

For Immediate Release

23 October 2019

Scoot Scoots Successfully into Terminal 1

- *56 departing flights, 9,877 passengers, 4,726 pieces of checked baggage were processed on the day of the move.*
- *The milestone move will facilitate Scoot's double-digit annual growth for the coming years, and also saw the airline flying its 65 millionth passenger.*

Singapore – On 22 October 2019, Scoot successfully completed the shift of its operations from Singapore Changi Airport Terminal 2 to Terminal 1. In all, 9,877 passengers with 4,726 pieces of checked baggage on 56 flights departing Singapore were processed.

The move will facilitate Scoot's projected double-digit annual growth for the next three years and provide a more efficient and improved customer experience, with more self-service check-in and automated bag-drop facilities available at Terminal 1. The airline also flew its 65 millionth passenger on the same day.

Scoot had commenced various operational and systems trials, including two trial flights, since August 2019 to ensure a smooth transition. Since July 2019, Scoot had been updating customers of the move on its website and social media channels, via email and on the Scoot mobile app. At the airport, informational standees were placed at both Terminal 1 and Terminal 2 departure and arrival levels. On-board announcements for Scoot's flights into Singapore had been updated since 1 October 2019, to inform customers of the move. Additional staff were also deployed at both Terminals 1 and 2 on the day of the move, to ensure customers would receive prompt assistance if necessary.

Mr Lee Lik Hsin, Scoot's Chief Executive Officer, said, "This move is truly a milestone for Scoot. In a short eight years since our inception on 1 November 2011, we have undergone a merger of two low-cost carriers, flown over 65 million passengers, built a network of close to 70 cities around the world, and grown our operating fleet to 20 Boeing 787 and 28 Airbus 320 aircraft, with many more on order. In doing so, Scoot has become the largest low-cost carrier operating from Singapore, accounting for around 45% of Singapore's low-cost carrier market share. Singapore Changi Airport Terminal 2 was where we launched our inaugural flight to Sydney in June 2012, and it has been a wonderful home to us, but moving into Terminal 1 will allow us more room to grow into our expansion plans in the future."

Passenger Ms Chien Yuting, 26, who was departing on one of the first few flights out of Terminal 1, said, "I travel on Scoot very often between Singapore and Taiwan as I work as a teacher in Singapore. It's my first time using the self-service check-in kiosk, which

was simple to use. The ground-handling agents were very helpful when I needed some assistance at the automated bag-drop machines, and I managed to check-in smoothly and quickly.”

For constantly driving initiatives that improve the customer experience and encourage more people to travel beyond the beaten track, such as the move to Terminal 1, Scoot recently won back-to-back “Best Low-Cost Carrier” awards at the 30th TTG Asia Awards and the Travel Weekly Asia 2019 Readers’ Choice Awards.

The last Scoot flight arriving into Terminal 2 was TR431 from Kuching to Singapore on 21 October 2019, which arrived at 12.40am local time on 22 October 2019 with 115 passengers. The first Scoot flight from Terminal 1 on 22 October 2019 was TR100 from Singapore to Guangzhou, which departed 5.13am local time with 315 passengers.

Photos of Scoot’s new home at Terminal 1 on the day of the move are available for download here: <https://bit.ly/31BgMJN>

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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. In 2019, Scoot won “Best Low-Cost Carrier” at the 30th TTG Asia Awards and the Travel Weekly Asia 2019 Readers’ Choice Awards. 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://flyscoot.com) or contact our [Call Centre](#). Find out more on [FlyScoot.com](https://flyscoot.com), [Facebook.com/FlyScoot](https://facebook.com/flyscoot), [Instagram.com/FlyScoot](https://instagram.com/flyscoot), and [Twitter.com/flyscoot](https://twitter.com/flyscoot).

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