



## A MESSAGE FROM OUR EVP COMMERCIAL

Dear Travel Partners,

Many of our customers have had their travel plans disrupted by Covid-19. As we navigate through this challenge, we would like to thank you for your trust and loyalty. Please be assured that we do not take it for granted.

At Singapore Airlines (SIA), we are working very hard to be ready to hit the ground running when the recovery eventually comes. And we are confident that it will.

Today, however, we want to extend as much flexibility as possible to our customers. With that in mind, I would like to share three important changes that we are making to our Covid-19 travel waiver policy.

### **Extension of Flight Credits to 30 June 2021**

Customers who purchased a SIA or SilkAir ticket on or before 15 March 2020, for travel from 24 January 2020 to 31 May 2020, can retain the full value of the unused portion of their tickets as flight credits. These can be used to book their new travel up till 30 June 2021. This gives customers the flexibility to plan, book and travel from now until then. We will also waive no-show and rebooking fees, allowing customers to truly enjoy the full value of their flight credits.

### **Bonus Flight Credits**

We will also award bonus flight credits to all customers who choose to retain their tickets as flight credits. This is our way of thanking them for their support during this challenging period. Based on the cabin class that they originally booked, they will receive the following bonus flight credits:

Economy Class	:	AUD 85
Premium Economy Class	:	AUD 110
Business Class	:	AUD 250
Suites / First Class	:	AUD 600

Customers who opted to keep their tickets open due to the Covid-19 outbreak will also retain the value of the unused portion of their ticket as flight credits. They will also automatically qualify for the bonus flight credits.

Similarly, customers whose flights were cancelled by SIA or SilkAir will also retain the full value of the unused portion of their tickets as flight credits. They will also be awarded the bonus flight credits when rebooking their travel.

### **Refunds For Customers**

Customers who meet the above conditions, but do not wish to keep the value of

their tickets as flight credits, will also be offered the option of a refund. Cancellation fees and no-show fees will also be waived.

Due to the large backlog of service requests, we are doing everything we can to process the refund requests as soon as possible. This month, our team will focus on processing the refunds for the departures that were scheduled for March 2020. We subsequently expect to process the refunds on a monthly basis. For example, the refunds for the April departures will be processed in May. We believe this will offer more clarity for our customers. We ask for your patience if there are some delays as we process all requests.

We are grateful for your unwavering support, and we look forward to welcoming our customers back on board in the near future. Until then, please stay safe and healthy.

Yours sincerely,  
Lee Lik Hsin  
Executive Vice President Commercial  
Singapore Airlines