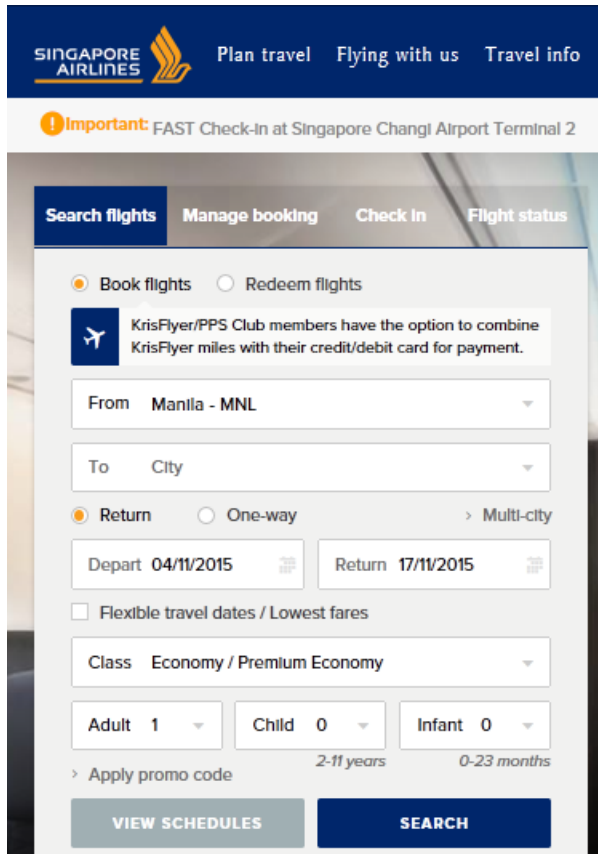


Singapore Airlines Booking Flow

1. Search for flights



The screenshot shows the Singapore Airlines website's flight search interface. At the top, there is a dark blue header with the Singapore Airlines logo and navigation links: "Plan travel", "Flying with us", and "Travel info". Below the header, a yellow banner with an "Important" icon reads "FAST Check-In at Singapore Changi Airport Terminal 2". The main content area has a navigation bar with "Search flights" (selected), "Manage booking", "Check In", and "Flight status". Below this, there are radio buttons for "Book flights" (selected) and "Redeem flights". A blue box with a white airplane icon contains the text: "KrisFlyer/PPS Club members have the option to combine KrisFlyer miles with their credit/debit card for payment." The search form includes a "From" dropdown set to "Manila - MNL", a "To" dropdown set to "City", and radio buttons for "Return" (selected), "One-way", and "Multi-city". There are date pickers for "Depart" (04/11/2015) and "Return" (17/11/2015). A checkbox for "Flexible travel dates / Lowest fares" is unchecked. The "Class" dropdown is set to "Economy / Premium Economy". There are three dropdowns for passenger counts: "Adult 1", "Child 0", and "Infant 0". Below these are age ranges: "2-11 years" and "0-23 months". A link for "Apply promo code" is present. At the bottom, there are two buttons: "VIEW SCHEDULES" and "SEARCH".

2. Select the flights

3. Passenger Details

Passenger details includes

1. Name
2. DOB if below 18 years old
3. Frequent Flier
4. Email address
5. Phone number – mobile, home, business
6. In case of emergency – name, relation, phone number

PASSENGER 1 - ADULT

Please complete all the fields marked with *.

Title*

First / Given name (as in passport)*

This passenger does not have a first / given name in the passport.

Last / Family name (as in passport)*

This passenger is under 18 years old.

This passenger is under 18 years old.

Date of birth*

The DOB pops up when the box is checked.

4. Add-ons

AIG Travel Insurance falls under add-ons

Add-ons

SKIP THIS STEP

1 Adult
USD 346.11
Total fare including taxes and surcharges

Travel insurance

TRAVEL GUARD

USD 19.40
for all passengers

Leave your worries behind by adding travel insurance. AIG Travel Guard protects you against unexpected events, such as overseas medical expenses and loss of personal items. [Find out more.](#)

Get a chance to win iPad Air, iPod nano and other interesting prizes!
For every purchase of AIG Travel Guard!

Promo Duration: 15Oct15 till 15Dec15
Per DTI – FTEB SPD Permit No. 14221 Series of 2015
Visit <http://www.singaporeair.com/pdf/Travel-Insurance/Philippines-Campaign-2015.pdf> for details.

Note: This travel insurance product is only applicable for passengers 70 years old and below, at date of departure. If you are a group travelling with an individual over 70 years of age, you may contact AIG at (+632) 878 5505 after this booking to purchase travel insurance.

By selecting travel insurance, I confirm that I have read, understood and agree with the [Terms and Conditions](#); [Declaration](#) for this insurance purchase.

ADD

NEXT

Add-ons

SKIP THIS STEP

Travel insurance

TRAVEL GUARD

USD 19.40
for all passengers

Leave your worries behind by adding travel insurance. AIG Travel Guard protects you against unexpected events, such as overseas medical expenses and loss of personal items. [Find out more.](#)

Get a chance to win iPad Air, iPod nano and other interesting prizes!
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By selecting travel insurance, I confirm that I have read, understood and agree with the [Terms and Conditions](#); [Declaration](#) for this insurance purchase.

REMOVE

1 Adult

USD 365.51

Total fare including taxes and surcharges

FLIGHTS [More details](#)

FLIGHT 1 28 Nov (Sat) - 07:35

MNL SIN

FLIGHT 2 02 Dec (Wed) - 19:10

SIN MNL

COST [More details](#)

FLIGHTS

Fare[^] 310.00

Airport/Government taxes 36.11

Carrier surcharges 0.00

Sub-total USD 346.11

ADD-ONS

Travel insurance 19.40

Sub-total USD 19.40

Grand total USD 365.51

TOTAL TO BE PAID
USD 365.51

Includes taxes and surcharges

[Full fare rules and conditions](#)

[Baggage allowance](#)

NEXT

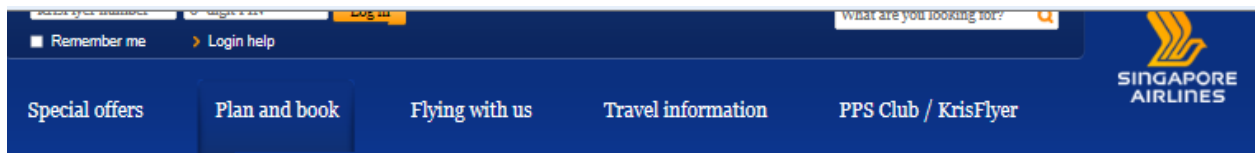
Upon adding of travel insurance, cost breakdown appears and sums up the ticket and travel insurance costs.

5. AIG Travel Insurance Static page in Singapore Airlines website



The image shows the top navigation bar of the Singapore Airlines website. It features the Singapore Airlines logo on the left, followed by menu items: Plan travel, Flying with us, Travel info, PPS Club / KrisFlyer, and SQCorporate. On the right, there is a language selector set to 'En', a search icon, and a 'KrisFlyer log-in' link. Below the navigation bar is a grid of six columns of menu items:

- Book a trip**
 - > Flight search
 - > Where we fly
 - > Flight schedules
 - > Taxes, service fees and charges
 - > **Travel Insurance**
- Promotions**
 - > Local fare deals
 - > KrisFlyer redemption promotions
 - > Other KrisFlyer promotions
 - > Boarding Pass Privileges
 - > Free Singapore tours
 - > Changi Transit Programme
 - > Hotels, cars & activities worldwide
 - > Sign up
- Packages and privileges**
 - > Singapore Stopover Premium
 - > Singapore Stopover Holiday
 - > Singapore Explorer Pass
 - > SIA Holidays
 - > Conventions and events
 - > SIA Hop-on bus
- Manage my trip**
 - > Manage booking
 - > Check in online
 - > Tickets and receipts
 - > Mobile services
- Southeast Asia**
 - > Bangkok
 - > Bandar Seri Begawan
 - > Denpasar (Bali)
 - > Hanoi
 - > Ho Chi Minh City
 - > Jakarta
 - > Kuala Lumpur
 - > Manila
 - > Singapore
 - > Surabaya
 - > Yangon
- Australia and New Zealand**
 - > Adelaide
 - > Auckland
 - > Brisbane
 - > Christchurch
 - > Melbourne
 - > Perth
 - > Sydney



The image shows the header section of the Singapore Airlines website. It includes a search bar with the text 'What are you looking for?' and a search icon. Below the search bar are links for 'Remember me' and 'Login help'. The main navigation bar contains the following items: Special offers, Plan and book, Flying with us, Travel information, and PPS Club / KrisFlyer. The Singapore Airlines logo is positioned on the right side of the header.

Travel Insurance

SHARE    

Travel Insurance helps you prepare for the unexpected. From small travel inconveniences to unfortunate accidents, travel insurance will take care of you. AIG Travel Insurance is now available on singaporeair.com through our partnership with AIG*. Browse through the useful information below if you would like to find out more.

> Online Brochure

Find out more about the comprehensive travel insurance benefits and how you can arrange for coverage on singaporeair.com.



> Customer Service & Claims

Our emergency assistance is available 24/7 and our dedicated travel insurance hotline is open Mondays-Fridays (8am-5pm; Philippine Time) for general inquiries about your policy or AIG Travel Insurance product.

> Frequently Asked Questions

If you wish to learn more about your benefits, insurance change rules and how claims work, this section may provide you further assistance.

Downloads

-  Policy Wording (212K PDF)
-  Notice of Claims Forms (34K PDF)



Travel insurance

*This travel insurance product is underwritten by AIG Philippines Insurance, Inc.

Online Brochure



Travel with ease of mind

Singapore Airlines values your entire travel experience. In partnership with AIG*, travel Insurance can be easily added to your itinerary on singaporeair.com.

Whether you're on a business trip or a well-deserved family vacation, a second is all it takes for your trip to take an unexpected turn for the worse. If things go wrong while you're traveling – from lost laptops to hospital visits – travel insurance will take care of you.

AIG Travel insurance on singaporeair.com is exclusively designed for Singapore Airlines passengers. AIG Travel insurance promises:

- Comprehensive coverage
- Dedicated & priority services for Singapore Airlines passengers
- Products & services provided by one of the world's largest travel insurance service providers
- The convenience of hassle-free online booking

Travel insurance on singaporeair.com

Arranging travel insurance is simple and easy:

- You can add travel insurance to your itinerary while you are making your flight booking on singaporeair.com.
- You can also add travel insurance (any time before your departure date) by contacting us at (+632) 878 5505.

If you have any questions, please feel free to contact us or visit our [FAQ Page](#).

*This travel insurance product is underwritten by AIG Philippines Insurance, Inc.

Customer service & claims



Here are the contact details that you need to know for your travel insurance policy:

Emergency Medical Assistance

Please call our 24-hour Emergency Assistance Number (+632) 878 1290 if you need medical assistance while traveling. This service is provided by AIG's very own emergency assistance center.

Dedicated Customer Service

For insurance-related enquiries, changes to your policy or questions about your claims, please e-mail us at siainsurance.ph@aig.com or call our Dedicated Customer Service Hotline at (+632) 878 5505 (Mondays-Fridays, 8am-5pm Philippine Time).

For a list of frequently asked questions, please visit our [FAQ Page](#).

How to File a Claim

Detailed procedures for filing a claim are included in our [Notice of Claims Forms](#).

Please e-mail us at siainsurance.ph@aig.com or call our Dedicated Customer Service Hotline at (+632) 878 5505 for any claims-related enquiries.




Travel insurance


*This travel insurance product is underwritten by AIG Philippines Insurance, Inc.

Travel Insurance Static Pages –

1. Firefly



Flights Firefly Holiday Insurance Community eMagazine Contact Us



FLIGHTS FLIGHTS + HOTEL HOTEL

Book Flights

Round Trip One Way

Origin

Destination

Depart Return

Choose currency

Enter promo code

Adults Infants

I need to travel on this date

I want the lowest fare **NEW!**

Search Flight

Member Login


Manage Booking

Web Check-In

Member Sign up

Insurance


Home » Insurance



Travel Insurance

Firefly provides insurance coverage for all domestic and international flights. Make your travelling experience worthwhile enjoying additional benefits, under the coverage of AIG.

[Learn more](#) [Add-On to your booking](#)



Auto Insurance

Drive out today with ease of mind knowing that your car is fully protected under Malaysia's "Motor Claims Insurer of the Year" for the 3rd straight year in 2013.

[Learn more](#)

Worldwide Comprehensive Travel Protection


Travelling anywhere else around the world? Under the coverage of AIG, get our trusted worldwide comprehensive travel protection plan and leave your worries behind.

[Buy online now](#)

Received a call recently regarding insurance offerings by AIG Malaysia?

Learn more about the insurance policies and what they cover below:

[Schedule of benefit](#) [Product disclosure sheet](#)

 underwritten by AIG Malaysia Insurance Berhad (795492-W)

2. Cebu Pacific



Philippines English

FLIGHTS & FARES
TRAVEL SERVICES
CUSTOMER SERVICE
ABOUT US
ASK-CEB

Check-In
Manage Booking
Flight Status
Promos

Travel Services

Ceb Services

- GetGo
- Fare Bundles
- Add Ons
- Prepaid Baggage
- Seat Selector
- Sports Equipment
- TravelSure Insurance
- Pre-Ordered Meal
- CEB Transfers
- Cebu Pacific Mobile App
- Booking and Payment Options
- Credit Card
- Fast Check-In
- Fun Shop
- Cargo
- Visa Processing Partners
- Ceb Connect
- Group Bookings

Ceb Partners

- Agents
- Corporate & Government
- International Travel Agencies
- Charter

Partner Websites

- Smile
- Ceb Online Shopping
- WWF Bright Skies

TravelSure

Take this piece of mind and travel with peace of mind.
Get protected with these options


BASIC PROTECTION

| | | |
|--|--|--|
|  <p>Emergency medical treatment in case of an accident or sickness during travel</p> |  <p>From two hours before scheduled time of departure until return to residence/place of work, for travel within 30 days</p> |  <p>Personal accident up to P1,000,000.00</p> |
|--|--|--|


FLY ME NEXT

| | | |
|---|---|--|
|  <p>Reimbursement of rebooking fees and fare difference for a late check-in, and cash refund for a missed flight due to a covered event</p> |  <p>Rebooking of the missed flight due to late check-in</p> |  <p>- Rebooking fees up to P2,500.00 - Fare difference up to P2,500.00 - Cash refund of P2,000.00</p> |
|---|---|--|


BAGGAGE PROTECT

| | | |
|--|---|---|
|  <p>Compensation for the loss or damage of baggage in transit</p> |  <p>Starts upon check-in of baggage and ends upon claiming from the baggage carousel at airport of destination</p> |  <p>- Loss of baggage up to P100,000.00 - Damage to baggage up to P20,000.00</p> |
|--|---|---|


YEAR ROUND PROTECT

| | | |
|--|---|--|
|  <p>Emergency medical treatment in case of an accident or sickness during travel</p> |  <p>From two hours before scheduled time of departure until to return to residence/place of work, for travel up to one year</p> |  <p>Personal accident up to P1,000,000.00</p> |
|--|---|--|

RELATED CONTENT

- Conditions of Carriage
- Baggage Protect
- Fees Summary

IMPORTANT REMINDERS

- Check-in and Boarding Guidelines
- Baggage Information
- Travel Documents
- Special Service Request
- Flight Connections
- Flight Disruptions
- Online Booking Cut-off
- Travel Tax and Terminal Fee



Zurich Insurance

Get The Best There Is In Protection For Those Who Truly Love. Ask Us.

>

Disclaimer:

(1) Personal Accident coverage and premiums may vary depending on exiting countries. For more information, please click [here](#)

(2) Fly Me Next, Year Round Protect and Baggage Protect are only offered for flights exiting Philippines.

For more information on TravelSure, please click [here](#)

Only the joys of travel on your mind,
leave the worries behind.

I WANT TO GET PROTECTED!

Sales offer design examples –

1. Firefly Vietnam uses the Opt-Neutral (answer required)

Travel insurance for peace of mind


You may purchase cover provided by AIG for costs relating to your Jetstar Booking, checked baggage and trip disruption as described in the policy.

Jetstar insurance includes:

- ★ Provides medical assistance during your trip.
- ★ Compensates you for delayed flights or lost luggage.
- ★ Returns non-refundable costs if you cancel your Jetstar flight for insured reasons.

Jetstar insurance for only...

VND200,000
per person
Infants covered for FREE

Powered by 

Add insurance now

Yes, I agree to purchase the cover.
I have read, considered and agree with the [terms, conditions, exclusions](#) and [declarations](#) of this insurance. I also accept that the policy is non-refundable and non-cancellable after it is issued; and that I understand the change rules for this policy

No, I don't want insurance.



You are not currently covered for travel insurance. Click Yes, I agree to purchase this cover above to add Insurance.

Booking Summary

Flights

Departing

Ho Chi Minh City (SGN)
09/10/2015, 7:10 AM

Melbourne - Tullamarine (MEL)
09/11/2015, 6:45 AM

Fares

Adults 1 x VND5,810,506

Fees and taxes

Adults Total 1 x VND898,601

Optional extras

Baggage

test test VND1,067,000

Departing Total
VND7,776,107

Returning

Melbourne - Tullamarine (MEL)
09/21/2015, 11:00 AM

Ho Chi Minh City (SGN)
09/22/2015, 8:15 AM

Fares

Adults 1 x VND5,773,767

Fees and taxes

Adults Total 1 x VND1,385,598

Optional extras

2. Jetstar Singapore uses Opt-out

Travel insurance for peace of mind


You may purchase cover provided by AIG for costs relating to your Jetstar Booking, checked baggage and trip disruption as described in the policy.

Jetstar insurance includes:

- ★ Provides medical assistance during your trip.
- ★ Compensates you for delayed flights or lost luggage.
- ★ Returns non-refundable costs if you cancel your Jetstar flight for insured reasons.

Jetstar insurance for only...

\$30.00
per person
Infants covered for FREE



Add insurance now

Yes, I agree to purchase the cover.
I have read, considered and agree with the [terms, conditions, exclusions](#) and [declarations](#) of this insurance. I also accept that the policy is non-refundable and non-cancellable after it is issued; and that I understand the change rules for this policy. I also accept that the policy is only valid for passengers 70 years and below. I agree with AIG's [Data Privacy Policy](#) and understand that I can opt out of being enrolled in AIG contests, prize draws and similar promotions and from receiving AIG marketing messages via AIG's website [here](#).

No, I don't want insurance.



The option for Travel insurance has been pre-selected for you. If you do not want to purchase this insurance, you must select 'No I don't want this insurance'.

Date of birth

sadsad asdsad

4 July 1986

3. Singapore Airlines Philippines uses the Opt-in

Add travel insurance



Leave your worries behind by adding travel insurance. AIG Travel Guard protects you against unexpected events, such as overseas medical expenses and loss of personal items. [Find out more.](#)

Note: This travel insurance product is only applicable for passengers 70 years old and below, at date of departure. If you are a group travelling with an individual over 70 years of age, you may contact AIG at (+632) 878 5505 after this booking to purchase travel insurance.

Insurance cost **USD 23.40**

By selecting travel insurance, I confirm that I have read, understood and agree with the [Terms and Conditions; Declaration](#) for this insurance purchase.

Add travel insurance to this trip

Adding travel insurance after flight reservations are done –

1. Firefly

firefly
Beyond Convenience

Today: 2 Nov 2015, Mon 4:43 pm

- Home
- Book a Flight
- Find Bookings
- Web Check-In
- Signup / Member Login
- Agent / Corporate Login

Manage Booking

A convenient, easy-to-use service to help you manage your booking. Complete the fields below to retrieve your booking so you can:

- Change flight date and time (up to 2 hours before departure)
- Choose or change your seat (up to 2 hours before departure)
- Purchase or increase Checked Baggage Allowance (up to 2 hours before departure)
- Pay Sports Equipment fee (up to 2 hours before departure)
- Buy Firefly Travel Protection (up to 2 hours before departure)

BOOKING INFORMATION

*Confirmation number:

*Contact email:

View

2. Cebu Pacific



Hi Guest!

[Book a Trip](#) ▾

[Check-In](#) ▾

[Manage Booking](#) ▾

[Flight Status](#) ▾

[Promos](#) ▾

Travelsure Insurance

Done with your booking? Now, let's get you covered.

GETGO MEMBER?

Login to use your saved details.

EMAIL

PASSWORD



[FORGOT PASSWORD](#)

Don't let the hassles of traveling spoil your trip. Whether you're going local or global, make sure you're covered. Know more about the many benefits available to you when you get TravelSure today.

**TRAVEL WITH
PEACE OF MIND!**

Cover your trip with
TravelSure Insurance
which gives you
comprehensive
protection



Personal Accident

Travel Cancellation

Loss/Delay of Baggage

Medical Expenses

Travel Curtailment

Flight Delay/Flight Misconnection

[Tell Me More](#)

[Buy Now](#)



NOT A MEMBER?

Retrieve your booking by filling out one of the options below: ▾

OPTION 1

Confirmation Number

Credit card number

OPTION 2

Confirmation Number

Email Address

From

To

OPTION 3

Confirmation Number

GIVEN NAME

FAMILY NAME/SURNAME

If you don't have a confirmation number, please contact our Call Center at +63.2.7020.888 to retrieve your booking. You will be asked other details regarding your booking, so please be prepared with these information.