

## Fuel, Price and Aircraft Questions

### Card Denials | Fueling Challenges

- FBO says it does not accept the UVair Fueling Card
- FBO says it does not participate in UVair contract fuel
- FBO says it does not accept the World Fuel Contract card
- FBO says it does not accept the new World Fuel | UVair Contract card
- Any of the World Fuel or UVair cards are lost or misplaced

For the above scenarios, contact:

**Global Fuel Logistics:** +65 6215 6933  
[fuel24@wfscorp.com](mailto:fuel24@wfscorp.com)

### Fuel pricing, card, and aircraft questions

- Any Fuel price related questions
- Any fuel card related questions
  - Which card should I use?
  - What is my fuel price?
- Aircraft related questions
  - The aircraft on my account are not correct
  - The aircraft type is wrong on my card

For the above scenarios, contact:

**Your Sales Rep:** +65 6215 6943  
**Global Fuel Logistics:** +65 6215 6933  
[fuel24@wfscorp.com](mailto:fuel24@wfscorp.com)

## Invoice and Operational Questions

### Invoice Questions

- Where do I pay my invoice?
- General invoice questions
- How do I dispute an invoice?
- Why am I being charged taxes when previously exempt?
- Why is my credit line not reflecting all my business with World Fuel and UV?
- What are the World Fuel collection procedures?

For the above scenarios, contact your:

**Collector:** +65 6215 6921  
[singaporeaviationcollection@wfscorp.com](mailto:singaporeaviationcollection@wfscorp.com)  
**Sales Rep:** +65 6215 6943

### Account - Operational Questions

- Online access questions
  - myWorld Web access
  - myWorld App
  - World Fuel Rewards
- Who is my sales rep?
- How do I change a contact or banking information on my account?
- How do I receive a price file?

For the above scenarios, contact:

**Your Sales Rep:** +65 6215 6943  
[asia-bizavsales@wfscorp.com](mailto:asia-bizavsales@wfscorp.com)