

## Activation of Jetstar Airways (JQ) Bank Account for Prepaid Top-Ups



**Dear Agent Partners,**

Further to our recent announcement regarding the closure of Jetstar Asia on 31 July 2025, we are writing to confirm that the transfer of your prepaid account balance from Jetstar Asia's (3K) bank account to Jetstar Airways' (JQ) account has commenced.

***This excludes agents in Vietnam and Sri Lanka whose accounts will be transferred at a later stage, and until further notice agents with VND and LKR accounts can continue to top up prepaid funds into the same Jetstar Asia prepaid bank account.***

Please be informed that with immediate effect, the following bank accounts should be used to deposit funds into your Jetstar Airways prepaid account, for use on Jetstar Airways (JQ) and Jetstar Japan (GK) bookings:

| If you previously deposited funds into Jetstar Asia's (3K) account in this currency | You should now deposit funds into this Jetstar Airways (JQ) currency account | Jetstar Airways (JQ) Bank Account number   |
|---|--|--|
| SGD   | SGD  | Payable to: <b>Jetstar Airways Pty Ltd</b><br>Bank: CITIBANK N.A. SINGAPORE<br>Branch No: 760<br>Account No: 822824005 (SGD)<br>Swift Code: CITISGSG                 |
| MYR   | MYR  | Payable to: <b>Jetstar Airways Pty Limited</b><br>Bank: Citibank Berhad 297089-M (Malaysia)<br>Branch No: 950<br>Account No: 115081012 (MYR)<br>Swift Code: CITIMYKL |
| USD   | USD  | Payable to: <b>Jetstar Airways Pty Limited</b><br>Bank: New York Citibank – FI<br>Branch No: 940<br>Account No: 36846075 (USD)<br>Swift Code: CITIUS33               |
| THB   | THB  | Payable to: <b>Jetstar Airways Pty Limited</b><br>Bank: CITIBANK N.A. BANGKOK (THAILAND)<br>Account No: 125978002 (THB)<br>Swift Code: CITITHBX                      |

|     |     |  |
|-----|-----|--|
| PHP | PHP | Payable to: <b>Jetstar Airways Pty Limited</b><br>Bank: CITIBANK N.A.<br>PHILIPPINES<br>Account No: 756832018 (PHP)<br>Swift Code: CITIPHMX  |
| IDR | IDR | Payable to: <b>Jetstar Airways Pty Ltd</b><br>Bank: Citibank, N.A. Jakarta<br>Branch<br>Account No: 0106179018 (IDR)<br>Swift Code: CITIIDJX |

There are no changes to system logins to create Jetstar bookings.

If you wish to request a refund of your existing Jetstar prepaid balance, please take note of the information below:

- Provide justification/supporting documentation for the refund of your prepaid balance.
- Raise an invoice addressing to Jetstar Airways Pty Ltd stating the amount to be refunded and your Jetstar prepaid account number.
- The refund amount cannot be more than the current balance of your prepaid account.
- Invoice needs to be on your company letterhead and signed by an authorized officer.
- Provide bank account details you have used with Jetstar previously to receive payment or transfer funds from.
- Email the invoice and any supporting documentation to ***accounts.payable@jetstar.com***.

We appreciate your continued partnership and support during this transition. Please feel free to reach out if you have any questions or require assistance.

Best regards,

**Jetstar Sales Team**



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