

# Retroactive Mileage Claim

For easier filing and faster processing of your retroactive mileage claim(s) on Singapore Airlines and SilkAir flights, as well as Singapore Airlines-operated flights, just log on to [www.krisflyer.com](http://www.krisflyer.com) Going online is the fastest and most convenient way to manage your KrisFlyer account.

## MEMBER'S DETAILS

KrisFlyer membership number

Passport name (as appears on your membership card)

Before you submit a retroactive mileage claim, please ensure that:

- you have allowed approximately six weeks for these miles to appear in your account.
- no more than **six months** have passed since the relevant flight, hotel, car rental, KrisShop or Tradewinds transaction took place.

AIRLINE	FLIGHT NUMBER	BOOKING CLASS	DEPARTURE DATE (dd/mm/yy)	ORIGIN	DESTINATION

Please attach a legible copy of air ticket(s) and **original** boarding pass(es). Kindly retain a copy of the boarding pass(es) for your own record.

HOTEL NAME	LOCATION	CHECK-IN DATE (dd/mm/yy)

Please attach a legible copy of hotel bill(s).

CAR RENTAL COMPANY	LOCATION OF RENTAL COUNTER	RENTAL DATE (dd/mm/yy)

Please attach a legible copy of car rental agreement(s).

KRISSHOP ITEM(S) PURCHASED	PURCHASE AMOUNT	FLIGHT NUMBER (if applicable)	DEPARTURE DATE (dd/mm/yy)

Please fill in the details of the item(s) purchased and include a **copy of** receipt(s) when you submit your claim.

TRADEWINDS PACKAGE	BOOKING FORM REFERENCE NUMBER	TOUR DEPARTURE DATE (dd/mm/yy)	PACKAGE AMOUNT

Please fill in the name(s) of travel package(s) purchased and include a legible copy of the travel package bill(s) and schedule(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, telecommunications accounts or insurance premiums, 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.

Please note that all retroactive mileage claims with our air partners must be supported with the original boarding pass. Please mail the relevant documents(s) to KrisFlyer Membership Services (**Locked Bag Service No. 7, Tampines Central Post Office, Singapore 915286**) so that your claim can be processed. For claims with our non-air partners, you can fax this form together with a copy of the receipts(s) to KrisFlyer Membership Services at **+65 6789 8777**.

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SIGNATURE (for members under 12 years of age, parent/guardian signature required)

\_\_\_\_\_  
DATE (dd/mm/yy)