



FREQUENTLY ASKED QUESTIONS:

AIR NIUGINI UATP PROGRAM

Q: WHAT IS UATP?

A: UATP stands for Universal Air Travel Plan, it is an automated billing system which streamlines your billing process and helps track your travel itinerary. UATP is similar to a credit card but is a virtual travel account.

Q: WHAT ARE THE BENEFITS OF HAVING A UATP ACCOUNT?




A: See following Benefits below:

- ✓ Promotes transparency and assist with budget management
- ✓ Access to cheaper fares online including promotional fares.
- ✓ Booking Convenience (online the Air Niugini Website)
- ✓ No account maintenance and service fees
- ✓ No Transaction fees
- ✓ No currency conversion fees
- ✓ Receive a weekly statement via your registered email
- ✓ Keep record of your account (Online web portal called Data Mine)
- ✓ Purchase Air Niugini's Ancillary products such as; prepaid seats, cargo, Executive Club Membership etc.

Q: HOW DO I MAKE A PAYMENT?

A: You can make your deposit into any of the bank accounts listed below and send the payment receipt and deposit slip to our team on the email address:

uatpaccounts@airniugini.com.pg for your UATP account to be credited.

Bank			
Account No #	15639473	7003789752	6003619395
Account Name	Air Niugini Limited "UATP Cards" Account	Air Niugini Limited "UATP Cards" Account	Air Niugini Limited "UATP Cards" Account
Branch	Harbour City, Port Moresby	Port Moresby	Port Moresby

Q: DO I GET A CARD?

A: Due to security reasons, Air Niugini does not supply physical cards; all clients will be given a 15 digit card number and a 4 digit expiry date that will be printed on the Letter of Indemnity (LOI), this will also have the signature of the Primary owner of the account.

Q: ARE AIR NIUGINI STAFF ELIGIBLE TO OPEN UP UATP ACCOUNTS?

A: Yes, anyone can open up a UATP account. For salary sacrifice or recreational leave entitlements, you will have to comply with your HR processes in your company. Otherwise, the UATP account will be managed by the individual who signs up.

Q: IS THE MONEY IN MY UATP ACCOUNT TRANSFERABLE TO ANOTHER UATP MEMBER'S ACCOUNT?

A: Yes, if you the primary account owner authorizes this in a form of a written letter. However, if the account is paid through recreational entitlements, depending on your HR processes, a letter from your HR department will be needed to authorise this transfer.

Q: CAN FAMILY MEMBERS USE MY UATP ACCOUNT?

A: Yes, however the person(s) must be those listed on the Letter of Indemnity that you signed and submitted to us.

Q: WHAT ARE THE REQUIREMENTS TO OPENING UP AN INDIVIDUAL UATP ACCOUNT?

- ✓ Minimum opening amount of **K 1,000.00** must be deposited into any of the (3) three bank accounts.
- ✓ Minimum balance of K 200.00 must remain in the account.
- ✓ Complete the UATP Individual prepaid application and Letter of Indemnity Forms.
- ✓ Provide copy of the deposit slip (recommend to do Electronic Fund Transfer, cash deposit then cheque as the clearance depends on the banks).
- ✓ Valid ID (NID/ Employee ID/ Superannuation membership ID/ Driver Licence/ Passport Bio page)

Q: WHAT ARE THE REQUIREMENTS TO OPENING UP A CORPORATE PREPAID UATP ACCOUNT?

- ✓ Minimum opening amount of **K5, 000.00** must be deposited into any of the (3) three bank accounts.
- ✓ Minimum Balance of K500.00 must remain in the account.
- ✓ Complete the UATP prepaid application and Letter of Indemnity Forms.
- ✓ Copy of your IPA Business registration/IPA certificate
- ✓ Provide copy of the deposit slip (recommend to do Electronic Fund Transfer, cash deposit then cheque as the clearance depends on the banks).

Q: WHERE CAN I SIGN UP AND WHAT ARE THE REQUIREMENTS?

A: Log onto the Air Niugini website to download and complete the application form or send an email to our team on uatpaccounts@airniugini.com.pg for more information.

Q: IF I NO LONGER WISH TO BE A UATP MEMBER, HOW DO I CLAIM MY MONEY? IS THERE A REFUND?

A: You may claim a refund but it will be refunded back to the sponsor of your leave fare funds which is your employer, unless you personally make payments to the account.

Q: IN THE EVENT OF DEATH IS THE ACCOUNT TRANSFERABLE TO MY NOMINATED NEXT OF KIN?

A: No. In the event of an untimely death the account will not be transferred to a nominated next of kin. However it can still be operated by the person(s) that signed the Letter of Indemnity (LOI) with you. When the balance is reduced to zero we then close the account. The other person may be the spouse, or parent or sibling or a close relative and must be 18 years and above.

Q. WHERE CAN I USE MY UATP ACCOUNT?

A: You can use your Air Niugini UATP card at:

- ✓ Air Niugini Sales Offices
- ✓ Online the Air Niugini website www.airniugini.com.pg
- ✓ On any merchant airlines that accept UATP as a form of payment (log onto uatp.com for more information on merchant airlines)
- ✓ Other online travel Agents who are merchants such as Expedia

NOTE: To open up a UATP Corporate Credit account or a UATP Cheque account, send an email to our team on uatpaccounts@airniugini.com.pg for assistance.

DO YOU HAVE ANY MORE QUESTIONS?

Call the UATP team on Phone: 327 3609/ 327 3490

Or send us an email: uatpaccounts@airniugini.com.pg