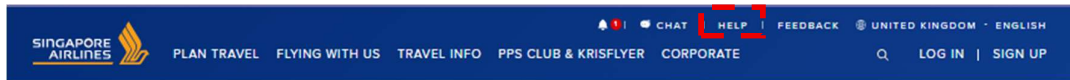


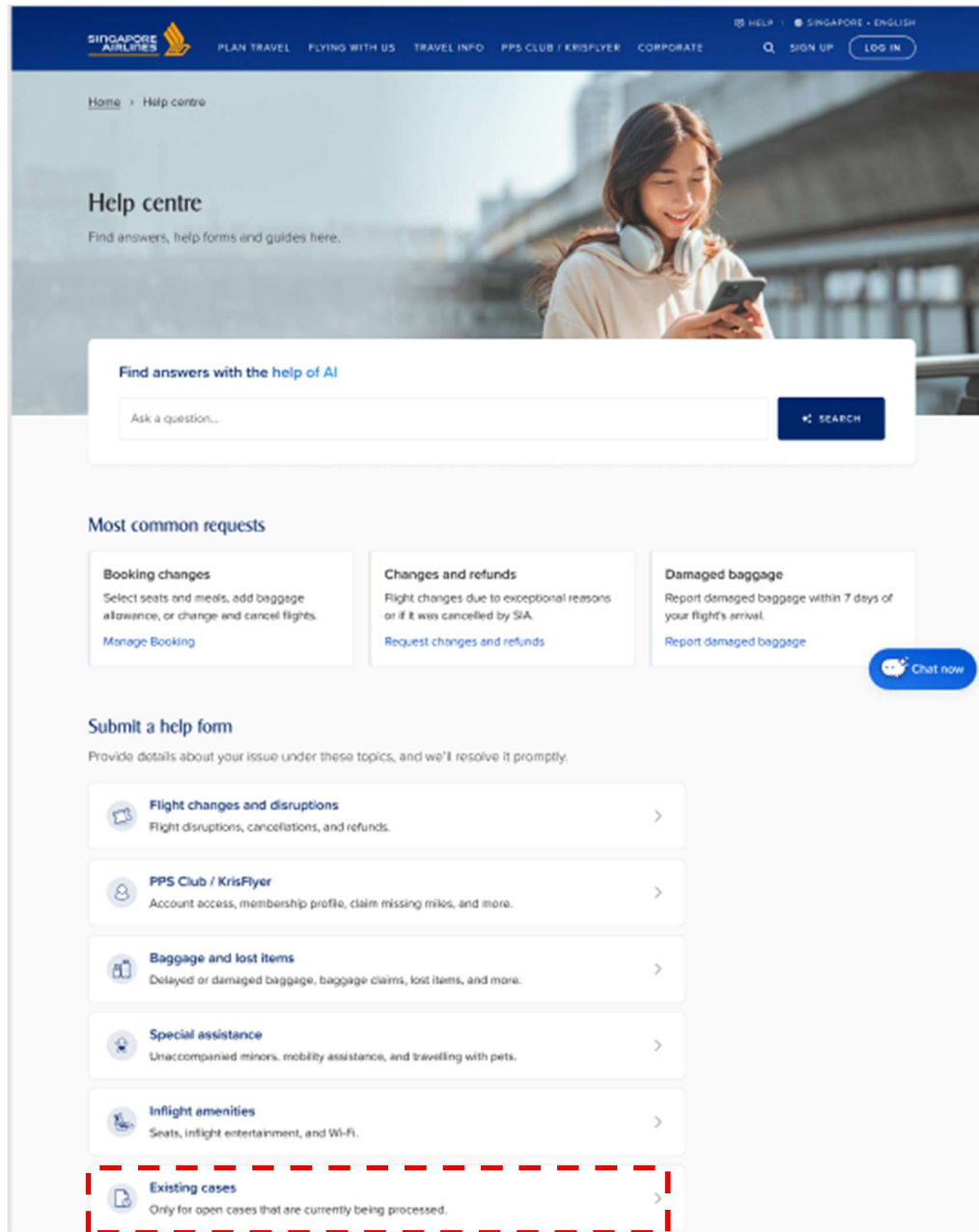
Australia Passenger Movement Charge Refund – Step-by-Step Guide

Locating the Form

1. Go to Singapore Airlines official website <http://www.singaporeair.com/> and click on “HELP” at the top right of the navigation bar to access the Help Centre.

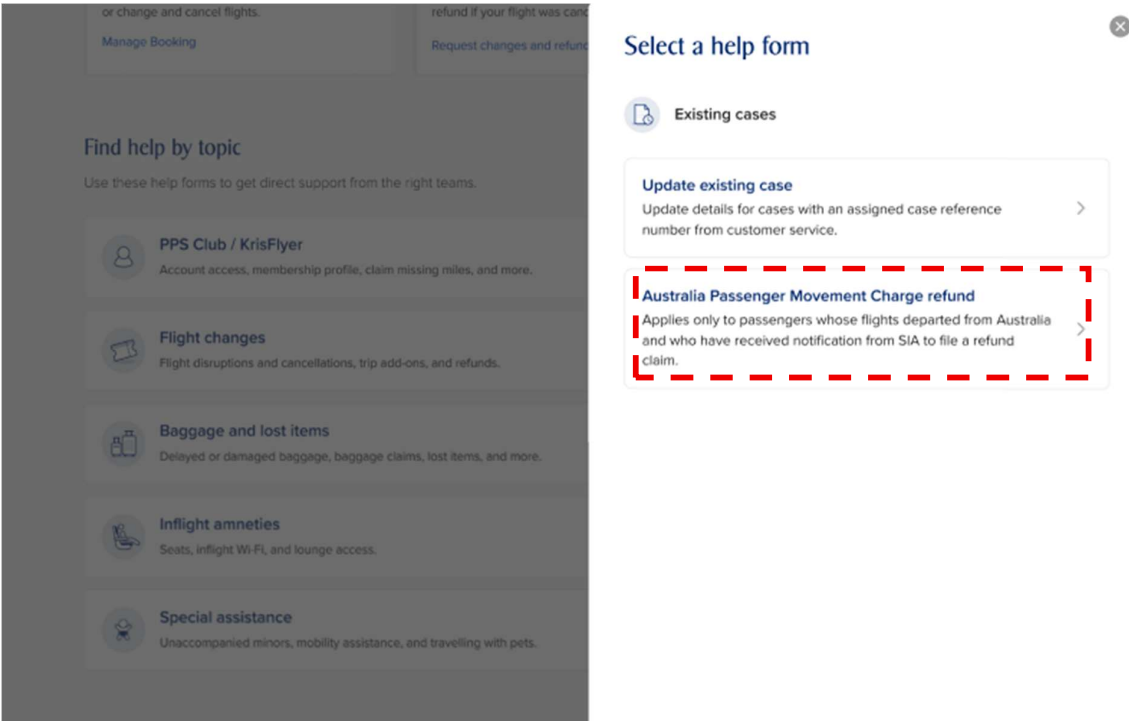


2. Locate “Submit a help form” section on Help Centre.
3. Select the “Existing Cases” tile.



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4. Click on “Australia Passenger Movement Charge refund” to launch the form.

A screenshot of the 'Australia Passenger Movement Charge Refund' form. The form is titled 'Australia Passenger Movement Charge Refund' and includes a note: 'This form can only be submitted once. Please appoint one person in your booking to process this refund claim by 31 August 2027.' Below the title, there is a section titled 'Retrieve your booking' with two input fields: 'Booking reference (e.g. ABC123)' and 'Last / Family name (as in booking)'. A blue 'RETRIEVE' button is located below the input fields. At the bottom right, there is a blue 'Chat now' button with a chat icon.

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Filling the Form

5. Enter your booking reference number and last name in the relevant fields and click “RETRIEVE”.
6. Enter the following details and click “SEND OTP” for validation.



1 CLAIMANT DETAILS

2 TICKETING

3 REIMBURSEMENT DETAILS

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Claimant verification

As this booking was made with a Travel Agent, verification with One-Time Password (OTP) is required. If you would like to receive your refund via bank transfer, please complete this [form](#) and email it to TA_PMCRefunds@singaporeair.com.sg. Our team will assist you with the refund process.

Main claimant

Your name

Title

First/Given name (as in passport)

☐ I do not have a first/given name in my passport

Last/Family name (as in passport)

Passport details (used for the flight booking)

Passport number

Date of birth

DD / MM / YYYY

Contact information

A One-Time-Password (OTP) will be sent to this number for validation.

Country/Region

Mobile number

Email address

SEND OTP

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7. Input any additional passenger(s) e-ticket in the same PNR and click “NEXT”.



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Additional claimants

Please fill in the e-ticket details of the additional passengers whom you are claiming for with SQ ticket number starting with 618.

Main claimant
618-0087664024 Mr Kevin Liu

Additional claimant (Optional)

[+ Add another passenger](#)

NEXT

8. Enter your new credit or debit card details and click “NEXT”.



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Reimbursement details

Each passenger is entitled to AUD 10, and only one person can claim the refund on behalf of all passengers in the booking.

Refunds will be issued in the original booking currency. The amount shown below is an estimate and the final amount may vary slightly due to exchange rate Differences and bank fees, if any.

Booking reference number
ONTMQ6

E-ticket number and passengers
6180087664024 Mr Kevin Liu

Credit / debit card details
The refund will be reimbursed to one card only. Split refund is not allowed.

Estimated refund amount

CHF 5.50

NEXT

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9. Review and confirm that all details are correct. Read and acknowledge the terms and conditions before clicking on “SUBMIT”.



1 REIMBURSEMENT DETAILS

2 CONTACT DETAILS

3 REVIEW

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Review reimbursement details

Check details before submitting the form.

Booking reference number

ASD435

E-ticket number and passengers

618 - 12345678

Miss Stephanie Lee

618 - 98765467

Mr William Lee

618 - 87678987

Mr Yasintha Madusanka Perera Singappulige

Credit / debit card details

Refund to

**** * 8888

VISA

Estimated refund amount

AUD 30.00

Main contact

Mr William Lee

williamlee@gmail.com

+61 88818882

Read and accept terms and conditions

☐ I acknowledge and agree to the [Terms & Conditions for the Refund of Australia Passenger Movement Charges](#) and that any personal data provided will be collected, used, disclosed and processed by Singapore Airlines Limited for the purposes of the refund in accordance with its [Privacy Policy](#).

SUBMIT

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10. A successful submission acknowledgement with a reference number will be displayed on the website. An email acknowledgement will also be sent to your email.

