

Retroactive Mileage Claim - for airline partner services

Please download this digital form to your computer before you begin to ensure that the data are successfully captured for submission.

Complete this form to make a retroactive mileage claim for flights on airline partners.

Before you submit a retroactive mileage claim, make sure that:

- You have allowed up to eight weeks for these miles to appear in your KrisFlyer account
- No more than six months have passed since the relevant flight transaction has taken place

Turn to the next page for information on where to find the flight number and class of travel on your boarding pass and e-ticket.

Save US\$25 or 2,500 miles by claiming your retroactive miles online.

Simply log in to your KrisFlyer account to get started.

MEMBER'S DETAILS

Family Name

as in your reservation

Given Name

as in your reservation

KrisFlyer Membership Number

Contact Number (mandatory)

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.

A KrisFlyer Offline Service Fee of US\$25 or 2,500 miles is chargeable for each retroactive mileage claim made using this form. This fee is waived for PPS Club members.

Indicate your form of payment for the KrisFlyer Offline Service Fee:

US\$25 charged to your credit card (provide your details below)

2,500 miles deducted from your KrisFlyer account

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				

Fill in your credit card details below. Once we've received this form, we will contact you (or the credit cardholder) for payment of the KrisFlyer Offline Service Fee.

Name of Credit Card Holder

Contact number

Country code

Area code

Telephone number

Email Address

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 your account statements.

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

Please email your retroactive mileage claims and the supporting documents to the following: SQRetro@mentormedia.com

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)