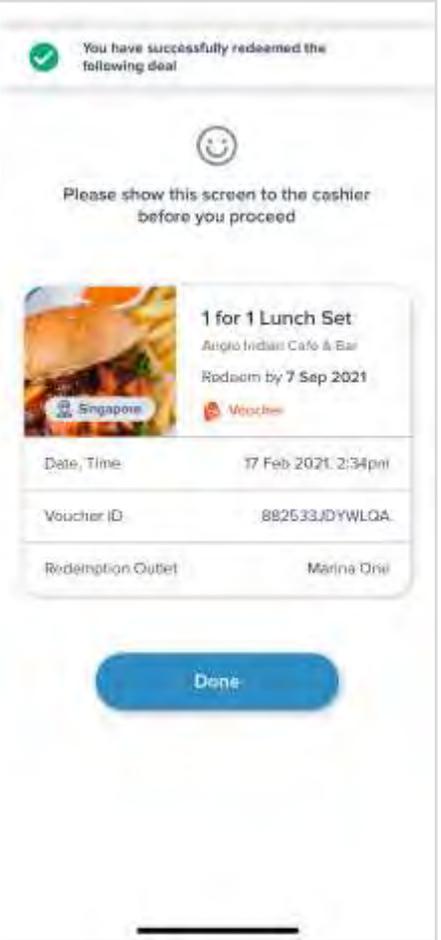
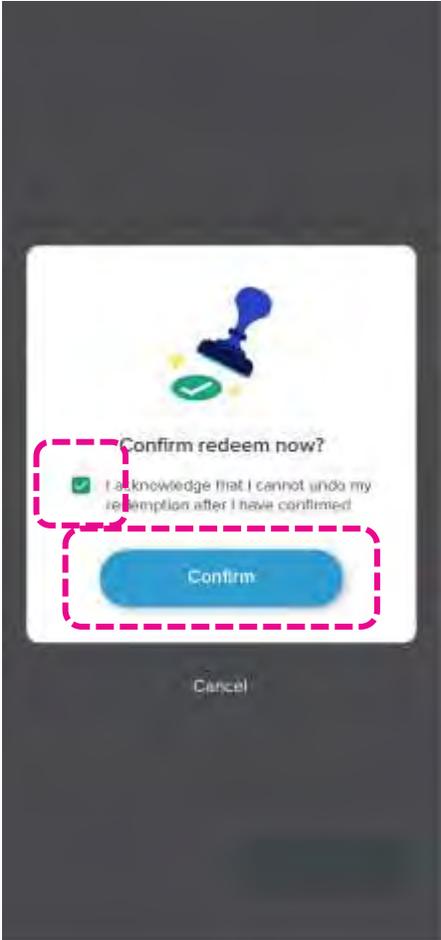
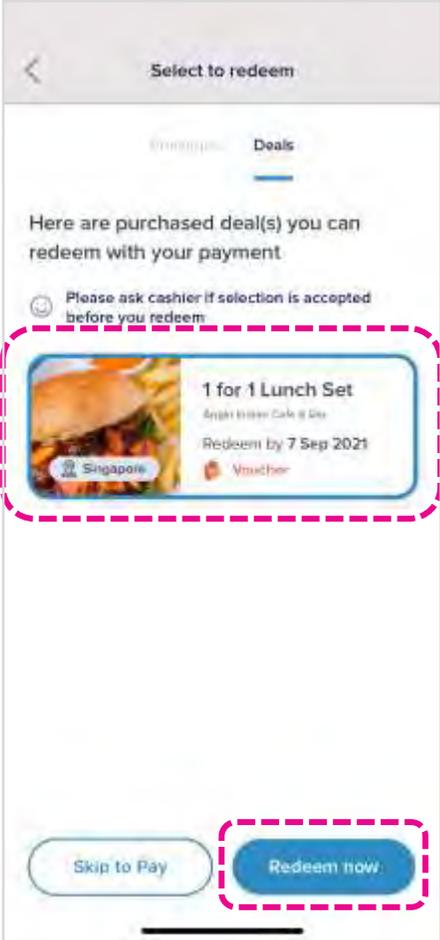
Voucher redeemed; Continue to payment#

Voucher redeemed with payment made in-store



*Redemption of voucher cannot be reversed after scanning to redeem. Successful voucher redemption must be shown to cashier for verification.
#Choose to pay out of Kris+ with cash/card by selecting 'pay in-store'.

Redeeming Vouchers (Product-specific vouchers)



No follow-up payment is required for purchased product-specific vouchers.

Scan merchant QR again and tap "Skip to Pay" to pay any outstanding bill with Kris+.

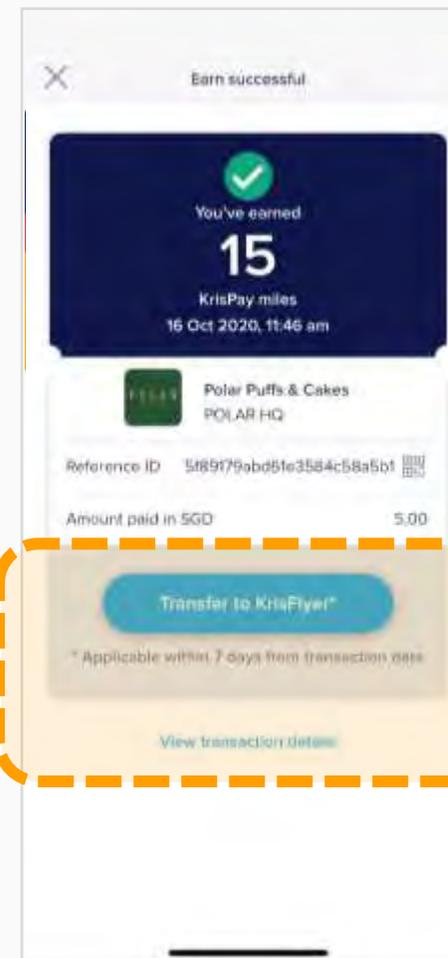
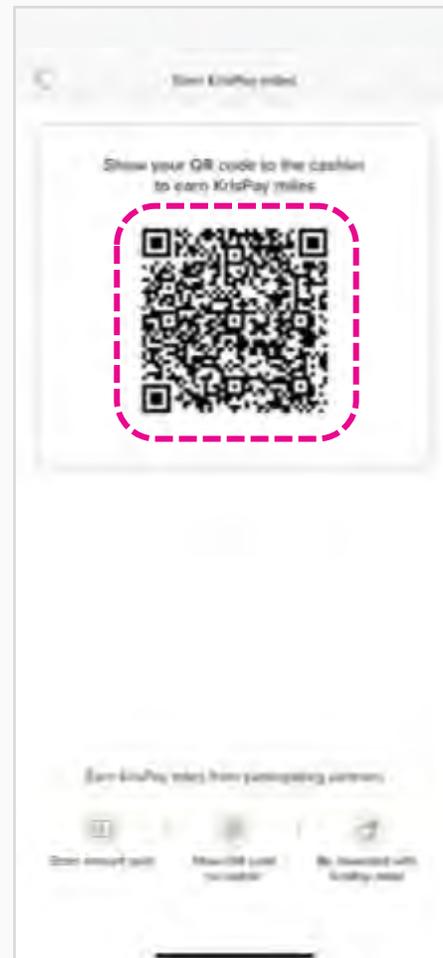
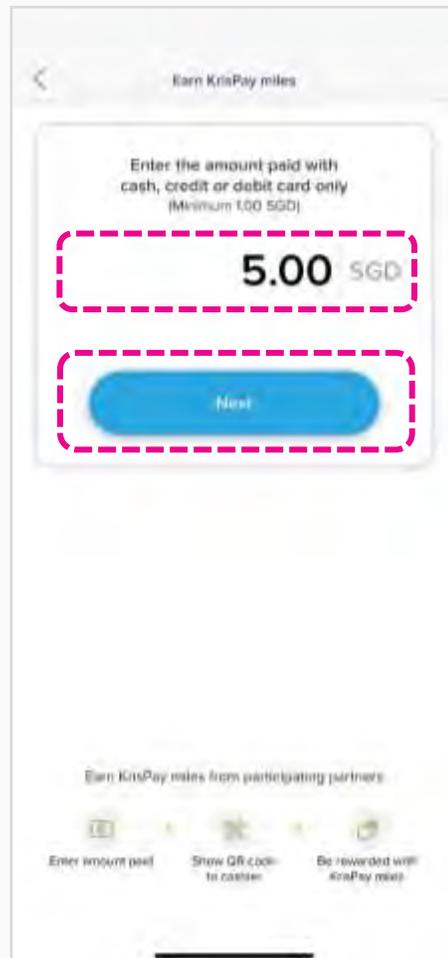
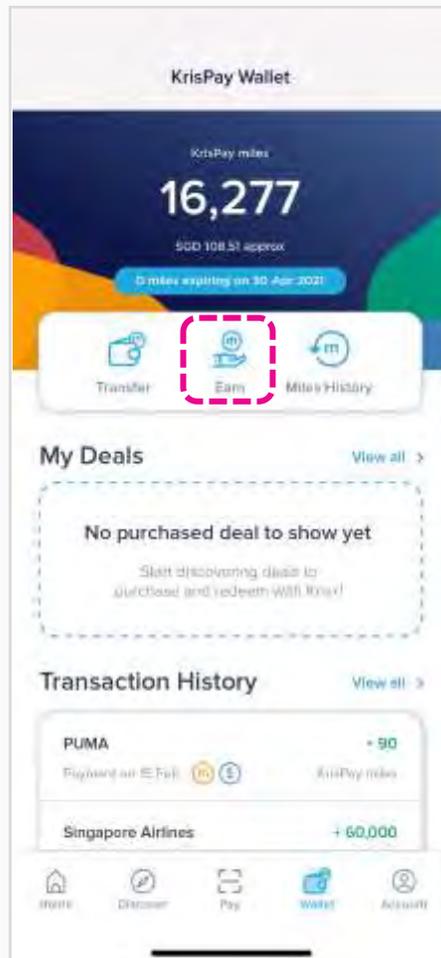
Earning Miles "Offline" with payments made in cash or card in-store

Tap "Earn" button

Enter amount, "next"

Merchant scans QR

Earned Successfully



For partners who have enabled Apple Pay and Google Pay (in-app payment) via Kris+, KrisPay miles will be automatically awarded for every dollar paid by card via in-app payment setup in the Kris+ mobile app.

For such partners, earning of miles "offline" for payments made in-store is not possible from 1 September 2021.

Miles earned can either be:

1. Transferred to KrisFlyer account within 7 days; or
2. Kept in your KrisPay wallet with 6 months validity

Transferring Miles from KrisFlyer or other rewards partners

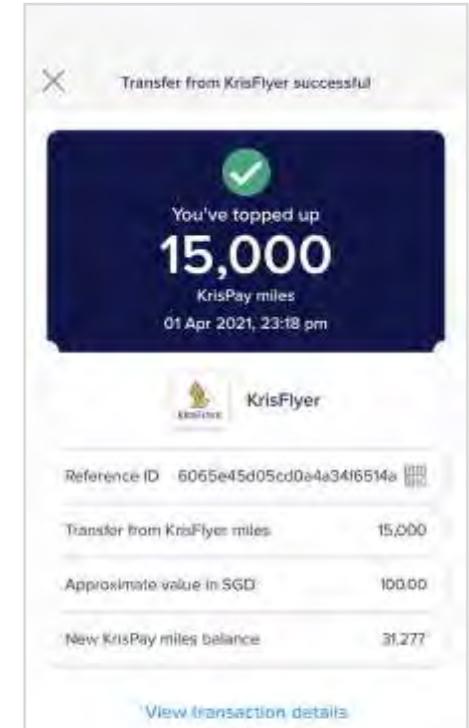
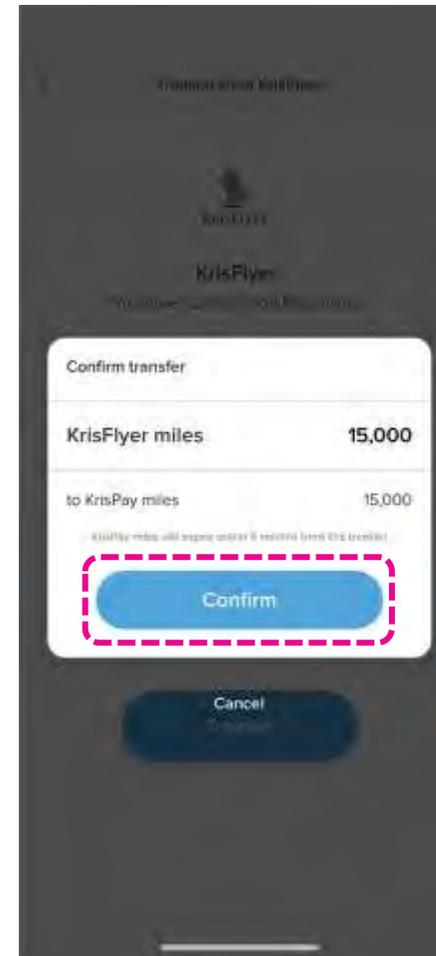
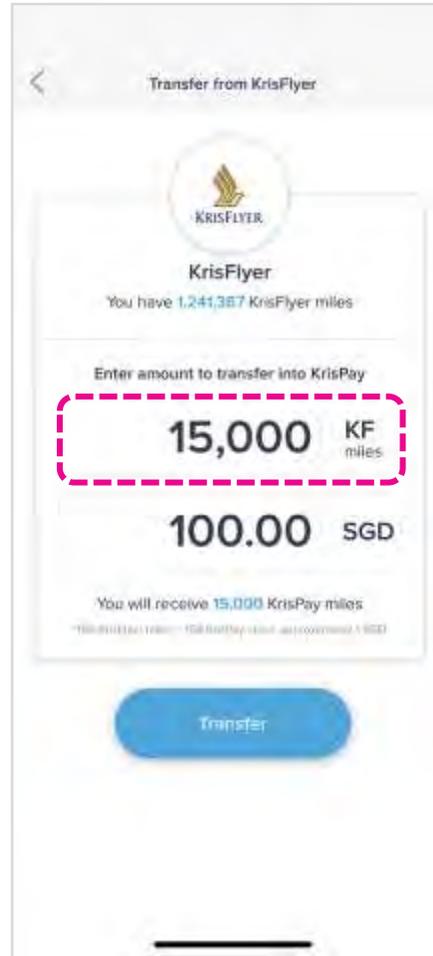
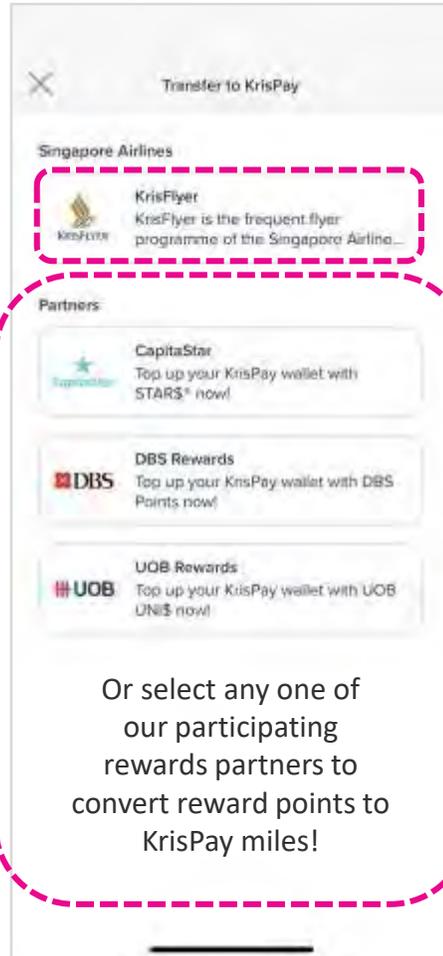
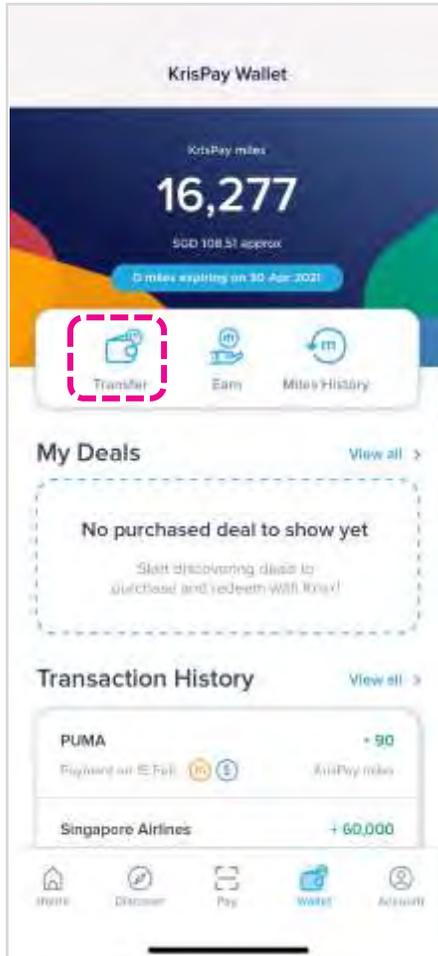
Tap "Transfer" button

Select KrisFlyer or a partner to convert miles

Enter amount to convert

Confirm

Convert successfully



Miles transferred from conversion partners can be further transferred to your KrisFlyer account within 7 days.

Alternatively, the miles will be valid in your KrisPay wallet for 6 months.

Refer and Earn Miles

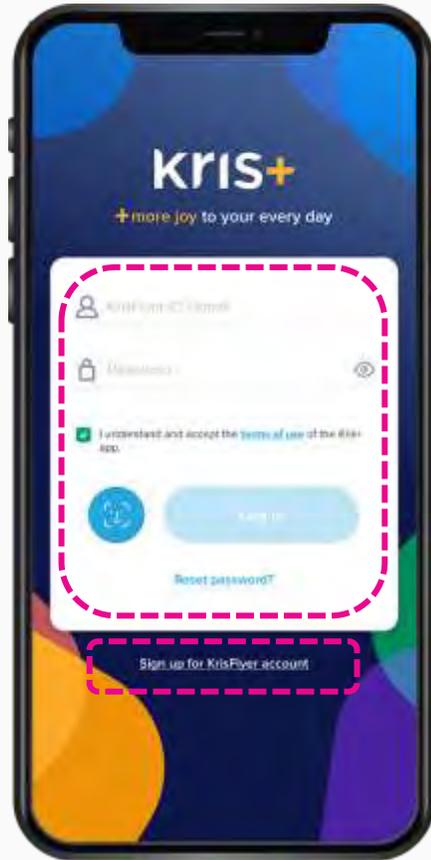
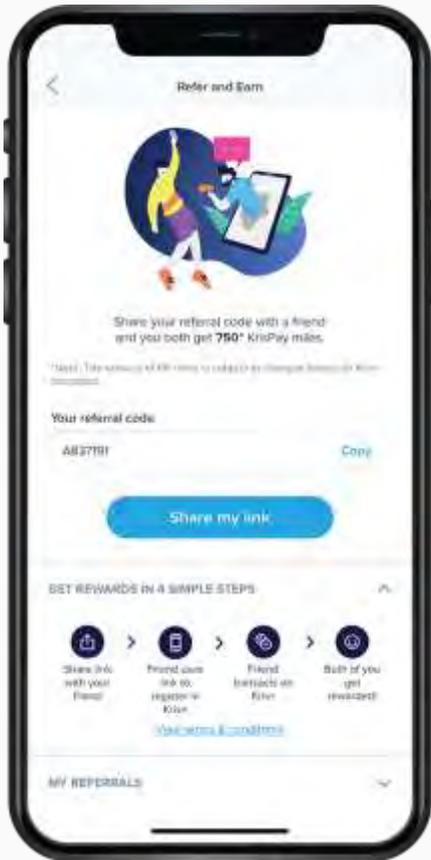
Share **Referral Link** with friend

Friend uses link to log in to Kris+ using KrisFlyer account[^]

Friend submits auto-populated referral code

Friend makes **first** Kris+ transaction*

Both of you earn **750 KrisPay miles!**



*Eligible transactions:

1. Earn miles at Kris+ partners
2. Pay with at least 15 miles at Kris+ partner
3. Transfer min. 450 miles to Kris+ from KrisFlyer or other rewards partners to Kris+

[^]Or sign up for a KrisFlyer account, and then log-in to Kris+