

IMPORTANT TRADE NOTICE - FOR IMMEDIATE ATTENTION



25 October 2022

Sales Operations and Groups Contacts

Dear Valued Partners,

Singapore Airlines (SIA) continues to invest in new innovations, technologies, and process optimisation to support the evolving customer requirements and improve the way we work with trade partners across the entire travel journey.

With effect from **Monday, 31 October 2022**, SIA will transition to a new and centralised Sales Operations team for India. For booking or servicing assistance that cannot be managed through self-service via the GDS, AGENT 360 or Singaporeair.com, our dedicated Sales Operations team will be available to assist you via the following contact points:

All General Agent Enquiries:

Email : SQIN_SalesOps@singaporeair.com.sg (effective 31 October 2022)
Phone : **1800 120 8022** (effective 14 November 2022 for BOM agents)
1800 120 8022 (effective 28 November 2022 for ALL agents)
Business hours : 1000hrs - 1900hrs India Standard Time
Monday - Friday (Except Indian National Holidays)

All Group Bookings Enquires and Support:

Email : SQIN_Groups@singaporeair.com.sg (effective 31 October 2022)
Phone : Same as above mentioned
Business hours : Same as above mentioned

**Please note that emails sent to the old email address on/after 31 October 2022 will not be monitored. Do make sure to use the correct email address.*

To ensure a smooth transition during this period, all trade partners who have not registered on AGENT360 are strongly encouraged to do so. For trade partners who are registered, please ensure your contact details are correct and up to date.

Please be reminded that all service and waiver requests must be submitted through the Service Request Form in AGENT360.

Please feel free to contact your Account Managers should you need any further information.

Yours sincerely,
Singapore Airlines, India



Our new dedicated Sales Operations teams are ready and committed to supporting our Indian trade partners with a seamless service experience

