

FAQ for KrisFlyer UOB Cards Enhanced Card Benefits

1. KrisFlyer UOB Credit Card - With effect from 1 November 2022, the condition for minimum annual spend on Singapore Airlines Group Related Transactions (i.e. card transactions made with Singapore Airlines, SilkAir, Scoot and KrisShop) to qualify for Accelerated Miles will be revised from S\$500 to S\$800.

- i. **Q: Who is being impacted by this change?**

A: Existing and new KrisFlyer UOB Credit Cardmembers whose Card Membership Year is ending April 2023 and onwards. To qualify for the Accelerated Miles, Cardmembers need to charge at least S\$800 of Singapore Airlines Group Related Transactions to their card per Card Membership Year.

Table for illustration purposes only

Card opened date	Card Membership Year period	Minimum annual spend on Singapore Airlines Group Related Transactions to qualify for Accelerated Miles
May 2019	May 2020 – Apr 2021	S\$300
	May 2021 – Apr 2022	S\$300
	May 2022 – Apr 2023	S\$800
Oct 2019	Oct 2020 – Sep 2021	S\$300
	Oct 2021 – Sep 2022	S\$500
	Oct 2022 – Sep 2023	S\$800
Apr 2021	Apr 2021 – Mar 2022	S\$300
	Apr 2022 – Mar 2023	S\$500
Sep 2021	Sep 2021 – Aug 2022	S\$300
	Sep 2022 – Aug 2023	S\$800

Note: Existing and new KrisFlyer UOB Credit Cardmembers whose Card Membership Year ends:

- between April 2021 and August 2022 will require minimum annual spend of S\$300 on Singapore Airlines Group Related Card Transactions charged to their card in a Card Membership Year to earn the Accelerated Miles.

- between September 2022 and March 2023 will require minimum annual spend of S\$500 on Singapore Airlines Group Related Card Transactions charged to their card in a Card Membership Year to earn the Accelerated Miles.
- ii. **Q: How can I qualify for this Accelerated Miles benefit?**
A: No further action is required. KrisFlyer UOB Credit Cardmembers who have met the criteria will receive the Accelerated Miles within two (2) months after the annual fee is posted. The Accelerated Miles will be automatically credited to your KrisFlyer membership account linked to your Card in the following month after the Accelerated Miles have been awarded. Expedition of Accelerated Miles is not allowed.
2. KrisFlyer UOB Credit Card - Alternative criteria to Fast Track to KrisFlyer Elite Silver Status
- i. **Q: I have made the required spend on my KrisFlyer UOB Credit Card to be eligible for the Fast Track to KrisFlyer Elite Silver Status. How will I be informed that I have qualified for the KrisFlyer Elite Silver Status upgrade?**
A: You will receive an email from KrisFlyer within 6 weeks from the last calendar month of your first-year membership anniversary when you are successfully upgraded to KrisFlyer Elite Silver status.
3. S\$12 off With Love, SG on KrisShop (WEF 1 May 2021)
- i. **Q: Are KrisFlyer UOB Credit Card supplementary cardholders and KrisFlyer UOB Debit Card joint-account holders eligible to enjoy the promotion?**
A: Yes, both KrisFlyer UOB Credit Card Supplementary Cardholders and KrisFlyer UOB Debit Card joint-account holders can enjoy the promotion. Promo code **KFUOB SG12** must be correctly entered at checkout and payment must be made with a KrisFlyer UOB Card for the promotion to apply.
4. Complimentary KrisFlyer miles validity extension
- i. **Q: Who is eligible for this benefit?**
A: All valid and subsisting KrisFlyer UOB Credit / Debit Cardmembers who have earned miles via their card between 1 January and 31 December 2021 (both dates inclusive).
- Cardmember needs to ensure that its KrisFlyer membership account is active for miles to be extended in 2024.

ii. **Q: When can I request for extension?**

A: You can send in an SMS request within 6 months of the expiry date of the eligible miles earned in 2021. You can consolidate all the eligible miles that will be expiring in the coming 6 months and send in via 1 SMS request.

Miles Earned Month	Miles Expiry Month	To send miles extension SMS request between (both months inclusive)
Jan 2021	Jan 2024	Aug 2023 to Jan 2024
Feb 2021	Feb 2024	Sep 2023 to Feb 2024
Mar 2021	Mar 2024	Oct 2023 to Mar 2024
Apr 2021	Apr 2024	Nov 2023 to Apr 2024
May 2021	May 2024	Dec 2023 to May 2024
Jun 2021	Jun 2024	Jan 2024 to Jun 2024
Jul 2021	Jul 2024	Feb 2024 to Jul 2024
Aug 2021	Aug 2024	Mar 2024 to Aug 2024
Sep 2021	Sep 2024	Apr 2024 to Sep 2024
Oct 2021	Oct 2024	May 2024 to Oct 2024
Nov 2021	Nov 2024	Jun 2024 to Nov 2024
Dec 2021	Dec 2024	Jul 2024 to Dec 2024

For example, you may SMS in your miles extension request in Jan 2024 for all the miles that are expiring between Jan 2024 to Jun 2024 and another SMS request in Jul 2024 for all the miles that are expiring between Jul 2024 to Dec 2024.

All cardmembers are only permitted to submit an SMS request up to a maximum of 2 times to enjoy this benefit.

iii. **Q: Can KrisFlyer UOB Credit or Debit Cardmembers submit their miles extension request to KrisFlyer?**

A: No, the request can only be submitted via SMS in the format specified below.

SMS MILESEXTENSION<space>Last 4 digits of Principal cardnumber<space>10-digit KrisFlyer membership number<space>number of miles to extend to 77862 with your mobile number as per UOB Bank's records.

Any request for miles extension that is made or submitted via any other mode apart from SMS to UOB will not be accepted.

iv. **Q: How will I be informed that the miles extension request is successful?**

A: UOB will send an SMS to all Cardmembers whose requests are successful processed within 3 months from the opt-in SMS date.

v. **Q: I have miles expiring every month in 2024, but I am only limited to 2 SMS requests. What should I do?**

A: You can consolidate all the eligible miles that will be expiring in the coming 6 months and send in via 1 SMS request.

For example, you may SMS in your miles extension request in Jan 2024 for all the miles that are expiring between Jan 2024 to Jun 2024 and another SMS request in Jul 2024 for all the miles that are expiring between Jul 2024 to Dec 2024.

vi. **Q: How do I know how many KrisFlyer miles are expiring in the next 6 months?**

A: You can login to SingaporeAir.com or SingaporeAir mobile app to check the miles that will be expiring in the next 6 months.

Please login to your KrisFlyer membership account via SingaporeAir.com or mobile app > Miles > Miles Validity.

vii. **Q: Can miles that have been extended from this benefit be further extended?**

A: Only miles that are earned from your cobrand card's spend in 2021 and are due for expiry in 2024 for the first time may be extended under this benefit.

[Terms and Conditions governing the KrisFlyer UOB Credit Card](#) and [Terms and Conditions governing KrisFlyer United Overseas Bank Limited Debit Card and KrisFlyer UOB Accounts and Services](#) applies.