

RETURN AIRFARE CLAIM PROCEDURES

1. Eligibility

- a) You have to be full-time employed in Singapore at a Singapore-registered company at the point of application.
- b) You can only claim for a return flight made **within one year from the date of your graduation (conferment date)**.
- c) You must submit your airfare claim with all the necessary documents listed below **at least two months before your departure date from Singapore**.

2. Application Process

Part 1 - Documents to be submitted to the Office of Financial Aid (OFA)

- a) Print the Form S1 to be completed by you and your employer, no earlier than 1 month from the date you are submitting your airfare claim application to OFA.
- b) Obtain an Employment Status Letter from your employer stating your date of commencement, job title and that you are working on a full-time basis. The status letter must be on your company letterhead and dated no earlier than 1 month from the date you are submitting your airfare claim application to OFA.
- c) Obtain a copy of your latest salary slip or employment pass or latest 12-month CPF contribution history statement showing contribution from your employer from the CPF website
- d) Scan your completed Form S1, your Employment Status Letter and either your latest salary slip or employment pass or CPF statement in pdf format.
- e) Complete the Return Airfare Claim Form in xlsx format.
- f) Submit a request for airfare claim to OFA via http://www.askadmissions.nus.edu.sg/app/utis/login_form by submitting the following documents **at least two months before your departure date from Singapore**:
 - i. Return Airfare Claim Form (.xlsx)
 - ii. Form S1 (.pdf)
 - iii. Employment Status Letter (.pdf)
 - iv. Latest salary slip and Employment Pass

or

Latest 12-month CPF contribution history statement showing contribution from your employer

Part 2 - Booking of air tickets with PriceBreaker

- a) After processing your airfare claim application and if you are eligible for the airfare claim, your particulars and travel details will be emailed to PriceBreaker, NUS' designated travel agent, with you in the copy. Please check that your particulars that are forwarded to PriceBreaker are correct. If there are any errors, please inform OFA and PriceBreaker immediately. Should you need to make any amendments to your details after the tickets are issued, you will have to bear the cost for the amendments.
- b) PriceBreaker will liaise directly with you to confirm and issue your air tickets.
- c) PriceBreaker will email you the Lowest Logical Fare (LLF) quoted based on your departure dates within 1 working day of receiving your particulars and details from NUS. Please check your email regularly to avoid missing the quotation and confirm the booking of your preferred flights with PriceBreaker within 5 working days from receipt of the LLF. The 5 working days are inclusive of the day you receive the LLF. For example,

if you receive the LLF on Monday, the deadline to reply is Friday of the same week. Failure to do, you will be liable for any price increase between the LLF price quoted and the eventual price when you confirm your booking, inclusive of a transaction fee.

- d) PriceBreaker will then place a reservation for the flights and inform you the details of your reserved flights and the ticketing deadline to issue your e-tickets.
- e) After checking and confirming the details of your reserved flights, you are required to instruct PriceBreaker to issue the e-tickets by the ticketing deadline. Failure to do so, the reservation will be automatically cancelled. You will be liable to pay any price difference between the new flights and the previously reserved flights, inclusive of a transaction fee.

3. Terms of the Airfare Claim

- a) You are not required to make any payment to PriceBreaker for your flights, except in the following scenarios:
 - i. You make amendments to your details such as full name, passport number, etc. after the e-tickets are issued due to errors in the information provided to OFA or PriceBreaker.
 - ii. You make changes to the flights (e.g. change in flight dates or timing, airline, travel class, etc.) that result in an increase in price that exceeds the LLF. You are required to pay the difference in price, inclusive of a transaction fee, before the e-tickets will be issued to you.
 - iii. You confirm your flights after 5 working days from receipt of the LLF from PriceBreaker or did not instruct PriceBreaker to issue the e-tickets by the ticketing deadline, which results in an increase in price. You are required to pay for any increase beyond the LLF amount, inclusive of a transaction fee, before the e-tickets will be issued to you.
 - iv. You are liable to pay for any cancellation, amendment or no-show charges imposed by the travel agent or the airline.
- b) If you cancel your flights after the e-tickets are issued, it will be considered that you have used up your airfare entitlement and you will no longer be eligible to claim another airfare.
- c) In the event that you purchased air tickets on your own due to flight cancellation or any other changes to the flight schedule initiated by the airlines, you will only be returned the refunded amount from the airlines (if any) and will not be eligible for reimbursement of any additional charges incurred.
- d) You are not eligible to claim for travel insurance. If you wish to be covered for any other losses incurred in the event your flight is cancelled or while travelling, you may wish to purchase travel insurance on your own.
- e) You are not allowed to book or claim for air tickets on behalf of someone else.
- f) Please note that PriceBreaker will quote only full service carriers and will not quote budget airlines. Should you choose to change to a budget airline, please note that certain ancillary services, such as in-flight meals and seat selection are excluded from the booking and you will not be reimbursed for such services.

Please find PriceBreaker's contact details below:

Email: nus-traveldesk@rt.pricebreaker.travel

Tel: 6317 2110

Website: <http://www.pricebreaker.travel>

If you have any doubts, please contact OFA via <http://www.askadmissions.nus.edu.sg/> or 6516 2870.