

Retroactive Mileage Claim Form (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

Please email, fax or mail your completed form and supporting documents to:
SQRetro@mentormedia.com or
KrisFlyer Membership Services
PO Box 177, Singapore Post Centre Post Office
Singapore 914006
Fax : +65 6631 3414

1. MEMBERS 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.

2. CLAIM DETAILS

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 NO.	CLASS OF TRAVEL	FLIGHT NO.	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).

KRISSHOP PURCHASE DATE (dd/mm/yy)	PURCHASE AMOUNT (SGD)	MODE OF PURCHASE	FLIGHT DETAILS (IF APPLICABLE)		
			FLIGHT NUMBER	DEPARTURE DATE	SEAT NUMBER
		Online In-Flight			
		Online In-Flight			

Please attach a legible copy of the purchase receipt(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.

By completing and submitting this form, I hereby represent that:

1. I am the true owner of the KrisFlyer account of the details as set out herein;
2. All information provided and included into this form are true, accurate and sufficient for the transaction hereunder.
3. I agree and acknowledge that any personal data I provide will be processed by Singapore Airlines for purposes of administering my request in accordance with its Privacy Policy available at www.singaporeair.com; and,
4. I have read and understood, and agree to be bound by all the terms and conditions contained within this form.

DATE (dd/mm/yy)

KrisFlyer Membership Services, PO Box 177, Singapore Post Centre Post Office, Singapore 914006

