
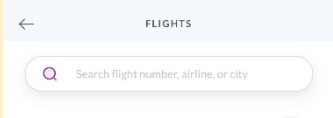





From 30 November 2022 - 29 January 2023,
simply save a pair of return flights on your iChangi app to unlock exclusive deals!

<u>Step 1</u>	<u>Step 2</u>	<u>Step 3</u>
 <p>Sign in/Sign up to your Changi Account via the iChangi app</p>	 <p>Search and save a pair of round-trip flights, inclusive of one departure and one arrival flight.</p>	 <p>Refresh your app to view and redeem unlocked deals!</p>

FREQUENTLY ASKED QUESTIONS

GENERAL

- 1. Who may participate in this promotion?**
All app users who are making travel plans by saving at least a pair of round-trip flights on the iChangi app during the campaign period. Round trip flights refer to at least one departing and one arrival flight from/at Singapore Changi Airport regardless of sequence.
- 2. Where can I download iChangi app?**
iChangi app is available at the App Store, as well as Google Play Store.
- 3. When will these deals expire?**
Once unlocked, travel deals will remain visible through campaign period. However, each deal may have limited redemption. Fully redeemed deals may be removed from the section before campaign ends.

ICHANGI APP RELATED

- 4. What should I do if I had forgotten my Changi account password?**
You may request for a password reset by clicking on 'Forgot Password?' button found on the sign in page. If you do not receive the password reset link via your inbox, do check your junk mailbox.
- 5. Where do I view and unlock these deals?**
The exclusive 'Save Your Flights' section can be found on 'iChangi app > Travel' (second menu icon



from the bottom navigation bar). If you do not see the section on your travel page, kindly proceed to update your app to the latest version and try again.

6. What should I do if I have saved my flights but my deals are still locked?

First of all, kindly check that you have installed the latest app version available on the App Store or Google Play Store. Ensure you are logged in to your Changi account and that you have successfully saved at least one departure and one arrival flight. Check that your device is connected to the internet, before closing your app and restarting it for page to reload.

7. What happens if I am unable to find my flights?

Depending on when data of each confirmed flight has been submitted by the airlines, some flight information may not be available. If you are unable to find your flight, you may wish to confirm your flight schedule with the airline and check back on the app nearer to date.

8. What happens if I saved the wrong flight?

You can simply click on the saved flight and select 'remove from my trip' before searching and saving the correct flight.

9. How do I receive flight notifications for my saved flights?

Ensure you have allowed notifications from iChangi on your device settings. Open 'iChangi app > More > Settings' to manage notifications and alerts on your iChangi app.

10. Can I still view my deals after my flights have departed?

Once unlocked, the exclusive deals section will remain visible till 29 January 2023.

TERMS AND CONDITIONS

- Refer to full terms and conditions for each deal.
- All deals featured in this campaign are non-refundable, non-exchangeable and not for resale.
- All unlocked deals will be visible for redemption till 29 January 2023 or when fully redeemed; whichever earlier.
- Changi Airport Group reserves the right, as its discretion, to remove or change the promotion without prior notice.