SALES CIRCULAR

SINGAPORE AIRLINES
A STAR ALLIANCE MEMBER

SC 12 – 2026

17 June 2026

Dear Business Partner,

CHANGE IN EMAIL ADDRESS FOR SALES OPERATIONS AND ADMINISTRATION – GROUP DESK

1. Effective 01 July 2026, the contact email address for Sales Operations & Administration – Group Desk (SIN_Groups) will be revised.

2. Please update your records and direct all new group requests to the email address below:

Section	Area of Coverage	Contact Details
Group Desk	• Handle group bookings for Singapore market and render group service support	SQSG_Groups@singaporeair.com.sg

3. There is no change to the email address for Agency Desk and Refund Desk.

Section	Area of Coverage	Contact Details
Agency Desk / Refund Desk	• Handle all queries on DAPO, Ticketing time limit (TTL) extensions, name errors and fare-related queries • Handle all refund enquiries and waivers	SQSG_Salesops@singaporeair.com.sg

4. For Agency Debit Memo (ADM) disputes, travel agencies should submit their disputes via BSPLink for review.

5. The hotline number for Sales Operations and Administration remains unchanged at 6335 5588.

6. You may wish to contact your dedicated account manager if you need further clarifications.

7. Please disseminate to your relevant departments accordingly. Thank you.

Yours sincerely,

Singapore Sales
Singapore Airlines