

## **KrisFlyer UOB Account - Frequently Asked Questions**

- 1. I already hold an eligible UOB debit / credit card (e.g. KrisFlyer UOB Credit Card or PRVI Miles card) and a KrisFlyer UOB Account, what do I need to do?**

There's no additional step required as no account linkage or application is required.

To start earning bonus miles, simply:

- Save on your KrisFlyer UOB Account (maintain a S\$1,000 Monthly Average Balance (MAB)) and credit your salary to the account; and
- Spend on your eligible UOB debit / credit card to earn bonus miles from 1st dollar

- 2. I do not have a KrisFlyer UOB Account, how do I apply?**

For Singaporeans and PRs:

[Apply online](#) for a new UOB account 24/7 by retrieving your personal information via MyInfo with no submission of documents required.

Applications submitted between 8.30am to 9pm (for new UOB customers) will be opened instantly. Applications received outside these times will be processed the next working day.

For Foreigners and U.S Persons:

Please proceed to any UOB branch for application.

- 3. How do I credit my salary to my KrisFlyer UOB Account? What constitutes as Salary Credit?**

Credit your salary (min S\$1,600) monthly to your KrisFlyer UOB Account to earn more miles.

Please note:

- Only valid for salary credited through GIRO with the transaction reference "SALA"
- To set up your salary crediting account, please inform your HR department of your new account number. If applicable, you can use the template we have developed for you to send it to your HR department. [Download it here](#).



**4. How are miles awarded?**

**KrisFlyer UOB Debit and Credit Cards**

- Base KrisFlyer miles earned will be credited to your KrisFlyer membership account directly every month.
- Base KrisFlyer miles will be credited with first 7 working days of each month, for the miles earned in the preceding month.

**Eligible UOB Credit Cards (UOB PRVI Miles Card, UOB Privilege Banking Card, UOB Visa Infinite Card, UOB Reserve Card):**

- Cardmembers will earn miles in the form of UNI\$ which will be credited to your UOB card account.
- Cardmembers may choose to convert into KrisFlyer miles. [Click here for more information.](#)
- Please refer to the respective credit cards pages for more information.

**KrisFlyer UOB Account:**

- Bonus KrisFlyer miles earned will be capped at 5% of the Monthly Average Balance in KrisFlyer UOB Account.
- Bonus KrisFlyer miles earned will be credited to your KrisFlyer membership account directly every month.
- Bonus KrisFlyer miles will be credited with first 7 working days of each month, for the miles earned in the preceding month.
- Please refer to full terms and conditions for details.

**5. How do I compute my Monthly Average Balance (MAB)? Monthly**

**Average Balance** is the summation of each day end balance in KrisFlyer UOB Account for each month divided by the number of calendar days for that month.

Date	Each Day End Account Balance
1 - 15 November 2022 (15 days)	S\$100,000
16 - 30 November 2022 (15 days)	S\$200,000
Sum of day-end Account Balances in November 2022	$(S\$100,000 \times 15 \text{ days}) + (S\$200,000 \times 15 \text{ days}) = S\$4,500,000$
No. of calendar days in November 2022	30
Monthly Average Balance of November 2022	$S\$4,500,000 / 30 \text{ days} = S\$150,000$



**6. What should I do, if I cannot recall my KrisFlyer membership number during KrisFlyer UOB Account opening?**

You can visit [Singapore Airlines](#) to retrieve your KrisFlyer membership number, First Name and Last Name.

**7. I do not have an existing KrisFlyer membership, what should I do?**

We will assign and create KrisFlyer membership account number for you. All you need to do is to provide your First Name and Last Name for your KrisFlyer membership account.