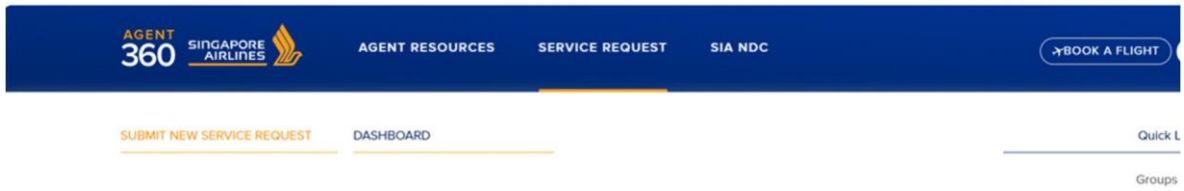
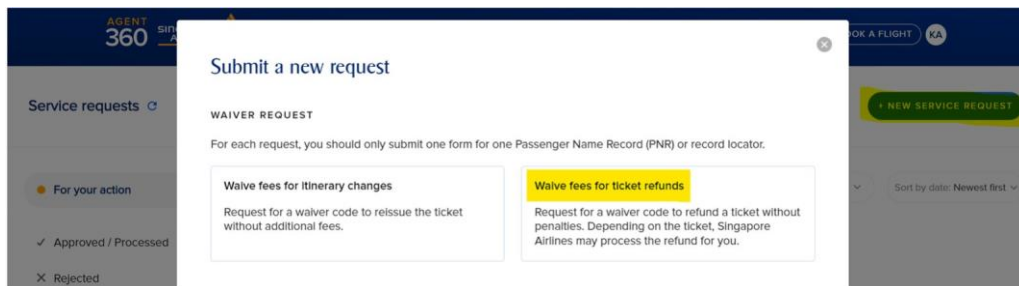


How to Request and Submit Full Refund for the Visa Rejection Case

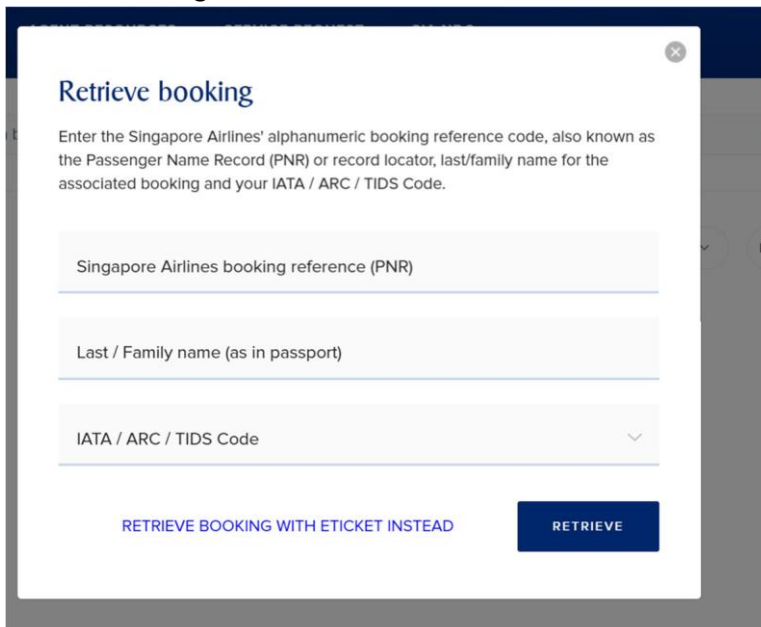
- 1) Go to the Agent360 => select Service Request => Submit New Service Request



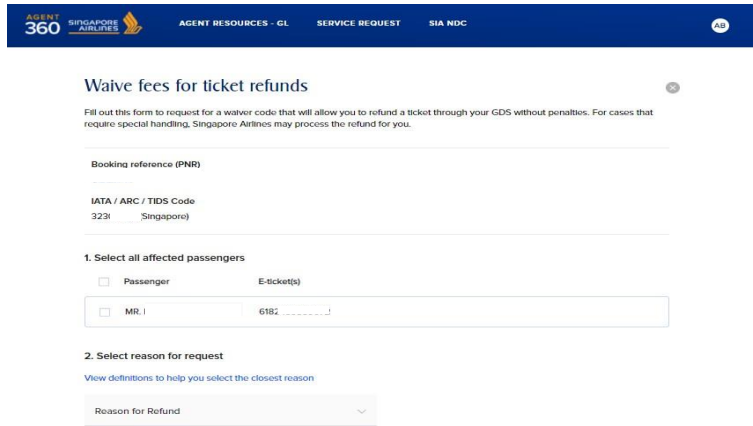
- 2) Select waiver fees for ticket refunds.



- 3) Retrieve Booking with PNR or E-Ticket Number



4) Select the passenger you would like to service



AGENT 360 SINGAPORE AIRLINES AGENT RESOURCES - GL SERVICE REQUEST SIA NDC

Waive fees for ticket refunds

Fill out this form to request for a waiver code that will allow you to refund a ticket through your GDS without penalties. For cases that require special handling, Singapore Airlines may process the refund for you.

Booking reference (PNR)

IATA / ARC / TIDS Code
323I (Singapore)

1. Select all affected passengers

Passenger E-tickets)

MR. I 6182

2. Select reason for request

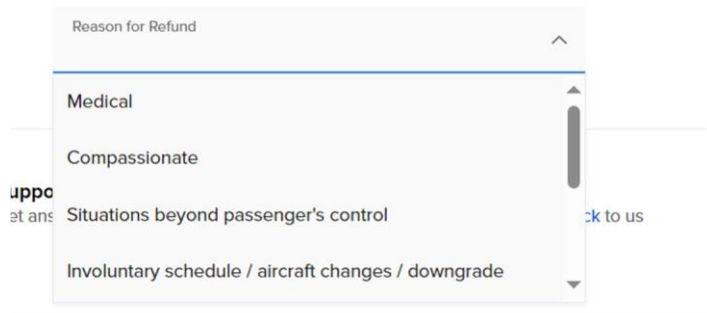
View definitions to help you select the closest reason

Reason for Refund

5) Select the reason for request => Choose **Compassionate** => Add additional remarks stating that full refund request due Visa Rejection

2. Select reason for request

[View definitions to help you select the closest reason](#)



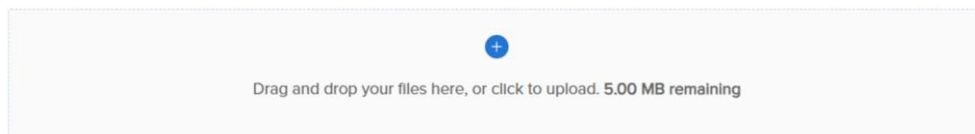
Reason for Refund

- Medical
- Compassionate**
- Situations beyond passenger's control
- Involuntary schedule / aircraft changes / downgrade

6) Attached the supporting documentations of visa rejection letter issued by the embassy.

3. Attach supporting documents (optional)

You are strongly encouraged to attach supporting documents (e.g. medical letter, death certificate, police report) along with this request.



Drag and drop your files here, or click to upload. 5.00 MB remaining

7) Submit request.

Note: If a visa rejection letter is not provided by the Embassy, the Agent must provide supporting letter stating date of appointment, date of rejection with the embassy along with proof of appointment for the case to be processed.