

The American Express® Singapore Airlines KrisFlyer Ascend Credit Card

Card Member Agreement and Benefits Terms and Conditions

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Benefits Terms and Conditions

General Terms and Conditions

To enjoy these privileges and benefits, Card Members must present their American Express Singapore Airlines KrisFlyer Ascend Credit Card ("Card") and all relevant charges must be made to the Card.

American Express International Inc. ("American Express") reserves the right to change, suspend or terminate these privileges and/or benefits due to business reasons, change in contractual terms with our partners, and/or unforeseen circumstances. The provision of services, activities or benefits stated is the responsibility of the respective merchant and/or service establishment. Participation of merchants is subject to change. American Express acts solely as a payment provider and is not responsible or liable in the event that such services, activities or benefits are not provided or fulfilled by the merchant and/or service establishment. In the event of any disputes, the decision of American Express shall be final.

Card Members acknowledge that any disputes in relation to the above are to be directed solely to the merchant and/or service establishment providing such services, activities or benefits.

American Express reserves the right to reverse or otherwise recover any benefits awarded if there is any non-compliance or breach by you of these Benefits Terms and Conditions or the Card Member Agreement, and/or if we discover or reasonably suspect fraud, criminal activity, or such other misuse or mischief (as reasonably determined by us) relating to your use of any benefits of the American Express KrisFlyer Ascend Credit Card.

Capitalized terms not herein defined have the same meanings given to it in the American Express Singapore Airlines KrisFlyer Ascend Credit Card Terms and Conditions.

Information is correct as at date of publication.



Earning KrisFlyer miles

General

- To qualify to earn KrisFlyer miles, your Card Account must be in good standing and not in default or cancelled for any reason.
- You must also have a valid KrisFlyer membership account in your name linked to your Card Account to earn KrisFlyer miles and enjoy the other Card privileges and benefits.
- Card Members are responsible for providing the correct KrisFlyer membership account details to American Express, and must cooperate with American Express to resolve any issues that may arise in the crediting of KrisFlyer miles.
- If you provide invalid, incorrect or incomplete KrisFlyer membership account details, the KrisFlyer miles earned on your Card Account will not be credited to your KrisFlyer membership account.
- The use of KrisFlyer miles is subject to KrisFlyer [terms and conditions](#). Please note that redemption for award tickets or upgrades will be subject to seat availability at the point of flight reservation and ticketing. Taxes, charges and fees are applicable in addition to the required redemption mileage and must be separately paid by the passenger in the applicable currency.
- KrisFlyer miles will only be awarded for eligible purchases of goods or services at American Express merchants. KrisFlyer miles will not be awarded for non-eligible purchases or transactions. Please visit go.amex.sg/exclusions for a full list of non-eligible purchases or transactions, which is non-exhaustive and is subject to changes from time to time.
- There will be appropriate adjustments to the KrisFlyer miles earned and/or awarded if the eligible purchase is subsequently refunded or otherwise reversed (e.g. if cancelled or disputed).
- Subject to the foregoing, all KrisFlyer miles earned will be credited to the KrisFlyer membership account linked to your Card Account on a monthly basis as reflected in your monthly statement. If your Card Account is cancelled for any reason, you will cease to earn KrisFlyer miles but the outstanding KrisFlyer miles already earned as of the date of cancellation will be credited to your KrisFlyer membership account.

KrisFlyer miles earn rate for the Card

Spend (on eligible goods or services as described above)	KrisFlyer miles earned
Every S\$1	1.2 KrisFlyer miles

Only full KrisFlyer miles are awarded. A fraction of one KrisFlyer mile is rounded up from and including 0.50 KrisFlyer miles and rounded down if it is less than 0.50 KrisFlyer miles.



Earning KrisFlyer miles on Singapore Airlines

The number of KrisFlyer miles will be based on the purchase amount and not the actual distance flown.

Card Member will receive:

- 2 KrisFlyer miles for every S\$1 spent on eligible Singapore Airlines flight bookings originating from Singapore which are purchased in Singapore Dollars directly from Singapore Airlines Limited via phone bookings or through singaporeair.com and/or the SingaporeAir mobile app.
- 2 KrisFlyer miles for every S\$1 spent on eligible Scoot flight bookings originating from Singapore which are purchased in Singapore Dollars directly from Scoot Pte Ltd through flyscoot.com and/or the Scoot mobile app.
- 2 KrisFlyer miles for every S\$1 spent on eligible purchases in Singapore Dollars at KrisShop onboard Singapore Airlines flights, and directly online at krisshop.com. KrisShop terms and conditions apply. Please visit www.krisshop.com/en/page/terms for terms and conditions.

Earning KrisFlyer miles on Grab

Earn up to 2 KrisFlyer miles* for every S\$1 spent on Grab Singapore transactions on the Grab mobile application ("Grab Transactions"), up to S\$200 each calendar month. For Grab Transactions in excess of S\$200 per month, the standard earn rate for KrisFlyer miles set out in the American Express Singapore Airlines KrisFlyer Ascend Credit Card benefits Terms and Conditions will apply.

* This earn rate comprises the standard earn rate of 1.2 KrisFlyer miles for every S\$1 spent on eligible purchases of goods or services and a bonus 0.8 KrisFlyer miles for every S\$1 spent on Grab Transactions (8 bonus KrisFlyer miles are awarded in blocks of S\$10 based on cumulative spent on Grab Transactions at the end of every calendar month). Please note that Grab Transactions do not include top-up charges for GrabPay.



Bonus KrisFlyer miles

Welcome Bonus KrisFlyer miles

The Welcome Bonus of 5,000 KrisFlyer miles offer ("Welcome Bonus") is applicable only to first time applicants of any co-branded American Express Singapore Airlines Credit Card.

Card Members who have existing or cancelled co-branded American Express Singapore Airlines Credit Cards (including but not limited to the American Express Singapore Airlines Solitaire PPS Credit Card, American Express Singapore Airlines PPS Club Credit Card, American Express Singapore Airlines KrisFlyer Ascend Credit Card or American Express Singapore Airlines KrisFlyer Credit Card) are not eligible for the Welcome Bonus.

The Welcome Bonus will be awarded to Card Members after their first monthly statement from American Express showing a successful transaction, and will be credited directly into the KrisFlyer membership account linked to your Card Account.



Singapore Airlines Benefits

KrisFlyer Elite Gold Status Accelerator

“Eligible Card Members” (as defined below) who charge a cumulative amount of S\$15,000 or more on “Eligible Flight Bookings” (as defined below) within the first 12 months upon Card approval (“Spend Criteria”) will be upgraded to the KrisFlyer Elite Gold membership tier (“KrisFlyer Elite Gold Upgrade”) within 6 weeks from the time you meet the Spend Criteria.

To be an “Eligible Card Member”, you must:

- (a) be a new American Express Singapore Airlines KrisFlyer Ascend Credit Card Member;
- (b) have a valid KrisFlyer or KrisFlyer Elite Silver membership at the time you meet the Spend Criteria; and
- (c) not have previously received a KrisFlyer Elite Gold Upgrade through the American Express Singapore Airlines KrisFlyer Ascend Credit Card at any time (for the avoidance of doubt, an individual who previously received a KrisFlyer Elite Gold membership tier upgrade will not be eligible, even if he/she cancelled, subsequently reapplied and is approved for the American Express Singapore Airlines KrisFlyer Ascend Credit Card).

“Eligible Flight Bookings” refer to:

- Singapore Airlines flight bookings originating from Singapore which are purchased in Singapore Dollars directly from Singapore Airlines Limited through singaporeair.com (including purchases made on singaporeair.com via Pay Small) and/or the SingaporeAir mobile app; and
- Scoot flight bookings originating from Singapore which are purchased in Singapore Dollars directly from Scoot Pte Ltd through flyscoot.com and/or the Scoot mobile app.

Unless otherwise stated, the KrisFlyer Elite Gold Upgrade may not be applied in conjunction with, or in addition to, any other promotions under which a Card Member may achieve Elite Gold Status by meeting certain criteria.

For avoidance of doubt, PPS Club and KrisFlyer Elite Gold members do not qualify for any membership tier upgrades under the KrisFlyer Elite Gold Status Accelerator.

The KrisFlyer Elite Gold status granted under this KrisFlyer Elite Gold Status Accelerator benefit is valid for a period of one (1) year from date of upgrade only. Requalification is based on standard requalification terms under the KrisFlyer programme. For more information on the benefits of being a KrisFlyer Elite Gold member and requalification for KrisFlyer Elite Gold status, please visit: https://www.singaporeair.com/en_UK/sg/ppsclub-krisflyer/krisflyer/krisflyer-elite-gold/

KrisFlyer and Singapore Airlines terms and conditions apply. Singapore Airlines reserves the right to vary their terms and conditions or terminate this benefit without prior notice at their own sole discretion.

Receive a KrisFlyer Miles Redemption Voucher worth 10,000 KrisFlyer miles with Renewal Payment of Annual Membership Fee

Existing basic American Express Singapore Airlines KrisFlyer Ascend Credit Card Members are eligible to receive one (1) voucher for 10,000 KrisFlyer miles (the “Renewal Miles Redemption Voucher”) after American Express receives payment of the renewal annual membership fee each year. American



Express Singapore Airlines KrisFlyer Ascend Credit Card Members who are billed their renewal annual membership fee (in their monthly statement) on or after 1 November 2024 will be awarded the Renewal Miles Redemption Voucher as follows: (a) if your renewal annual membership fee is paid between 1 November 2024 and 31 January 2025 (both dates inclusive), you will be awarded the Renewal Miles Redemption Voucher by 31 March 2025 (or such other date that we may notify you), and (b) if your renewal annual membership fee is paid on or after 1 February 2025, you will be awarded the Renewal Miles Redemption Voucher around 10 to 12 weeks from the date on which we receive payment of the renewal annual membership fee. You will receive a letter from American Express confirming your eligibility for the Renewal Miles Redemption Voucher. You will also be notified on how to redeem the Renewal Miles Redemption Voucher. For the avoidance of doubt, new American Express Singapore Airlines KrisFlyer Ascend Credit Card Members are not eligible for the Renewal Miles Redemption Voucher in their first membership year.

The following terms and conditions from Singapore Airlines and KrisFlyer also apply:

- The Renewal Miles Redemption Voucher is valid for a period of 12 months from the date it is awarded to you, and may only be used for redemption bookings (excluding HighFlyer bookings) or for redemption upgrades on eligible flights operated by Singapore Airlines.
- The redemption, booking and all flight date(s) using the Renewal Miles Redemption Voucher must all be within the validity period of the Renewal Miles Redemption Voucher.
- No extension will be entertained after the expiry of Renewal Miles Redemption Voucher.
- To use the Renewal Miles Redemption Voucher, there must be enough KrisFlyer miles in your KrisFlyer account to cover the full cost of the redemption booking or redemption upgrade. For illustration, if the relevant redemption booking requires 40,000 KrisFlyer miles to be redeemed, you must have 40,000 KrisFlyer miles in your KrisFlyer membership account in order to apply the Renewal Miles Redemption Voucher to the redemption booking.
- Only one Renewal Miles Redemption Voucher can be applied in a redemption booking or redemption upgrade. The Renewal Miles Redemption Voucher can be used by the principal KrisFlyer member or for his/her redemption nominee. For bookings or upgrades involving more than one eligible passenger, the Renewal Miles Redemption Voucher will only be applied to the first eligible passenger in the booking or upgrade. If the full amount of 10,000 KrisFlyer miles is not used in a booking or an upgrade for the first eligible passenger, the remaining KrisFlyer miles in the Renewal Miles Redemption Voucher will be forfeited, and cannot be applied to another passenger in the same booking, upgrade or otherwise.
- If changes are made to your booking or upgrade such that additional KrisFlyer miles are required, you must top-up the additional KrisFlyer miles from your KrisFlyer membership account for you to redeem the Renewal Miles Redemption Voucher. However, if fewer KrisFlyer miles are required, no refund will be given. If your booking or upgrade is refunded in full, the Renewal Miles Redemption Voucher will be credited back to your KrisFlyer membership account, provided that it is still within the validity period.
- The Renewal Miles Redemption Voucher cannot be used in conjunction with purchasing of KrisFlyer miles to complete a redemption booking or upgrade. The Renewal Miles Redemption Voucher cannot be combined with any other promotions, offers, benefits and/or rewards, including but not



limited to the Foreign Spend Miles Redemption Voucher (as defined below).

- The Renewal Miles Redemption Voucher cannot be applied retroactively. For example, if you make a redemption using at least 10,000 KrisFlyer Miles before the Renewal Miles Redemption Voucher is awarded to you, you cannot subsequently use the Renewal Miles Redemption Voucher to obtain a refund of 10,000 KrisFlyer Miles under any circumstances.

The use of the Renewal Miles Redemption Voucher is also subject to other KrisFlyer and Singapore Airlines terms and conditions, which are available at singaporeair.com.

Singapore Airlines reserves the right to change the eligible destinations, flight numbers and travel dates, without prior notice. The use of the Renewal Miles Redemption Voucher is also subject to other KrisFlyer and Singapore Airlines terms and conditions, which are available at singaporeair.com. Singapore Airlines reserves the right to vary such terms and conditions or cease its participation in this benefit without prior notice at their own sole discretion.

An illustration from Singapore Airlines of how the Renewal Miles Redemption Voucher may be used is set out in the table below:

Award Ticket Type	Flight Route	KrisFlyer miles you would normally use to redeem an Award Ticket	Renewal Redemption Voucher Miles	KrisFlyer miles used to redeem Award Ticket
Economy Class: One-way Saver Award	Singapore to Hong Kong	16,500	10,000	6,500
Premium Economy Class: One-way Saver Award	Singapore to Japan	37,500	10,000	27,500
Business Class: One-way Advantage Award	Singapore to Beijing	65,000	10,000	55,000

Illustration based on Singapore Airlines Award Chart as of November 2024

Receive a KrisFlyer Miles Redemption Voucher worth 18,000 KrisFlyer miles with S\$10,000 equivalent spent on foreign currency

American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who charge the equivalent of S\$10,000 or more in foreign currency (other than in Singapore Dollars) to their Card between 1 November 2024 to 31 October 2025 (both days inclusive) (the "Qualifying Foreign Spend") will receive one (1) voucher for 18,000 KrisFlyer miles (the "Foreign Spend Miles Redemption Voucher"). Please note that this benefit is subject to the following: (a) if the Qualifying Foreign Spend is met between 1 November 2024 and 31 January 2025 (both dates inclusive), you will be awarded the Foreign Spend Miles Redemption Voucher by 31 March 2025 (or such other date that we may notify you), and (b) if the Qualifying Foreign Spend is met on or after 1 February 2025, you will be awarded the Foreign Spend Miles Redemption Voucher around 8 to 10 weeks from the date on which the Qualifying Foreign Spend is met. You will receive an email from American Express confirming your eligibility for the Foreign Spend Miles Redemption Voucher and with instructions on redemption.



The following terms and conditions from Singapore Airlines and KrisFlyer also apply:

- The Foreign Spend Miles Redemption Voucher is valid for 12 months from the date it is awarded to you, and shall be used for redemption bookings (excluding HighFlyer bookings) or for redemption upgrades on eligible flights operated by Singapore Airlines.
- The redemption, booking and all flight date(s) using the Foreign Spend Miles Redemption Voucher all must be within the validity period of the Foreign Spend Miles Redemption Voucher.
- No extension will be entertained after the expiry of Foreign Spend Miles Redemption Voucher.
- To use the Foreign Spend Miles Redemption Voucher, there must be enough KrisFlyer miles in your KrisFlyer account to cover the full cost of the redemption booking or redemption upgrade. For illustration, if the relevant redemption booking requires 40,000 KrisFlyer miles to be redeemed, you must have 40,000 KrisFlyer miles in your KrisFlyer membership account in order to apply the Foreign Spend Miles Redemption Voucher to the redemption booking.
- Only one Foreign Spend Miles Redemption Voucher can be applied in a redemption booking or redemption upgrade. The Foreign Spend Miles Redemption Voucher can be used by the principal KrisFlyer member or for his/her redemption nominee. For bookings or upgrades involving more than one eligible passenger, the Foreign Spend Miles Redemption Voucher will only be applied to the first eligible passenger in the booking or upgrade. If the full amount of 18,000 KrisFlyer miles is not used in a booking or an upgrade for the first eligible passenger, the remaining KrisFlyer miles in the Foreign Spend Miles Redemption Voucher will be forfeited, and cannot be applied to another passenger in the same booking, upgrade or otherwise.
- If changes are made to your booking or upgrade such that additional KrisFlyer miles are required, you must top-up the additional KrisFlyer miles from your KrisFlyer membership account for you to redeem the Foreign Spend Miles Redemption Voucher. However, if KrisFlyer fewer miles are required, no refund will be given. If your booking or upgrade is refunded, the Foreign Spend Miles Redemption Voucher will be credited back to your KrisFlyer membership account, provided that it is still within the validity period.
- The Foreign Spend Miles Redemption Voucher cannot be used in conjunction with purchasing of KrisFlyer miles to complete a redemption booking or upgrade. The Foreign Spend Miles Redemption Voucher cannot be combined with any other promotions, offers, benefit and/or rewards, including but not limited to the Renewal Miles Redemption Voucher.
- The Foreign Spend Miles Redemption Voucher cannot be applied retroactively. For example, if you make a redemption using at least 18,000 KrisFlyer Miles before the Foreign Spend Redemption Voucher is awarded to you, you cannot subsequently use the Foreign Spend Miles Redemption Voucher to obtain a refund of 18,000 KrisFlyer Miles under any circumstances.

The use of the Foreign Spend Miles Redemption Voucher is also subject to other KrisFlyer and Singapore Airlines terms and conditions, which are available at singaporeair.com.

Singapore Airlines reserves the right to change the eligible destinations, flight numbers and travel dates, without prior notice. The use of the Foreign Spend Miles Redemption Voucher is also subject to other KrisFlyer and Singapore Airlines terms and conditions, which are available at singaporeair.com.



Singapore Airlines reserves the right to vary such terms and conditions or cease its participation in this benefit without prior notice at their own sole discretion.

An illustration from Singapore Airlines of how the Foreign Spend Miles Redemption Voucher may be used is set out in the table below:

Award Ticket Type	Flight Route	KrisFlyer miles you would normally use to redeem an Award Ticket	Foreign Spend Miles Redemption Voucher	KrisFlyer miles used to redeem Award Ticket
Economy Class: One-way Saver Award	Singapore to Perth	21,500	18,000	3,500
Premium Economy Class: One-way Saver Award	Singapore to Japan	37,500	18,000	19,500
Business Class: One-way Advantage Award	Singapore to Beijing	65,000	18,000	47,000

Illustration based on Singapore Airlines Award Chart as of November 2024



Travel and Other Benefits

Complimentary Night's Stay with Participating Hilton Hotels

New and existing basic American Express® Singapore Airlines KrisFlyer Ascend Credit Card Members are eligible to receive one (1) Voucher, around 10 to 12 weeks after American Express receives payment of the annual membership fee each year, to redeem a complimentary hotel night stay at participating Hilton properties (new basic American Express® Singapore Airlines KrisFlyer Ascend Credit Card Members will receive the Voucher in their welcome pack). For the full set of Terms and Conditions, please visit go.amex/ascendhilton.

Complimentary Hilton Honors Silver Status

New American Express Singapore Airlines KrisFlyer Ascend Credit Card Members (Primary/Principal Card Members only) are eligible to enroll for a complimentary Hilton Honors Silver Status via an invite included in their Card welcome pack.

To be eligible for a Hilton Honors Silver status upgrade, Card Members must register at www.HiltonHonors.com/amexkrisflyersilver by 31 December 2025 ("Promotion Period"). Offer is available only to American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who enroll by 31 December 2025 and is not transferable. Limit of one registration or enrolment per American Express Singapore Airlines KrisFlyer Ascend Credit Card Member.

Once a member reaches Hilton Honors Silver status, the member may keep such status only for the calendar year in which the Hilton Honors Silver status was earned and the subsequent calendar year. To retain their status after this initial complimentary period, a member has to satisfy certain qualifications found and to be completed on HiltonHonors.com/Silver. If a member fails to satisfy those qualifications, their Hilton Honors Silver status shall be revoked and member shall retain whatever status they were holding before the complimentary Hilton Honors Silver status upgrade. This offer may be terminated without notice. Hilton Honors Silver status may be revoked at any time should Hilton Honors have reason to believe, or subsequently discover any instances of fraud, irregularity or attempted abuse. Full details of member status will be emailed to the member upon attaining the tier level. Please allow four (4) to six (6) weeks following registration for your Hilton Honors status to be upgraded. Hilton Honors membership, earning of Points & Miles™ when booking direct and redemption of Points are subject to Hilton Honors Terms and Conditions. All Hampton by Hilton™ hotels in Mainland China are excluded from the Hilton Honors program. Visit www.HiltonHonors.com/Terms for more details.

Travel Inconvenience and Travel Accident Coverage

Travel Inconvenience and Travel Accident is underwritten by Chubb Insurance Singapore Limited (formerly known as ACE Insurance Limited). To enjoy free Travel Inconvenience & Travel Accident Benefits of up to S\$1 million, Card Member(s) must charge the entire fare to your American Express Singapore Airlines KrisFlyer Ascend Credit Card. Other terms and conditions apply.

Please refer to www.americanexpress.com/content/dam/amex/sg/pdfs/krisflyer/kfa-insurance.pdf for the full set of Travel Insurance Terms and Conditions.

Exclusive Hertz privileges worldwide

Please visit www.hertz.com/AmexBenefits for full listing of Terms and Conditions.



Appendix (Terms for Double KrisFlyer Miles Accrual Voucher and Complimentary Airport Lounge Access Vouchers)

Please note that the benefits in this appendix have been removed with effect from 1 November 2024. The following terms are for reference and only apply to existing American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who have received and/or met the respective eligibility requirements for the Double KrisFlyer Miles Accrual Voucher and Complimentary Airport Lounge Access Vouchers before 1 November 2024.

Double KrisFlyer Miles Accrual Voucher (Removed with effect from 1 November 2024. Please note that further spend made from 1 November 2024 onwards will not count towards this benefit. American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who have received the Double KrisFlyer Miles Accrual Voucher may continue to use it until the expiry date notified to them.)

American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who charge S\$15,000 or more on eligible Singapore Airlines flight bookings* made directly online at singaporeair.com or the SingaporeAir mobile app to your Card between 1 July 2024 and 30 June 2025 (both days inclusive) (a "Qualifying Period") will receive a Double KrisFlyer Miles Accrual voucher. Subsequently, American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who charge S\$15,000 or more on eligible Singapore Airlines flight bookings* made directly online on singaporeair.com or the SingaporeAir mobile app to their Card, between 1 July (of current year) to 30 June (of the immediately following year) (each also a "Qualifying Period") will also receive a Double KrisFlyer Miles Accrual voucher. Eligible flight bookings* are for travel originating from Singapore only and must be purchased in Singapore Dollars.

**excludes flight bookings paid via Pay Small.*

Each Card Member can only receive one (1) Double KrisFlyer Miles Accrual voucher per Qualifying Period. Card Members utilising this voucher will earn double KrisFlyer miles for eligible flown flights, capped at the maximum of 5,000 KrisFlyer miles only – see table below for illustration. "Double KrisFlyer miles" means twice the number of KrisFlyer miles earned based on the mileage accrual rate for each booking class. For e.g. if you normally earn 10% on V class, then you will receive an additional 10% when you apply the voucher on an eligible V class booking. If you choose to Mix Miles and Cash (Pay with KrisFlyer miles), the double KrisFlyer miles will be awarded based on the KrisFlyer miles earned for the portion paid for in cash only. The ticket portion that was paid for in KrisFlyer miles will not be awarded double KrisFlyer bonus miles. The bonusing does not apply to Tier bonus, Elite miles and PPS Value.

The voucher can only be utilised by the Basic Card Member, for that Card Member's own travel. An eligible booking includes a maximum of 2 flight segments in 1 booking, of which both must include Singapore as a departure or arrival destination. The flights must be operated by Singapore Airlines, and flown, before the voucher (and therefore bonus miles) can be applied. Flight exclusions include codeshare flights marketed by Singapore Airlines, and operated by codeshare partners, as well as codeshare flights marketed by codeshare partners, and operated by Singapore Airlines. This voucher cannot be combined with any other discount or promotion.

To redeem the voucher, please contact KrisFlyer Membership Services hotline (+65 6223 8888) after your flights to provide the itinerary details (e.g. flight number, flight date, sectors, Electronic Ticket number, etc.). The bonus KrisFlyer miles will be credited into your KrisFlyer account within 8 weeks after you contact KrisFlyer Membership Services to redeem the voucher, and verification of your flight details. Card Members must contact KrisFlyer Membership Services to redeem the voucher before the voucher's expiry date.



KrisFlyer and Singapore Airlines [terms and conditions](#) apply. Singapore Airlines reserves the right to change the eligible destinations, flight numbers and travel dates, without prior notice. Singapore Airlines reserves the right to vary these terms and conditions or terminate this benefit without prior notice at their own sole discretion.

An illustration from Singapore Airlines of the Double KrisFlyer Miles Accrual you could earn is in the table below:

Booking Class	KrisFlyer miles you would normally earn on Singapore Airlines	KrisFlyer miles earned with double KrisFlyer miles voucher
Economy Class: K,N,Q,V,G	50%	50% or 5,000 miles, whichever is lower
Economy Class: H,M,W	75%	75% or 5,000 miles, whichever is lower
Economy Class: B,E,Y	100%	100% or 5,000 miles, whichever is lower
Premium Economy Class: R,L,P	100%	100% or 5,000 miles, whichever is lower
Premium Economy Class: S,T	125%	125% or 5,000 miles, whichever is lower
Business Class: D,U	125%	125% or 5,000 miles, whichever is lower
Business Class: C,J,Z	150%	150% or 5,000 miles, whichever is lower
Suites / First Class: A, F	200%	200% or 5,000 miles, whichever is lower

Complimentary Airport Lounge Access Vouchers [\(Removed with effect from 1 November 2024. Please note that you will still receive the Vouchers if your renewal annual membership fee is billed on or before 31 October 2024 and we receive full payment of your renewal annual membership fee. American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who hold Vouchers may continue to use such Vouchers until 31 March 2025 or until the validity period specified in the Voucher \(whichever is earlier\). Please note that there will also be changes to the participating lounge locations, as explained below.\)](#)

Basic American Express Singapore Airlines KrisFlyer Ascend Credit Card Members are eligible for four (4) complimentary Airport Lounge Access vouchers (“Vouchers”) upon approval of their Card application with annual membership fee, and subsequently upon the fully paid renewal of Card Membership in each subsequent Membership year.

Each Voucher is valid for one (1) time use only, within the validity period specified in the Voucher. Card Members must present an original, printed Voucher, the American Express Singapore Airlines KrisFlyer Ascend Credit Card, and their boarding pass for the day of travel to enjoy the lounge access.

Voucher entitles complimentary access for one person only. Card Member’s travelling companions may enjoy access to the lounge if they hold a separate Voucher or pay for entry. Payment must be made on the American



Express Singapore Airlines KrisFlyer Ascend Credit Card directly to American Express via the American Express terminal at SATS Premier Lounge, to gain the additional entry into the SATS Lounges. Payment must be made on the American Express Singapore Airlines KrisFlyer Ascend Credit Card directly to Plaza Premium Lounge ("PPL") to gain the additional entry into the PPL Lounges. Entry fees do not apply to children below 2 years.

American Express shall not be liable or responsible for reimbursement of any lounge usage by the Card Members which exceed the number of valid Vouchers a Card Member holds. Card Members shall bear the additional charges at their own costs. Lounge access is subject to the terms and conditions of the respective lounges including, terms on attire and conduct. American Express cannot be held liable in the event lounges refuse entry.

Offer cannot be used in conjunction with other promotional offers and cannot be exchanged for cash or any other service. American Express, SATS and PPL reserve the right to vary the Terms and Conditions of this offer. Terms and Conditions are subject to change without prior notice.

Locations of Participating PPL Lounges:

<https://www.plazapremiumlounge.com/en-uk/landing-pages/americanexpress>

Locations of Participating SATS Lounges: (Please note that SATS Lounges will only be available until 31 December 2024).

City	Airport	Lounge
Singapore	Singapore Changi Airport	SATS Premier Lounge, Terminal 1
Singapore	Singapore Changi Airport	SATS Premier Lounge, Terminal 2
Singapore	Singapore Changi Airport	SATS Premier Lounge, Terminal 3



Terms and Conditions

The American Express® Singapore Airlines KrisFlyer Ascend Credit Card Terms and Conditions

IMPORTANT Please read these Terms and Conditions thoroughly. If you keep or use the American Express Singapore Airlines KrisFlyer Ascend Credit Card, you will be agreeing to these Terms and Conditions and they will govern your use of the Credit Card. If you do not wish to accept these Terms and Conditions, please cut the Credit Card in half and return the pieces to us as soon as possible.

1. DEFINITIONS In these Terms and Conditions, the following words shall have the respective meanings set out hereunder unless the context otherwise requires:-

“Account” means any Account maintained by us under these Terms and Conditions.

“Available Credit Limit” means the Credit Limit less previous balance less all new charges.

“Basic Credit Card Member” means the individual in whose name the American Express Singapore Airlines KrisFlyer Ascend Credit Card Account is maintained.

“Cash Advances” means any cash advance obtained by use of a Credit Card, PIN or otherwise authorised by you for debit to the Account.

“Charge” means a transaction made or charged with the Credit Card, whether or not a Record of Charge form is signed, and also includes Cash Advances, Express Cash transactions, Balance Transfers, fees, interests, taxes and all other amounts you have agreed to pay us or have agreed to be liable for under these Terms and Conditions.

“Closing Balance” means the total sum of the Basic Credit Card Member’s and Supplementary Credit Card Member’s (if any) liabilities according to our records on the date of issue of the statement.

“Credit Card” means the American Express Singapore Airlines KrisFlyer Ascend Basic Credit Card and the American Express Singapore Airlines KrisFlyer Ascend Supplementary Credit Card or either of them (where applicable).

“Establishment” means a person, company, firm, proprietorship, partnership, business or organisation which accepts the American Express Singapore Airlines KrisFlyer Ascend Credit Card in payment for goods and/or services.

“GST” means Goods and Services Tax in Singapore.

“Payment Due Date” means the date specified in the statement for payment of the Closing Balance or any part thereof (including the minimum payment).

“PIN” means the personal identification number given by us or chosen by you for use with the Credit Card.

“Supplementary Credit Card Member” means an individual other than the American Express Singapore Airlines KrisFlyer Ascend Basic Credit Card Member to whom a Credit Card is issued and whose Charges are chargeable to the Basic Credit Card Member’s Credit Card Account.

“Terms and Conditions” means the Terms and Conditions set out herein and by which the use of the Credit Cards shall be governed and shall include all modifications and supplementals thereto from time to time.

“We”, “our”, “us”, “Amex” and “American Express” mean American Express International, Inc. “You” and “Your” means the American Express Singapore Airlines KrisFlyer Ascend Basic Credit Card Member or where appropriate, the Supplementary Credit Card Member(s).

The headings in these Terms and Conditions are for convenience only and shall not affect the interpretation of the provisions in these Terms and Conditions.

Unless the context otherwise requires or permits, references to the singular number shall include references to the plural number and vice versa and references to natural persons shall include bodies corporate.

2. USE OF THE CREDIT CARD You must (i) sign the Credit Card issued to you in ink as soon as you receive it and before you use it; (ii) keep any PIN secret and separate from the Credit Card; (iii) only use the Credit Card within the validity dates shown on its face; (iv) not give the Credit Card or your Account number to others or allow them to use it for Charges, identification or any other purpose. If you do so, you will be liable for all Charges incurred on the Credit Card as a result; (v) not return any goods, tickets or services obtained with the Credit Card for a cash refund, but you may return them to an Establishment for credit to your Account, if that Establishment agrees or is obliged to do so; (vi) not obtain credit to your Account for any reason other than as a refund for goods or services previously purchased with the Credit Card; (vii) not use the Credit Card if a petition for your bankruptcy has been filed, unless the petition is withdrawn, or if you do not honestly expect to be able to make the minimum required repayment in full on receipt of your monthly statement; (viii) not use the Credit Card for any unlawful purchase.

3. LIABILITY If you are the Basic Credit Card Member, you are liable to us for all Charges on the Basic Credit Card and any Supplementary Credit Card(s) issued at your request; and you agree that all these Credit Card(s) will be used in a manner consistent with these Terms and Conditions. If you are a Supplementary Credit Card Member, you agree to use each Supplementary Credit Card bearing your name in a manner consistent with these Terms

and Conditions and you will be jointly and severally liable with the Basic Credit Card Member for all Charges made in connection with the Supplementary Credit Card. All communication sent or given to the Basic Credit Card Member or the Supplementary Credit Card Member is deemed to be sent or given to both. We have the right to appropriate all payments made by you in the manner we deem fit, notwithstanding any instructions given to us at the time of such payment. In the event that we receive contradicting instructions from the Basic Credit Card Member and the Supplementary Credit Card Member(s), we may, in the exercise of our discretion, then only act on the instructions of the Basic Credit Card Member.

4. CREDIT LIMIT We will determine your Credit Limit in respect of each Account. We may revise any of your Credit Limit(s) at our discretion without prior notice, and you will be informed of this. Your Credit Limit will also be shown on your monthly statement together with the amount of available credit at the statement closing date. You must not exceed the Credit Limit. Your Credit Limit will be cancelled if your Account is cancelled. If you fail to settle the minimum payment due on or before the payment due date, American Express reserves the right to revise the Credit Limit. You will not be entitled to interest on credit balances on your Account. If you have more than one Card issued by American Express, the Credit Limit is a combined Credit Limit for all the Card Accounts and the total indebtedness on the Card Accounts must not exceed the Credit Limit. If your total indebtedness exceeds the Credit Limit, you must make immediate payment of any excess above the Credit Limit.

5. EXPRESS CASH If you wish to obtain Cash Advances with the Credit Card, you may apply for enrolment in the Express Cash facility. To do so you must complete and submit an enrolment form. We may decline your application at our discretion. A PIN will be required to obtain Cash Advances with the Credit Card. You may access up to 100% of your Credit Limit by way of Cash Advances, subject to your available Credit Limit and such terms and conditions applicable to Express Cash transactions. We may vary that percentage from time to time. The applicable interest rate, handling charges, transaction charges and other terms and conditions for Express Cash transactions will be communicated to you.

6. ANNUAL FEE Annual fees are payable for use of the Basic Credit Card and each Supplementary Credit Card at such rates as we communicate to you from time to time. Any fee reductions or waivers which may be offered by us from time to time may be withdrawn or restricted by us at any time.

7. GST You shall be solely responsible for any GST, including any tax of a similar nature that may be substituted for it or levied in addition to it chargeable by law on any payment we are required by law to collect and pay in respect of such GST.

8. INTEREST (i) You must pay interest on each Charge at the annual percentage rate shown on your statement from the date it is debited to your Account until it is fully repaid, except where an interest free period applies under (ii) below. (ii) Interest is not payable on a Charge (other than a Cash Advance or Balance Transfer) if – you paid the full Closing Balance on your previous monthly statement by the minimum payment due date; and – you also pay the full Closing Balance on your current monthly statement by the minimum payment due date. (iii) Interest, if payable, is calculated by multiplying – the daily balance of Charges on which interest is payable; by the daily percentage rate (annual percentage rate divided by 360); and then – adding up the daily interest charges for the applicable period. (iv) Interest, if payable, is debited to your Account on the last date of each statement period and is shown on your statement.

9. VARIATION OF INTERESTS, FEES AND CHARGES We are entitled, due to changes in the business, legal and/or competitive environment and at our absolute discretion, to vary or determine at any time and from time to time the amounts, rates, types and/or basis of calculation of all interests, fees and charges payable by you herein. Any changes of interests, fees and charges may be contained in the statement and shall be effective from such date as we may specify. We may debit to your Account and/or request that you pay the same on demand as we deem fit.

10. MONTHLY STATEMENT We will send you a statement once a month for each billing period during which there is any activity or a balance outstanding on your Account. The statement will identify Purchases, Cash Advances, Balance Transfer transactions, fees and all other Charges, payments and credits to your Account during the billing period. The statement will also disclose to you the interest charge, statement date, opening balance, new Charges, credits, Closing Balance, Credit Limit, available Credit Limit at statement date, Payment Due Date and minimum payment. The time between successive monthly statements will vary depending upon the number of business days in the month. You agree to notify us in writing of any omission from or error on the statement within 22 days of the date of the statement. If you do not do so, the statement shall be conclusive and binding on you.

11. MINIMUM PAYMENT (i) The monthly statement will show the minimum payment you need to pay us which will be 3% of the outstanding balance plus the total sum of any overdue minimum payment and late payment charges, and any amount exceeding your Credit Limit, or S\$50 whichever is greater (ii) The minimum payment is due and payable by you to us on or before the Payment Due Date. Payment takes place only when we receive it and credit it to your Account - not when you send it. (iii) You will be required to pay us immediately if your Account is overdue or you exceed your Credit Limit. The amount you must pay will be notified on your statement. (iv) You may pay more than the minimum amount due, pay us before the Payment Due Date, pay us more than once during the billing period or pay the balance outstanding on your Account at any time. (v) You must always pay us in Singapore Dollars via the payment methods notified by us to you. You may also authorise your financial institution to debit directly from your account with them the total amount of the minimum payment due in the monthly statement ("Direct Debit").

If you select Direct Debit, we will advise you of the terms and conditions governing its operation. (vi) If we decide to accept payment in another currency, we shall convert your payment to Singapore Dollars at our rate and credit it to your Account. (vii) If we receive a draft or other payment instrument from or for you that is not honoured in full, you agree to pay us the dishonoured amount plus any reasonable collection costs and legal fees we incur. If you pay us through Direct Debit and our debit to your account with a financial institution is not honoured in full, you agree to pay us the dishonoured amount plus any reasonable collection costs and legal fees incurred by us. We may charge a handling fee for any dishonoured payment order.

12. LATE PAYMENT CHARGE If we do not receive payment of the minimum payment due shown on the monthly statement by the Payment Due Date, we reserve the right to impose a late payment charge of S\$100 per month or any other rate as may be determined by us and notified to you from time to time.

13. SUSPENSION/TERMINATION (i) BY YOU: You can terminate this Agreement at any time by giving us written notice and returning to us all Credit Cards issued for use on the Account. Termination will only be effective when we receive all such Credit Cards and payment of all amounts outstanding in respect of the Account. You can cancel the use of a Credit Card by Supplementary Credit Card Member by notifying us in writing but you will remain liable for all Charges incurred by the Supplementary Credit Card Member. (ii) BY US: We can suspend the use of any Credit Card or terminate this Agreement at any time without having to give any reason or notice. Where we terminate the Agreement all monies outstanding on the Account (including Charges or Cash Advances not yet debited) will become due and payable immediately and you shall pay default interest thereon at the annual percentage rate shown on your statement or at such other rate as may be determined by us from time to time, from the date of termination until full payment. We may inform Establishments of cancelled Credit Cards. If the Credit Card is cancelled you must cut it in half and return both halves to us at once. You must hand it over to any Establishment that so requests or to any third party nominated by us. You agree not to use the Credit Card after it has been cancelled.

14. AUTHORISATION Certain charges may need to be authorised by us before they will be accepted by an Establishment. We have the right to refuse authorisation for any Charge, Cash Advance or Balance Transfer transactions without giving any reason or prior notice notwithstanding that the Credit Limit has not been exceeded and we shall not be liable to you or anyone else for any loss or damage resulting from such refusal. When we give an Establishment permission to charge your Account, we assume the transaction will take place and therefore reduce the Credit Limit on your Account by the sum authorised.

15. FOREIGN EXCHANGE CHARGES If we receive a transaction or refund for processing in a currency other than Singapore Dollars ("Foreign Charge"), our currency conversion affiliate, AE Exposure Management Limited ("AEEML") will convert it into US Dollars first (unless it was submitted to us in US Dollars) and convert it from US Dollars into Singapore Dollars. The conversion will take place on the date the Foreign Charge is processed by American Express, which may not be the same date on which the Foreign Charge was made as it depends on when the Foreign Charge was submitted to American Express. Exchange rate fluctuations can be significant.

The exchange rate AEEML uses, which is called the "American Express Exchange Rate", will be:

- the rate required by applicable law or used as a matter of local custom or convention in the territory where the transaction or refund is made (in which case AEEML will look to be consistent with that custom or convention), or where this doesn't apply;
- based on interbank rates selected from customary industry sources on the business day prior to the processing date.

We will increase the Foreign Charge by a single conversion commission of 3.25%.

The American Express Exchange Rate is set each day from Monday to Friday including public holidays except for Christmas Day and New Year's Day.

You acknowledge that any refund of a Foreign Charge may be different to the Foreign Charge amount originally processed on your Card Account. The difference is generally because:

- a) the refund and Foreign Charge may be processed on different days with different rates;
- b) the refund may be only a partial refund for the Foreign Charge; or
- c) where third parties convert charges in foreign currency, those third parties may treat refunds differently to the original foreign currency charge.

When making a transaction in foreign currency, you may be given the option to allow a third party (for example, the retailer) to convert the transaction into Singapore Dollars before submitting it to us. If you decide to do this, then that third party will determine the exchange rate and any commission or fees payable for the currency conversion and submit that transaction to us in Singapore Dollars, meaning we will not convert the transaction or apply a currency conversion fee. It is your decision whether to use such third party currency conversion or not and in such cases, you should check the fees and charges before completing the transaction to ensure that you do not pay more than necessary.

16. DISCLOSURE OF INSURANCE ARRANGEMENTS We identify insurance providers and products that may be of interest to some of our customers. In this role we do not act as an agent or fiduciary for you, and we may act on behalf of the insurance provider, as permitted by law. We want you to be aware that we receive commissions from providers and commissions may vary by provider and product. Also, in some cases, an American Express entity may be the reinsurer and may earn reinsurance income. The arrangements we have

with certain providers, including the potential to reinsure products, may also influence what products we identify. We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available to you.

17. LOST, STOLEN OR MISUSED CREDIT CARDS You agree to notify us, by telephone or otherwise, immediately if the Credit Card is lost, stolen, mutilated, not received when due or if you suspect that the Credit Card is being used without your permission. You shall be liable for any unauthorised use of the Credit Card to the extent permitted by law. You shall not be liable for any unauthorised Charges made after you have given notice to us, and your liability for unauthorised Charges effected before such notice shall be limited to S\$100 or the equivalent thereof provided that you have acted in good faith and with reasonable care and diligence in safeguarding the Credit Card and in promptly notifying us. We may also require you to lodge a police report and furnish us with a copy thereof. The retrieval of the original Credit Card must immediately be reported to us and it must be cut in half and the pieces returned to us.

18. CHANGE OF PARTICULARS You must notify us immediately of any change(s) in your name, address and contact numbers.

19. BILLING ERRORS OR ENQUIRIES/PROBLEMS WITH GOODS OR PURCHASES If you have a problem with your monthly statement, please contact us at once and we will take reasonable steps to assist you by providing such information as may be necessary in relation to Charges charged to your Account. We may charge a reasonable administrative fee for statement reprints or duplicate Record of Charge forms. If an Establishment issues a credit slip in respect of a Charge, we will, upon receipt, credit the amount shown on that credit slip to the Credit Card Account.

No dispute with or claim against an Establishment shall entitle you to any right of set-off or counterclaim against us. We shall not be liable to you for goods or services supplied by any Establishment, or the quality or performance of any goods or services, charged with the Credit Card or if an Establishment refuses to accept the Credit Card. You must raise any claim or dispute directly with the Establishment concerned and, subject to any law to the contrary, you are not entitled to withhold payment from us because of such claim or dispute.

20. RENEWAL/REPLACEMENT/ADDITIONAL CARDS The Credit Card will be valid until the expiration date printed on the face of the Credit Card. It is understood and agreed that you are requesting us to issue to you a renewal, replacement or additional card (including any new card(s) from us on such terms and conditions that will be provided to you for acceptance) before the current Credit Card expires or is cancelled by us. If you are the Basic Credit Card Member, you are also requesting us to issue to any Supplementary Credit Card Member(s) renewal, replacement or additional supplementary card(s) (including any new supplementary card(s) from us on such terms and conditions that will be provided to you and/or the Supplementary Credit Card Member(s) for acceptance) before the current Supplementary Credit Card(s) expire or are cancelled by us. We will bill renewal fees for the Account annually. We will continue to issue renewal or replacement Credit Cards and Supplementary Credit Card(s) unless any of the events in Clause 13 above occurs. We retain the right to refuse to issue and/or suspend dispatch of renewal, replacement or additional cards at our discretion.

21. EXCHANGE CONTROLS AND TAX You must comply with any and all applicable exchange control and tax laws and regulations affected by the use of the Credit Card, and you agree to indemnify us against any consequences of your failure to comply with these laws and regulations.

22. DATA PROTECTION AND USE OF PERSONAL DATA

22.1 Disclosure of Personal Information

You agree that any information provided in the application form, at our request or otherwise collected, including information relating to your Supplementary Card Members, during the operation of your Account ("Personal Information") and any data derived from your Personal Information may be disclosed to: (i) companies within the worldwide American Express group of companies ("Amex Group companies"); (ii) third parties who process transactions submitted by merchants on the American Express network where you use the Card worldwide; (iii) processors and suppliers we or Amex Group companies may engage; (iv) the providers of services and benefits associated with your Account; (v) consumer credit bureaus, collection agencies and lawyers; (vi) parties who accept the Card in payment for goods and/or services purchased by you; (vii) parties who distribute the card; (viii) Singapore Airlines Limited, the co-branded partner of Amex set out in the Terms and Conditions governing use of your Account; (ix) banks, financial institutions, government agencies, statutory boards or authorities in Singapore or elsewhere; (x) anyone to whom we may transfer contractual rights; and (xi) any other party approved by you or to whom you have given your consent or to whom we consider it in our interests to make such disclosure.

22.2 Use of Information

We may use your Personal Information, including in aggregated form or combined with other information for any of the following purposes: (i) Delivering our products and services to you, and for the avoidance of doubt, this includes the management and operation of your Account and delivery of products, services and benefits by Singapore Airlines Limited associated with your Account including but not limited to the award of KrisFlyer miles to your KrisFlyer account; (ii) Improving our products and services and to conduct research and analysis; (iii) For marketing purposes where you have provided your consent to us for the same, and with such consent, we (including our affiliates and related corporations and their employees and agents) and our third party service providers may be sending and providing you with marketing information and/or documents relating to products, services and/or

events that we or third party organizations we collaborate with, may be selling, marketing, offering, organizing, involved in or promoting, whether existing now or created in the future; (iv) Managing risks relating to our business, including credit risk, fraud risk and operational risk.

Your data may also be used for other purposes for which you give your specific permission, or when required by law, or where permitted under the terms of the Personal Data Protection Act 2012.

Singapore Airlines Limited may use your Personal Information in accordance with its Privacy Policy available at go.amex/siaprivacy (or such successor website made available from time to time).

In particular, you agree that your Personal Information (which includes your identity, information provided during application and your transaction pattern data (your spend and purchase frequency patterns may be included in such data)) may be used by Singapore Airlines Limited for the purposes of performing data analytics, market research and marketing. However, we are not responsible for any marketing performed by Singapore Airlines Limited, including obtaining your consent for Singapore Airlines Limited to send marketing offers to you. If you wish to withdraw your consent to your Personal Information being disclosed to and used by Singapore Airlines Limited for the purposes described in this sub-paragraph, please make such request in writing to the Data Privacy Officer at the address set out in paragraph 22.10.

22.3 Supplementary Card Members

Where we have been asked to issue a Supplementary Card: (i) you consent to us disclosing to the Supplementary Card Member details about the status of your Account including details of transactions, the outstanding balance and details of any overdue payments; (ii) you consent to the Supplementary Card Member providing us with Personal Information about you for additional identity authentication purposes, to register for on-line services and to access enhanced and new services; and (iii) Supplementary Card Members will not be permitted to change any of your Personal Information without your express consent.

22.4 Third Party Consents

Where you provide us with information relating to a third party (including Supplementary Card Members), or where you purchase goods and/or services on behalf of a third party, you confirm and warrant that you have informed and obtained consent, if necessary, of that third party to the processing of his or her information by American Express (and where relevant, other parties) in accordance with this paragraph 22. In respect of Supplementary Card Members, this may include the use of his or her details for marketing purposes or disclosure for the purposes set out in detail in the Consumer Credit Bureau section below.

22.5 Marketing

Where you have given consent to receive marketing offers from us, we (including our affiliates and related corporations and their employees and agents) and our third party service providers may be sending and providing you with marketing information and/or documents relating to products, services and/or events that we or third party organizations we collaborate with, may be selling, marketing, offering, organizing, involved in or promoting, whether existing now or created in the future, by (a) telephone/voice calls and by SMS (text messages); and (b) postal mail and e-mail; and (c) way of the internet or using other electronic means. You agree that your consent, if given, will remain in place until you withdraw it.

If you subsequently wish to withdraw your consent previously provided to us to send you marketing information or documents, you may do so by going to americanexpress.com.sg/mychoice to update your privacy preferences at any time. We will also, from time to time, contact you to ensure that the information we hold about your marketing preferences is up to date.

22.6 Consumer Credit Bureau

We will exchange your Personal Information with consumer credit bureaus and carry out credit checks and other assessments. We may inform the bureaus of the current balance on your Account and we may tell them if you do not make payments when due. They will record this information and may share this with other organisations in accordance with their legal powers and obligations.

22.7 Electronic or Telephone Communication

If you contact us by any electronic means, we may record the telephone number or internet protocol address, associated with that means of contacting us at the time. We may also monitor and/or record telephone calls between us to assure the quality of our customer service.

22.8 International Transfer of Data

Your Personal Information may be processed, accessed or disclosed (in accordance with this paragraph 22) in countries outside Singapore when you travel or make foreign purchases and for the purpose of administering your Account. In such cases, we will take appropriate steps to ensure the same level of protection for your information in other countries outside Singapore.

22.9 Retention of Information

We keep Personal Information for the purposes described in this paragraph 22 for as long as is appropriate to fulfill our legal obligations in accordance with applicable law.

22.10 Access and Correction

You are entitled at any time to request access to information held by us about you or your Account and to update and correct such information. You agree that Amex may impose a modest charge to cover the costs of complying with such requests. Please make such

requests in writing to the Data Privacy Officer, American Express International Inc.,
1 Marina Boulevard, #22-00 One Marina Boulevard, Singapore 018989.

23. INSTALMENT GOODS AND SERVICES If you use the Credit Card to buy goods or services, such as insurance, requiring recurring or instalment payments, you authorise us to pay such instalments for you when due and you agree to pay us for the same when we bill you. You must tell us in writing if you no longer wish us to pay premiums or instalments for you. If your Credit Card Account or the Credit Card is suspended or cancelled we will stop paying premiums or instalments for you.

24. OUR PROPERTY Although for your use, all Credit Cards remain our property at all times. This means you must return the Credit Card to us if we should so request. The revocation, repossession or request for the return of the Credit Card is not, and shall not constitute any reflection on your character or creditworthiness and we shall not be liable in any way for any statement made by any person requesting the return or surrender of the Credit Card.

25. OUR LIABILITY We are not liable in any way to you for any inconvenience, embarrassment, loss, damage (including but not limiting to consequential loss or special damage), cost or expense of any nature suffered or incurred by you or by any other person in respect of or in connection with the Credit Card and/or this Agreement. We are also not liable if we are unable to perform our obligations under this Agreement due directly or indirectly to the malfunction or failure of any machine or communication system or transmission link or any automated teller machine, defect or damage of the Credit Card, industrial dispute, war, Act of God or anything beyond our control or the control of our servants or agents. If we are unable to produce or send a statement to you for any reason whatsoever, we are not liable to you in any way and your liabilities and obligations under this Agreement will not be prejudiced and will continue to accrue.

26. CHANGING, AMENDING AND ADDING TO THESE TERMS AND CONDITIONS We have the right to change or amend these Terms and Conditions or add new terms and conditions at any time due to changes in the business, legal and/or competitive environment. Any such changes or amendments or additions will become effective and binding on you upon notification to you by any means as we deem fit. If you do not accept any such changes or amendments or additions to these Terms and Conditions, you may cancel the Credit Card by cutting it in half and returning both halves to us. You will still be liable for all Charges incurred and all other obligations under these Terms and Conditions until the Account is repaid in full.

27. NOTICES We shall be entitled to send any notice to you by electronic mail, short message service ("SMS"), facsimile transmission, personal delivery or ordinary post to your address last known to us. Any notice as sent by us shall be deemed to be received by you (if sent by facsimile transmission or personal delivery) on the day of despatch or (if sent by electronic mail or SMS) when left at the last email address or telephone number known to us, or 1 day immediately after the date of posting if sent by ordinary post addressed to your last known address.

28. NO WAIVER OF OUR RIGHTS No forbearance, delay or failure on our part to exercise any power or right under any of these Terms and Conditions shall operate as a waiver of such power or right, nor shall any single or partial exercise of such power or right preclude any further exercise of that or any other power or right.

29. ASSIGNMENT We may assign any of our rights under these Terms and Conditions or the Accounts at any time without your consent to our parent, a subsidiary, a related company or an associate company in Singapore or elsewhere.

30. GOVERNING LAW (a) These Terms and Conditions are governed by Singapore law. All Credit Card Members submit themselves to the non-exclusive jurisdiction of the courts of Singapore. (b) We may serve any legal or court document including any writ, statutory demand, bankruptcy application or any legal, enforcement or bankruptcy process in respect of any claim, action or proceeding by leaving it at, or sending it by ordinary post to your last known address, or sending it electronically to your last known email address or via any mobile phone or devices or other messaging services. These documents and/or messages would then be deemed to have been properly served on you on the date of delivery if it is delivered by hand, or on the date immediately after the date of posting if it is sent by post (notwithstanding that it may be returned to us undelivered) or on the date of sending if it is sent electronically or digitally. Service of legal process in the aforesaid manner shall be deemed to be good and effective service of such legal process on you even if the documents including electronic mails and/or messages are not received by you or subsequently returned undelivered. Nothing in this clause shall affect our right to serve any legal or court document in any other manner permitted by law.

31. RIGHTS OF THIRD PARTIES Except by a person who is our assignee pursuant to Clause 29 above, a person who is not a party to this Agreement shall not enforce any of these Terms and Conditions under the Contracts (Rights of Third Parties) Act 2001.

32. INDEMNITY You must indemnify and keep us fully indemnified against all claims, demands, actions and proceedings which may be made against us and in respect of any and all damages, liabilities, losses, costs and expenses (including legal costs on a full indemnity basis) which may be incurred, sustained or suffered by us, directly or indirectly, due to the use or misuse of the Credit Card(s), negligence, misconduct or breach of any of these Terms and Conditions on your part and/or any other act, thing or matter arising out of or in connection with this Agreement.

33. OTHER TERMS AND CONDITIONS The use of any Credit Card is also subject to other Terms and Conditions governing the use of other facilities or benefits which may from time to time be made available.



S1361538E 01/25



American Express International Inc. (UEN S68FC1878J)

1 Marina Boulevard, #22-00 One Marina Boulevard, Singapore 018989.

americanexpress.com.sg. Incorporated with Limited Liability in the State of Delaware, U.S.A.

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Important Information on your American Express® Card

1. Cardmember Agreement

The Cardmember Agreement for this Card (as may be amended, substituted or supplemented by us from time to time) shall govern the use of your Card Account. A copy of the prevailing Cardmember Agreement is made available on the American Express website. In the event of any inconsistency between the information in this leaflet and the Cardmember Agreement, the Cardmember Agreement shall prevail.

2. Finance Charges for Purchases

If payment of the closing balance in your statement is not made in full by the relevant payment due date, a finance charge at the applicable interest rate of 27.80% p.a. (subject to compounding) will be levied from each transaction date on all charges in the statement and all new charges posted after the statement date. Please refer to Cardmember Agreement for the basis of interest computation.

3. Annual Membership Fees (inclusive of GST)

TYPE OF CARD	BASIC	SUPPLEMENTARY
American Express® Singapore Airlines KrisFlyer Ascend Credit Card	S\$397.85	S\$81.75 each

4. Retrieval Fee for Documents

A retrieval fee of S\$10 will apply for retrieval of your statement of Account and S\$5 for retrieval of your record of charge.

5. Service Charge for Returned GIRO

An administrative fee of S\$50 will be charged for any returned GIRO arrangement.

6. KrisFlyer Miles Accrual

Except for promotional offers, bonus programmes and Affinity Cards with certain professional associations, every Card Member enrolled in the Programme will accrue KrisFlyer miles in the Programme Account on goods and services, charged and billed on the Card Account and Linked Accounts (if any).

KrisFlyer miles will not be accrued for non-eligible purchases or transactions. Please visit go.amex/sgexclusions for a full list of non-eligible purchases or transactions, which is non-exhaustive and is subject to changes from time to time

USEFUL INFORMATION

1. Credit Card Interest Rate Policy

This is American Express' policy about how we adjust Credit Card interest rates based on your payment history. Under this policy, in the event we do not receive from you the minimum payment amount due on your statement of account by the relevant payment due date, you will be in default.

If you have three or more defaults in the last 12 months, we may adjust the interest rate applicable to your Card Account by an additional 3% p.a. on top of prevailing interest (subject to compounding).

This higher interest rate will be in effect for 12 consecutive months. During this period, if you maintain a good credit record and your Card Account is not cancelled or terminated, your interest rate may be reinstated to our prevailing base interest rate.

2. Repayment Grace Period

The repayment grace period is 22 days from the date of the Statement of Account.

3. Express Cash Charges

A handling fee of 5% of your withdrawal amount will apply for each withdrawal amount. Financial charges at 26.90% p.a. will be charged upon the withdrawal date until the withdrawal amount and the relevant fees are paid in full.

4. Minimum Monthly Payment

The minimum payment amount due on a statement of Account is 3% of the outstanding balance plus the total sum of any overdue minimum payment and late payment charges, and any amount exceeding your Credit limit, or S\$50, whichever is greater.

5. Late Payment Charges

A late payment fee of S\$100 per month will be charged if the minimum payment is not received by the due date.

6. Lost/Stolen Card Liability

Please notify us immediately on the loss of your American Express Card. You shall not be liable for any unauthorised charges made after you have given due notification to us, provided that neither you nor any Supplementary Card Member contributed to, or was involved in or benefited from the loss, theft or misuse of the Card. Your liability for unauthorised Charges effected before such notice shall be limited to S\$100.

7. Foreign Exchange Charges

If we receive a transaction or refund for processing in a currency other than Singapore Dollars ("Foreign Charge"), our currency conversion affiliate, AE Exposure Management Limited ("AEEML") will convert it into US Dollars first (unless it was submitted to us in US Dollars) and convert it from US Dollars into Singapore Dollars. The conversion will take place on the date the Foreign Charge is processed by American Express, which may not be the same date on which the Foreign Charge was made as it depends on when the Foreign Charge was submitted to American Express. Exchange rate fluctuations can be significant.

The exchange rate AEEML uses, which is called the "American Express Exchange Rate", will be:

- the rate required by applicable law or used as a matter of local custom or convention in the territory where the transaction or refund is made (in which case AEEML will look to be consistent with that custom or convention), or where this doesn't apply;
- based on interbank rates selected from customary industry sources on the business day prior to the processing date.

We will increase the Foreign Charge by a single conversion commission of 3.25%.

The American Express Exchange Rate is set each day from Monday to Friday including public holidays except for Christmas Day and New Year's Day.

You acknowledge that any refund of a Foreign Charge may be different to the Foreign Charge amount originally processed on your Card Account. The difference is generally because:

- a) the refund and Foreign Charge may be processed on different days with different rates;
- b) the refund may be only a partial refund for the Foreign Charge; or
- c) where third parties convert charges in foreign currency, those third parties may treat refunds differently to the original foreign currency charge.

When making a transaction in foreign currency, you may be given the option to allow a third party (for example, the retailer) to convert the transaction into Singapore Dollars before submitting it to us. If you decide to do this, then that third party will determine the exchange rate and any commission or fees payable for the currency conversion and submit that transaction to us in Singapore Dollars, meaning we will not convert the transaction or apply a currency conversion fee. It is your decision whether to use such third party currency conversion or not and in such cases, you should check the fees and charges before completing the transaction to ensure that you do not pay more than necessary.



American Express International Inc. (UEN S68FC1878J)

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Product Highlight Sheet

Product name	The American Express® Singapore Airlines KrisFlyer Ascend Credit Card
Interest-free period	22 days from statement date if bills are paid in full
Interest on purchases (where applicable)	27.80% p.a. compounded if payment of the closing balance in your statements is not made in full; or 3% p.a. on top of prevailing interest in the event that your account has three or more defaults ¹ in the last 12 months
Interest on cash advances	26.90% p.a. compounded daily from date of withdrawal until the withdrawal amount and the relevant fees are paid in full
Minimum monthly payment	3% or S\$50, whichever is higher
Late payment charges	S\$100 if minimum monthly payment is not made by due date
Annual Membership fee	S\$397.85 (inclusive of GST)
Cash advance fee	Handling fee of 5% of your withdrawal amount will apply for each withdrawal amount
Fees for foreign currency transactions	3.25%
Dynamic currency conversion fee	N.A.
Lost / stolen card liability	S\$100 (For details, refer to clause 9 of ABS Guide on “What You Should Know About Credit Cards” at go.amex/absguide)
Monthly Paper Statement Fee (Inclusive of GST)	S\$1.09 Please refer to go.amex/statementfee for the full Terms and Conditions of Paper Statement Fees.

There may be circumstances in which you have to pay other fees. For detailed Card Member Agreement and full Terms and Conditions, please visit go.amex/ascendterms. For important information about the use of credit cards, please visit go.amex/absguide.

Note:
1. You are in default if minimum payment is not received by us on the payment due date stated on your monthly statement.



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