

Dear Trade Partner,

Due to a new CAAS (Civil Aviation Authority of Singapore) directive, with immediate effect all customers departing from France, Germany, the Netherlands and UK, transiting through Singapore will be directed to a Transit Holding Area for connecting flights.

This is a temporary measure and applies to all passengers from the above mentioned departure points, and will also result in the temporary suspension of Lounges access for premium passengers in Singapore. This remains under constant review and we apologise for any inconvenience that this may cause.

We again remind our Trade Partners to ensure that all **PNR's are updated with passenger's contact details**, this will enable Singapore Airlines to notify them via SMS and email promptly. Both agents and passengers can also subscribe to a flight on WhatsApp and Facebook Messenger to receive flight updates on the go. You will be notified of any flight changes, change of gate at the airport and when the flight has departed and landed.

Visit <https://singaporeair.com/flightupdates> to find out more.

Please also refer to **IATA Reso 830d**, highlighting point 4 of the resolution, and to our Trade Comms SC045/GB/19 and SC016/GB/19 for further updates.

Thank you for your co-operation and continued support.