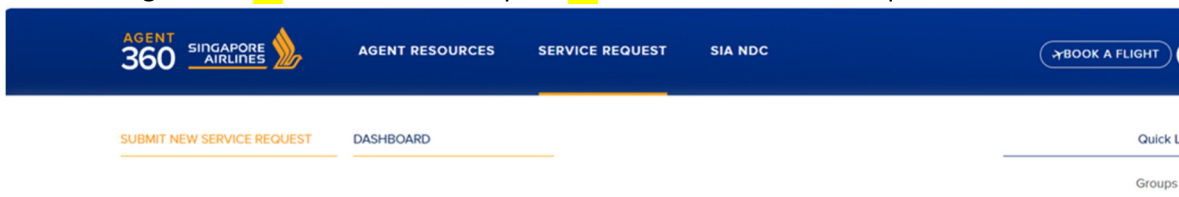


## How to Request and Submit Full Refund for the Visa Rejection Case

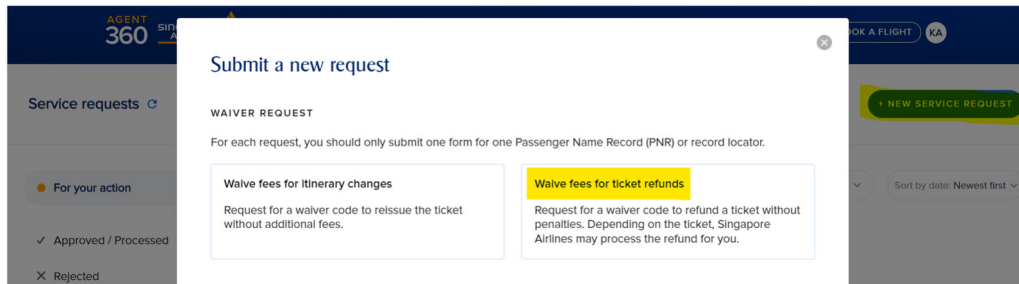
- 1) Prepare the request letter with Letter Head for the full refund.

(Attn: Singapore Airlines  
 Subject: Full Refund Request (Visa Rejection)  
 Please state the details of visa rejection in the body)

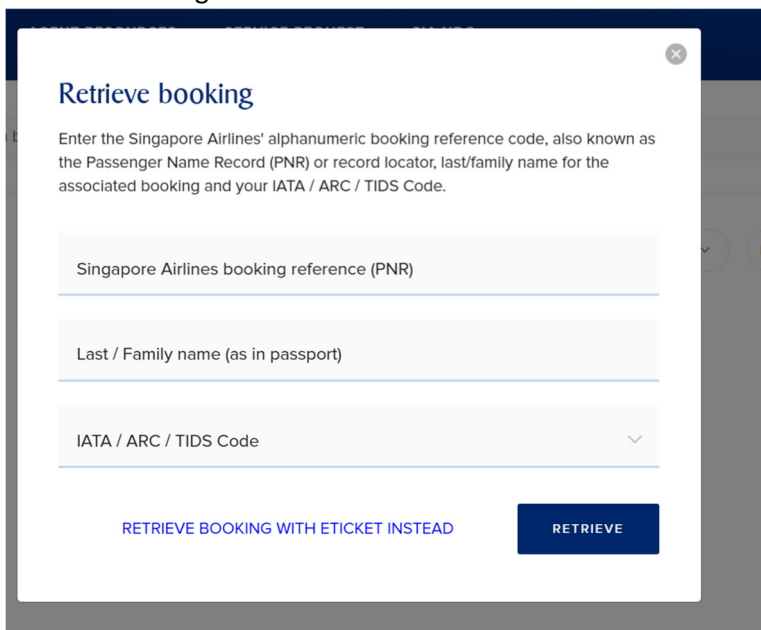
- 2) Go to the Agent360 => select Service Request => Submit New Service Request



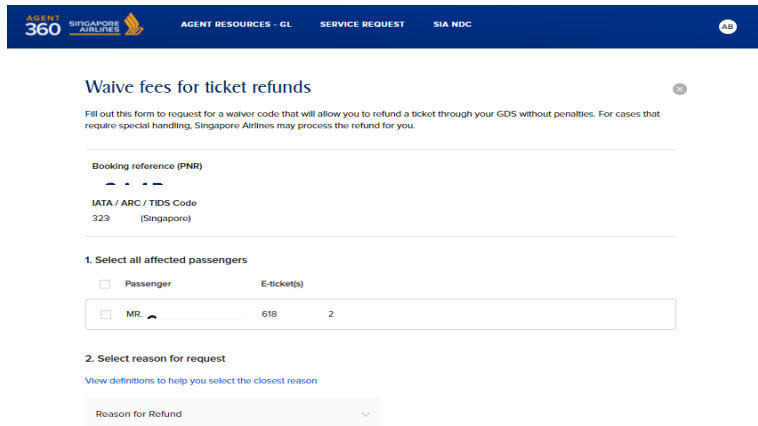
- 3) Select waiver fees for ticket refunds.



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



5) 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  
 329 (Singapore)

1. Select all affected passengers

<input type="checkbox"/>	Passenger	E-ticket(s)
<input type="checkbox"/>	MR. 618	2

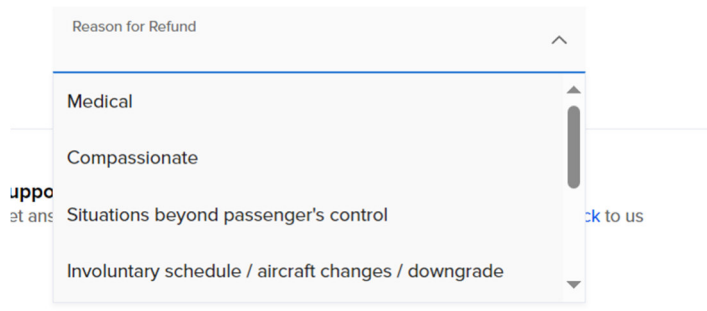
2. Select reason for request  
[View definitions to help you select the closest reason](#)

Reason for Refund

6) 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](#)



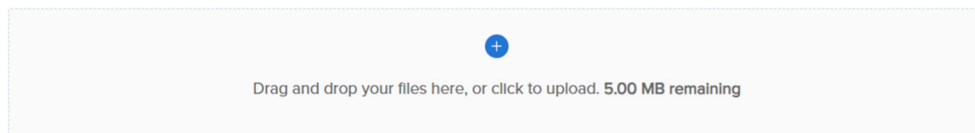
Reason for Refund

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

7) Attached the supporting documentations such as Embassy Visa rejection letter and Refund Requested Letter

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

8) Submit request.

**Notes: If a visa rejection letter is not provided by the Embassy, the Agent must present a compelling reason to approve the case. It is advisable to include the case number for easier tracing or provide appointment confirmation.**