

TERMS AND CONDITIONS FOR **Kris+ 11.11 PROMOTION**

These terms and conditions govern the Kris+ 11.11 (a) 40% miles-back promotion, (b) Kris+ Sign-Up promotion and (c) Kris+ Top-Up promotion (collectively, the “**Promotion**”) organised by Singapore Airlines Limited (“**SIA**”).

1. The Promotion commences on 9 November 2020, 0000 hrs (Singapore time) and ends on 22 November 2020, 2359 hrs (Singapore time) (“**Promotional Period**”).

40% Miles-Back Promotion

2. The 40% miles-back promotion is applicable to all KrisFlyer members who have performed a Kris+ Redemption Transaction (as defined herein) during the Promotional Period (“**Participant**”). For the purposes of these terms and conditions, a “**Kris+ Redemption Transaction**” means any single transfer of at least SGD 0.10 made to any Kris+ partner in Singapore by a Participant using KrisPay miles on the Kris+ mobile application (“**Kris+ App**”) regardless of the type of mobile device from which such redemption transaction is performed, within the Promotional Period.
3. During the Promotional Period, Participants will receive KrisPay miles-back for each Kris+ Redemption Transaction based on the percentage of the actual number of KrisPay miles transferred for that Kris+ Redemption Transaction as follows:

KrisPay Miles Transferred to Kris+ Partner	KrisPay Miles Back (%)
15 miles (SGD 0.10) and above	40% of the KrisPay Miles transferred to the Kris+ Partner (rounded down to the nearest whole number)

4. Kris+ Partner merchants shall reject any request by any individual to split a single receipt for the same Kris+ Redemption Transaction into multiple payments using KrisPay miles.
5. After each qualifying Kris+ Redemption Transaction has been completed, the resulting KrisPay miles-back will be credited into the Participant’s KrisPay wallet instantly. Such KrisPay miles shall be valid for 6 months from the date of credit, following which they shall expire and no extensions will be permitted.

Kris+ Sign-Up Promotion

6. 1,000 KrisPay miles (“**Sign-Up Bonus Miles**”) will also be awarded to each person who successfully completes a Kris + Sign-Up (as defined herein) during the Promotional Period. For the purposes of these terms and conditions, a “**Kris+ Sign-Up**” is completed where an individual (i) has logged in with existing or new KrisFlyer credentials in the Kris+ App for the first time during the Promotional Period or (ii) has created a KrisPay wallet for the first time, during the Promotional Period. Such KrisPay miles shall be

valid for 6 months from the date of credit which would be within 7 days after first log-in, following which they shall expire and no extensions will be permitted. For avoidance of doubt, any KrisFlyer member who has logged in to the old KrisPay mobile application or new Kris+ App outside of the Promotional Period will not be eligible for any Sign-Up Bonus Miles under this Kris+ Sign-Up Promotion.

Kris+ Top-Up Promotion

7. 11,110 KrisPay miles ("**Top-Up Bonus Miles**") will be awarded each week during the Promotional Period to the two (2) KrisFlyer members with the top two highest number of KrisPay miles Topped-up (as defined below) during the relevant week. For the purposes of these terms and conditions, a "**KrisPay miles Top-up**" is completed when a Kris+ user, during the Promotional Period, (i) has transferred KrisFlyer miles from their KrisFlyer account to KrisPay miles in their Kris+ App or (ii) has converted bank rewards programme points into KrisPay miles via the Kris+ App.
8. Week 1 of the Promotional Period will be from 9 November 2020, 0000 hrs to 15 November 2020, 2359 hrs ("**Week 1**"). Week 2 of the Promotional Period will be from 16 November 2020, 0000 hrs to 22 November 2020, 2359 hrs ("**Week 2**"). Any Kris+ user who has conducted a KrisPay miles Top-up during the Promotional Period will automatically be enrolled to participate in this Kris+ Top-Up Promotion. However, KrisPay miles Topped-up in Week 1 will not be counted towards the number of KrisPay miles Topped-up in Week 2, and vice versa.
9. Kris+ users will be able to check the leader board of users who have topped-up the highest number of KrisPay miles every day during the Promotional Period by viewing the highlight tile of the Kris+ App.
10. Winners of the Top-Up Bonus Miles will be notified no later than 2 weeks after the end of the relevant week by SIA's KrisFlyer Contact Centre or Kris+ staff. Top-Up Bonus Miles shall be valid for 6 months from the date of credit, which will be within 7 days after the winners have been contacted, following which they shall expire and no extensions will be permitted.

Promotion – General terms and conditions

11. KrisPay miles credited into the Participant's KrisPay wallet can only be used within the Kris+ App and cannot be transferred into any KrisFlyer account. KrisPay miles are also non-transferable to other KrisPay wallets, and cannot be exchanged for cash.
12. By participating in the Promotion, each Participant:
 - a. agrees to comply with and be bound by these terms and conditions, SIA's conditions of use of website, SIA's Privacy Policy, and the Kris+ Terms and Conditions (collectively, "**SIA Terms & Conditions**") and
 - b. agrees that any and all personal data he/she submits (including his/her KrisFlyer membership number) may be collected, used, disclosed, or otherwise processed (collectively, "**Processed**") by SIA for the purposes of organizing the Promotion. All collection, use and disclosure of each Participant's personal

data will be in accordance with SIA's Privacy Policy available at https://www.singaporeair.com/en_UK/privacy-policy/.

Non-compliance with or breach of these SIA Terms & Conditions may result in the Participant being disqualified at any stage of the Promotion, and any prizes won may be forfeited, withheld, withdrawn or reclaimed.

13. All decisions made by SIA, in respect to any matter relating to this Promotion shall be final. SIA reserves the right to vary these terms and conditions, amend the list of Kris+ Partners in which eligible Kris+ Redemption Transactions may be made, terminate or otherwise amend this Promotion without prior notice, at its sole and absolute discretion.

To the extent permitted under applicable law, SIA will not be responsible or liable for any consequences that any participant may suffer (including without limitation any damage, loss, injury or disappointment) by entering the Promotion or the participant's acceptance of any prize.

14. These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore and shall be subject to the exclusive jurisdiction of the Singapore courts.
15. For enquiries, please contact KrisFlyer Membership Services at KF_contact@singaporeair.com.sg.