Single Travel Free eSIM 2026
Terms and Conditions

1. This Promotion is organised by **HL Assurance Pte. Ltd. ("HLAS")**.
2. The Promotion is valid from **5 to 30 November 2026**, both dates inclusive ("Promotion Period").
3. To qualify for the Promotion as an eligible customer ("Eligible Customer" or "you") you need to successfully purchase an eligible Travel Protect360 – Single Trip policy during the Promotion Period.
4. The Promotion is only applicable for new purchases made via HL Assurance website at www.hlas.com.sg/personalinsurance/travelinsurance.
5. New purchases refer to purchases via HL Assurance website (as per stated above) and is not applicable to any purchase from HL Assurance's agency partner or intermediaries.
6. Eligible Customers will receive a unique redemption code via email by next business day. Each Redemption Code is valid for **one (1) complimentary eSIM redemption only**.
7. Under this Promotion, Eligible Customers may redeem the following complimentary eSIM:

Eligible Travel Destination	**Complimentary eSIM Package**
The destination must be covered under your Travel Insurance (Excluding destinations subject to travel advisories issued by Singapore's Ministry of Foreign Affairs and Myanmar.)	Up to 5GB eSIM, valid for up to 30 days

8. Eligible Customers must redeem their complimentary eSIM no later than **31 May 2027** ("Redemption Deadline").
9. To redeem the complimentary eSIM, Eligible Customers must contact HLAS' appointed partner, **QY Roam** via WhatsApp at **+65 8032 7183.** Operating hours are **daily, from 10:00am to 11:00pm (Singapore time)**.
10. Eligible Customers are required to provide QY Roam with their unique HLAS Redemption Code and the intended travel destination.
11. The complimentary eSIM must be **activated within thirty (30) days from the date of issuance** by QY Roam. An eSIM that is not activated within this period may expire and cannot be replaced.
12. Eligible Customers are responsible for ensuring that their mobile device supports eSIM functionality.
13. QY Roam can only provide basic assistance in relation to device compatibility, installation and activation of the eSIM.
14. The complimentary eSIM Service:
    a. is not transferable and not exchangeable for cash, credit, discounts or any other benefit;
    b. cannot be replaced once the Redemption Code has been successfully redeemed.
15. HLAS and/or QY Roam reserve the right to reject a redemption where:
    a. the Redemption Code is invalid, expired or has previously been redeemed;
    b. the Redemption Code does not meet the eligibility requirements of the Promotion; or
    c. there is reasonable suspicion of misuse, duplication, fraud or abuse of the Promotion.
16. Mobile connectivity and service quality may vary depending on the destination, local telecommunications network, network coverage, mobile device, device settings and other technical factors beyond the reasonable control of HLAS and QY Roam.
17. HLAS and QY Roam shall not be responsible for any failure or inability to use the complimentary eSIM arising from:
    a. an incompatible or carrier-locked device;
    b. incorrect installation or device settings;

c. failure to activate the eSIM within the required activation period;
d. local telecommunications network availability or disruption; or
e. circumstances beyond reasonable control.

18. By participating in the Promotion, Eligible Customers acknowledge that information required to facilitate the redemption and fulfilment of the complimentary eSIM will be provided to and processed by **QY Roam** for the purpose of administering the Promotion and providing the relevant services.
19. HLAS reserves the right to vary, amend, suspend, withdraw or terminate the Promotion and/or these Terms and Conditions where necessary.
20. By participating in the Campaign, You consent to receiving information about promotion and product updates from HL Assurance and its related companies (collectively, "Hong Leong Group"). In addition, You confirmed to have read and understood the HL Assurance Personal Data Policy (https://www.hlas.com.sg/policyonpersonaldata) and consent to the collection, use, disclosure and/or processing of Your personal data by HL Assurance.

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for Your policy is automatic, and no further action is required from You. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact HL Assurance Pte. Ltd. or visit the GIA/LIA or SDIC websites (www.gia.org.sg or www.lia.org.sg or www.sdic.org.sg).

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