

For Immediate Release

23 September 2019

## **Scoot Removes Payment Processing Fees Globally Starting Today**

- *Since March 2018, Scoot has progressively removed payment processing fees in selected markets.*
- *Customers already enjoy the convenience of an extensive range of payment options offered by Scoot and can now look forward to even greater value when booking Scoot flights.*

Singapore – Aligning with its vision since inception of making travel attainable for all, Scoot today announced the removal of payment processing fees<sup>1</sup> globally for all bookings made on its direct channels, offering customers even greater value with immediate effect.

To provide customers greater convenience and a seamless booking experience, Scoot currently offers a comprehensive range of payment options across its network of 67 cities in 17 countries and territories. This includes global payment methods such as Apple Pay, Credit Card (American Express, JCB, MasterCard, UnionPay, Visa), Google Pay and PayPal, and local payment methods such as AXS and PayNow for customers in Singapore, POLi for customers in Australia, WeChat Pay and Alipay for customers in China, DragonPay for customers in the Philippines, Konbini for customers in Japan, and Momo for customers in Vietnam.

The evolution of payment systems over the years, driven by technological improvements, has helped to significantly defray the associated costs required to support and maintain the payment infrastructure. From March 2018, Scoot has progressively removed payment processing fees in selected markets, beginning with Europe. More recently, in August 2019, the fees for selected local payment methods, including AXS (for customers in Singapore) and Konbini (for customers in Japan), were removed. Momo, an e-wallet and mobile payment app launched in end August 2019 for customers in Vietnam, also has zero payment processing fees.

**Mr Lee Lik Hsin, Scoot's Chief Executive Officer**, said, "When Scoot first started, we offered a limited range of payment methods at a higher implementation and maintenance cost. As we expanded globally and heard our customers' feedback, we took advantage of advances in payment technology to implement many more payment methods to improve our customers' experience. In order to pass on the savings to our customers as our costs came down, we have since March 2018 progressively removed payment processing fees

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<sup>1</sup> Payment processing fee is a convenience fee applied during the payment process to support the implementation and advancement of the payment infrastructure, and for the continuous maintenance of a secure payment environment.

in selected markets. Now, we are ready to do away with it globally. We hope this gives our customers better value and more reasons to escape the ordinary with us.”

For more savings, customers in Singapore may purchase their flights during Scoot’s Got To Go Promotion commencing tomorrow, 24 September 2019, where they can enjoy one-way promotional fares to over 25 cities including Langkawi, Trivandrum and Athens, from 52SGD on Economy FLY, and 199SGD on ScootPlus. To view the destinations and applicable travel periods for the promotion, customers can visit [www.flyscoot.com/gtg](http://www.flyscoot.com/gtg).

For a list of payment methods that can be used in each country/territory, kindly refer to Annex.

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## Annex – Available Payment Methods in each country/territory\*

| Country/Territory           | Payment Methods Available  |
|-----------------------------|--|
| <b>Australia</b>            | Apple Pay, Credit Card (American Express, Master Card, Visa), Google Pay, PayPal, POLi                       |
| <b>China</b>                | Alipay, Credit Card (American Express, JCB, Master Card, UnionPay, Visa), Google Pay, WeChat Pay             |
| <b>Germany &amp; Greece</b> | Apple Pay, Credit Card (American Express, Master Card, Visa), Google Pay, PayPal                             |
| <b>Hong Kong SAR, China</b> | Apple Pay, Credit Card (American Express, JCB, Master Card, UnionPay, Visa), Google Pay, PayPal              |
| <b>Indonesia</b>            | Credit Card (American Express, JCB, Master Card, Visa), Google Pay   |
| <b>India</b>                | Credit Card (Master Card, Visa), Google Pay  |
| <b>Japan</b>                | Credit Card (American Express, JCB, Master Card, Visa), Google Pay, Konbini, PayPal                          |
| <b>Korea</b>                | Credit Card (JCB, Master Card, Visa), Google Pay   |
| <b>Laos</b>                 | Apple Pay, Credit Card (American Express, JCB, Master Card, Visa), PayPal, Google Pay,                       |
| <b>Macau SAR, China</b>     | Apple Pay, Credit Card (American Express, JCB, Master Card, Visa), Google Pay, PayPal                        |
| <b>Malaysia</b>             | Credit Card (American Express, Master Card, Visa), Google Pay  |
| <b>Maldives</b>             | Credit Card (American Express, JCB, Mastercard, Visa), Google Pay, Paypal                                    |
| <b>Philippines</b>          | Credit Card (American Express, JCB, Master Card, Visa), Dragonpay, Google Pay, PayPal                        |
| <b>Saudi Arabia</b>         | Credit Card (American Express, Master Card, Visa), Google Pay  |
| <b>Singapore</b>            | Apple Pay, AXS, Credit Card (American Express, Master Card, JCB, UnionPay, Visa), Google Pay, PayNow, PayPal |
| <b>Thailand</b>             | Credit Card (American Express, Master Card, JCB, Visa), Google Pay, PayPal                                   |
| <b>Taiwan, China</b>        | Credit Card (American Express, Master Card, JCB, Visa), Google Pay, PayPal                                   |
| <b>Vietnam</b>              | Credit Card (Visa, Master Card, JCB), Google Pay, Momo   |

\* Only applicable to bookings made on Scoot's direct channels only

## About Scoot

Scoot is the low-cost arm of the Singapore Airlines Group. Scoot took to the skies in June 2012 and merged with Tigerair Singapore in July 2017, retaining the Scoot brand and positioning it well for a new chapter of growth. Scoot has carried over 60 million guests and now has a fleet of 20 state of the art, widebody Boeing 787 Dreamliners and 28 young and modern Airbus A320 family aircraft, with two more Boeing 787 Dreamliners, 31 Airbus A320neo and 16 A321neo aircraft on order. Scoot's network presently encompasses 67 destinations across 17 countries and territories, with nine more destinations from India, Indonesia and Malaysia to join the network by the second half of 2020. Scoot provides – in addition to fantastic value airfares – a safe, reliable and contemporary travel experience with a unique attitude – Scootitude. Offering amenities including on-board Wi-Fi Internet connectivity and in-seat power on selected flights as well as the ability to redeem and accrue Singapore Airlines Group KrisFlyer miles, Scoot was voted 2015, 2016, 2017 and 2018 Best Low Cost Airline (Asia/Pacific) by AirlineRatings.com and ranked in the Top 10 of the World's Best Low-Cost Airlines in 2015 and 2018 by Skytrax. Scoot is passionate about making travel attainable for all and enabling people to embrace the full potential of traveling and seeking new experiences. Book your tickets at [FlyScoot.com](https://www.flyscoot.com) or contact our [Call Centre](tel:+6597298802). Find out more on [FlyScoot.com](https://www.flyscoot.com), [Facebook.com/FlyScoot](https://www.facebook.com/flyscoot), [Instagram.com/FlyScoot](https://www.instagram.com/flyscoot), and [Twitter.com/flyscoot](https://www.twitter.com/flyscoot).

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