



FAQs: UOB PRVI Miles American Express® Card – One-way Airport Transfer Service to Singapore Changi Airport from 26 March 2026

1. What has changed for the “One-way Airport Transfer Service to Singapore Changi Airport” on UOB PRVI Miles American Express Card?

With effect from 9am on 26 March 2026, Maxicab Limousine Services will no longer provide this airport transfer benefit.

Cardmembers may continue to enjoy the benefit until 31 March 2026 by following the new booking and registration process detailed below.

2. What is the new booking process?

There are **three simple steps** to qualify for the **S\$45 cash rebate (up to 2 times per quarter)** under this airport transfer benefit:

- **Step 1:**
Book your airport transfer **by 31 March 2026** through the designated transport operators described in the response to Question 2.a. below and charge the fare to your **UOB PRVI Miles Amex Card**.

- **Step 2:**
Register via SMS with the following details **by 31 March 2026**:
 - i) Airport transfer transaction date
 - ii) Flight date
 - iii) Flight number
 - iv) Transport operator keyword (Refer to 2.c. for more details)
 - v) Last 4 digits of your UOB PRVI Miles Amex Card

- **Step 3:**
Charge **a minimum of S\$1,000 eligible overseas spend** to your UOB PRVI Miles Amex Card by **31 March 2026**.

2.a. What are the designated transport operators?

Cardmembers may use the following designated transport operators:

- **Grab**
- **Gojek**
- **TADA**
- **ComfortDelGro**

To qualify for the S\$45 rebate (up to 2 times per quarter), the airport transfer fare **must** be charged to your **UOB PRVI Miles Amex Card**, subject to the [terms and conditions](#).

2.b. How do I register?

Cardmembers must SMS in the format below to **77862**:

AMX<space>txn date<space>flight date<space>flight number<space>transport operator keyword<space>last 4 digits of PRVI Amex card number

Example: AMX 210326 220326 SQ868 comfort 4599

2.c. What are the correct SMS keywords for the four designated transport operators?

Transport Operator	Transport Operator Keyword
Grab	grab
Gojek	gojek
TADA	tada
ComfortDelgro	comfort

2.c. Will I still be eligible if my SMS registration is wrong?

Cardmembers must follow the exact SMS format stated in the response to **Question 2b**.

If the format or keyword is incorrect, the registration will be deemed **invalid**, and you may **not** receive the S\$45 rebate.

For avoidance of doubt, if you take **two airport transfers** between **26 and 31 March 2026**, you must **submit two separate SMS registrations**—one for each ride.

3. What happens if I have existing bookings with Maxicab Limousine Services for airport transfers scheduled for 9am on 26 Mar 2026 onwards?

Please SMS in the format below to **77862** by **7 April 2026**:

PMA<space>booking date<space>ride date<space>last 4 digits of PRVI Amex card number

Example: PMA 050326 110326 4599

- Booking date refers to the date you made the booking with Maxicab Limousine Services and payment was charged to your UOB PRVI Miles Amex Card.
- Ride date refers to the scheduled pick-up date from your residence to Singapore Changi Airport.

Once the Bank has verified your eligibility for the airport transfer benefit and confirmed that the booking was not completed, we will arrange a **refund of the S\$45** charged by Maxicab Limousine Services to your **UOB PRVI Miles Amex Card**.



You may also proceed to book a new airport transfer following the steps outlined in the response to **Question 2** above. This new booking will be eligible for the S\$45 cash rebate if you fulfil the relevant requirements under the [terms and conditions](#).

3.a. When will my refund be credited back to my UOB PRVI Miles Amex card account?

The refund will be credited by **30 April 2026**.

4. Can I still book an airport transfer under this new booking process if I have already enjoyed 2 airport transfers provided by Maxicab Limousine Services between 1 Jan to 20 Mar 2026?

For the avoidance of doubt, the **cap of two (2) S\$45 cash rebates per quarter** applies **collectively** across both the previous Maxicab Limousine Services booking process and the new booking process.

If you have already completed **two airport transfers with Maxicab Limousine Services between 1 January and 26 March 2026**, you have reached the **maximum of two redemptions of the S\$45 cash rebate for the 1st quarter of 2026**.

As such, you will **not be eligible for additional S\$45 cash rebates** under the new booking process for the same quarter.

5. My booking and ride with Maxicab Limousine Services are completed. Is there any action required from me?

No action is required if your booking and ride with Maxicab Limousine Services have already been completed.