

FAQs for AIG-SQ KrisFlyer Partnership

Version 1.4 updated 27 May 2019

Earning KrisFlyer miles when purchasing AIG travel insurance on Singapore Airlines & SilkAir websites

1) When does this start?

This applies to all AIG travel insurance policies sold on www.singaporeair.com or www.silkair.com effective Wednesday, 2 May 2018, for customers departing from Singapore only.

2) How do I earn KrisFlyer miles when I purchase AIG travel insurance?

You first need to be an existing KrisFlyer member. You can then earn KrisFlyer miles when you add AIG travel insurance (i) during your flight booking on www.singaporeair.com or www.silkair.com, or (ii) after your flight booking through the Manage Booking portal. For a Group or Family policy, KrisFlyer miles may only be earned by the lead customer making the booking.

3) How many KrisFlyer miles do I earn when I add AIG travel insurance for my flight booking through SQ/MI's websites?

Customers with valid KrisFlyer memberships earn 1 KrisFlyer mile per S\$1 spent on AIG travel insurance, unless otherwise specified, e.g. during promotional campaigns.

4) If I forget to log into my KrisFlyer account when I add insurance on www.singaporeair.com or www.silkair.com, can I submit a retroactive claim for the mileage credit later?

Yes, you may do so at www.aig.com.sg/mmm within 60 days from your flight departure date.

5) Can I earn KrisFlyer miles when I purchase my AIG travel insurance policies through other channels (e.g. the call center)?

This is not possible at the moment.

6) Do all passengers in the booking earn KrisFlyer miles?

KrisFlyer miles will be awarded only to the lead customer in the booking (i.e. the main policy holder).

Example 1:

3 adult travelers in the same booking with insurance added through Manage Booking, and only the 2nd insured person provided a valid KrisFlyer membership number.

Cost of insurance per pax: S\$10

Total price of insurance: 3×S\$10 = S\$30

KrisFlyer miles earned by 1st adult traveler (main policy holder) – nil

KrisFlyer miles earned by 2nd adult traveler – nil

KrisFlyer miles earned by 3rd adult traveler – nil

Example 2:

3 adult travelers in the same booking with insurance added through Manage Booking, and each provided a valid KrisFlyer membership number.

Cost of insurance per pax: S\$10

Total price of insurance: 3xS\$10 = S\$30

KrisFlyer miles earned by 1st adult traveler (main policy holder) – 30

KrisFlyer miles earned by 2nd adult traveler – nil

KrisFlyer miles earned by 3rd adult traveler – nil

7) When will the miles be credited into my account?

Miles will be credited into your KrisFlyer account approximately 14 working days after your flight has departed from Singapore.

8) How can I be a KrisFlyer member?

Anyone two years of age or above can join KrisFlyer. You may enroll at http://www.singaporeair.com/en_UK/ppclub-krisflyer/registration-form/ to start earning miles when you fly, on the ground or when you shop. KrisFlyer membership is free.

9) What are the KrisFlyer terms and conditions?

Please visit http://www.singaporeair.com/jsp/cms/en_UK/ppclub_krisflyer/termsconditions-kf.jsp.

10) What if I had provided a wrong KrisFlyer membership number, or forgotten to log into my KrisFlyer account, at the time of booking?

You may make the necessary amendments online, before departure from Singapore, at www.aig.com.sg/mmm by logging in using your policy number and First/Given name (as in passport) of the main policy holder.

11) I am not able to log into Manage My Miles to update my KrisFlyer number.

The First/Given name needs to be exactly identical to that on your flight booking, e.g. "AH CHEW DAVID MR" and not "AH CHEW DAVID" nor "AH CHEW MR".

12) It has been 14 working days after my departure from Singapore, and I still do not see any KrisFlyer miles being credited into my account. Who should I contact to resolve this?

Please send an email to TravelGuard.SQ@aig.com and quote your policy number and KrisFlyer membership number.

13) I am the main policy holder. Can I choose to credit the miles into someone else's KrisFlyer account?

Eligible AIG Customers must transfer KrisFlyer Miles to their own individual KrisFlyer Accounts. An Eligible AIG Customer is not allowed to transfer KrisFlyer Miles to another KrisFlyer Account that does not belong to that Eligible AIG Customer.