

## UOB PRVI Miles Card and KrisFlyer UOB Account - Frequently Asked Questions

### 1. What is a KrisFlyer UOB Account?

KrisFlyer UOB Account is a Deposit Account by UOB where you earn miles as you save.

### 2. I already hold a UOB PRVI Miles Card and a KrisFlyer UOB Account, what do I need to do?

There are no additional steps required.

To start earning more 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 UOB PRVI Miles American Express® Card, UOB PRVI Miles World Mastercard® Card or UOB PRVI Miles Visa Card

### 3. 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.

### 4. I already have a UOB Savings Account. Can I still apply for a KrisFlyer UOB Account?

Yes, you can own more than one UOB Savings Account. For Singaporeans and PRs simply log in to your UOB Personal Internet Banking / UOB Mighty to apply for a new account. For foreigners, please bring along your necessary documents and be physically present at any of the [UOB branch](#) for any account opening as verification and sighting of documents.

### 5. I do not have a UOB PRVI Miles Card, how do I apply?

You may [apply online](#) for a UOB PRVI Miles Card.

Alternatively, for existing UOB Principal Cardmembers who are Singapore Citizens and Permanent Residents only. You may send an SMS the text below to **77862**:

**Application code** <space> **Last 4 digits of existing UOB Card** <space> **NRIC#**

Type Of Card	Application Code
UOB PRVI Miles American Express® Card	YesMilesA
UOB PRVI Miles World Mastercard® Card	YesMilesM
UOB PRVI Miles Visa Card	YesMilesV

For example: YesMilesV 7890 S1234578H

[Terms & conditions](#) apply.

### 6. How do I credit my salary to my KrisFlyer UOB Account? What constitutes as Salary Credit?

Credit your salary (min S\$2,000) 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.](#)

## 7. How are miles calculated?

### UOB PRVI Miles 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 full [terms and conditions](#) for details.

### KrisFlyer UOB Account:

- KrisFlyer miles will be calculated for every whole amount of S\$5.00 for each transaction on a transaction level effected on a daily basis and rounded down to the nearest KrisFlyer miles.
- Minimum S\$1,000 deposit balance must be maintained in KrisFlyer UOB Account to earn bonus KrisFlyer miles.
- Bonus KrisFlyer miles earned will be capped at 5% of the Monthly Average Balance in KrisFlyer UOB Account.
- Please note that Bonus **KrisFlyer miles earned** will be **credited to your KrisFlyer membership account**.
- Please refer to full [terms and conditions](#) for details.

## 8. 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.

### The following illustrates the calculation of the Monthly Average Balance (MAB).

It is for illustrative purposes only, and is not a representation, warranty or assurance of applicable Monthly Average Balance of April 2019 under this promotion:

Date	Each Day End Account Balance
1 - 15 April 2019 (15 days)	S\$10,000
16 - 30 April 2019 (15 days)	S\$20,000
Sum of day-end Account Balances in April 2019	$(S\$10,000 \times 15 \text{ days}) + (S\$20,000 \times 15 \text{ days}) = S\$450,000$
No. of calendar days in April 2019	30
Monthly Average Balance of April 2019	$S\$450,000 / 30 \text{ days} = S\$15,000$

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

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

**10. 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, Mobile number and email address for your KrisFlyer membership account registration.

For full terms and conditions and details, please visit [https://www.uob.com.sg/prvi\\_kfacct](https://www.uob.com.sg/prvi_kfacct)

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