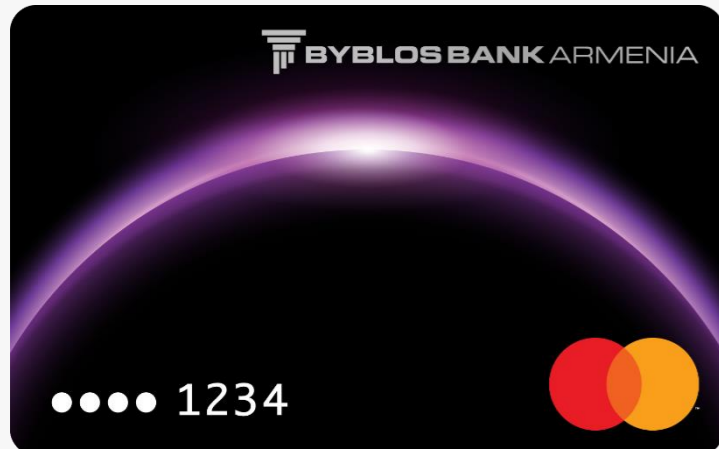


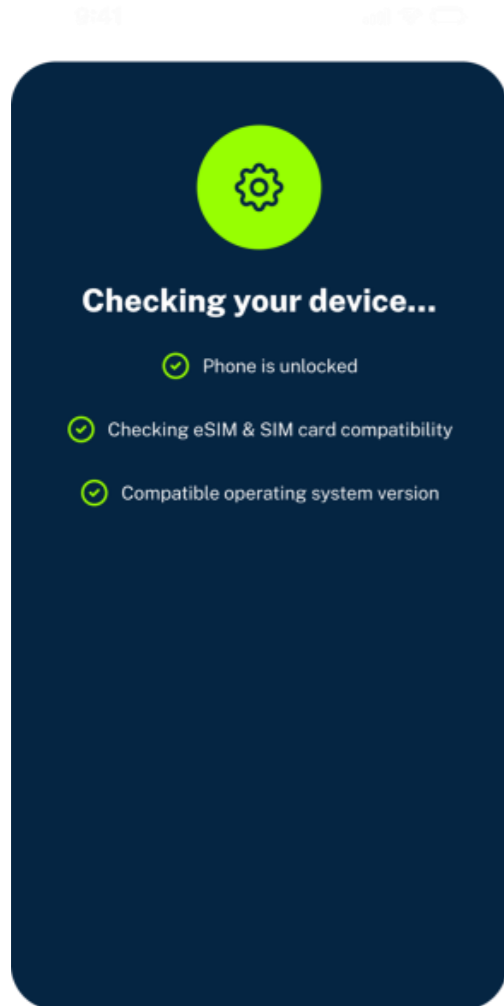
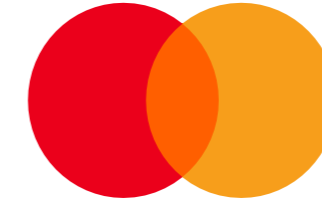
Mastercard® World

FlexiRoam
Global Data Roaming



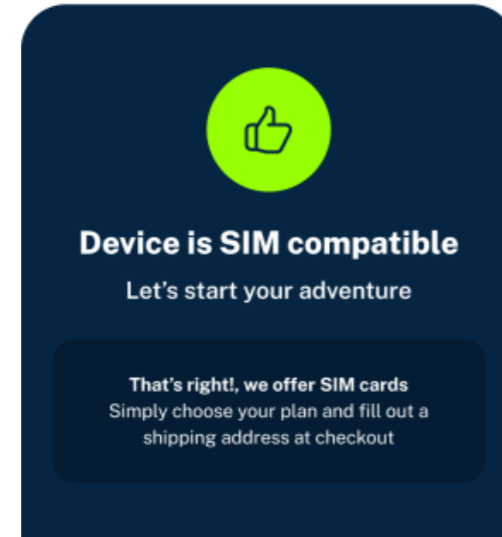
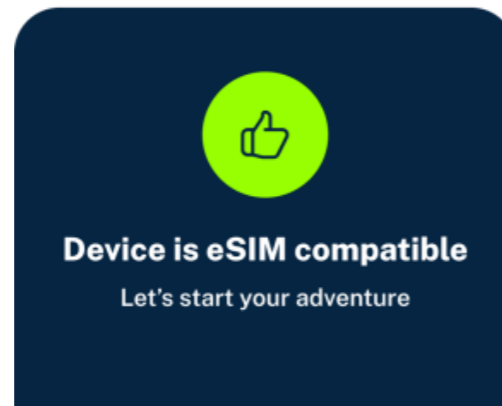


Mastercard In App Redemption



Start the FlexiRoam App

The App will automatically detect the device's compatibility and whether the phone is unlocked.



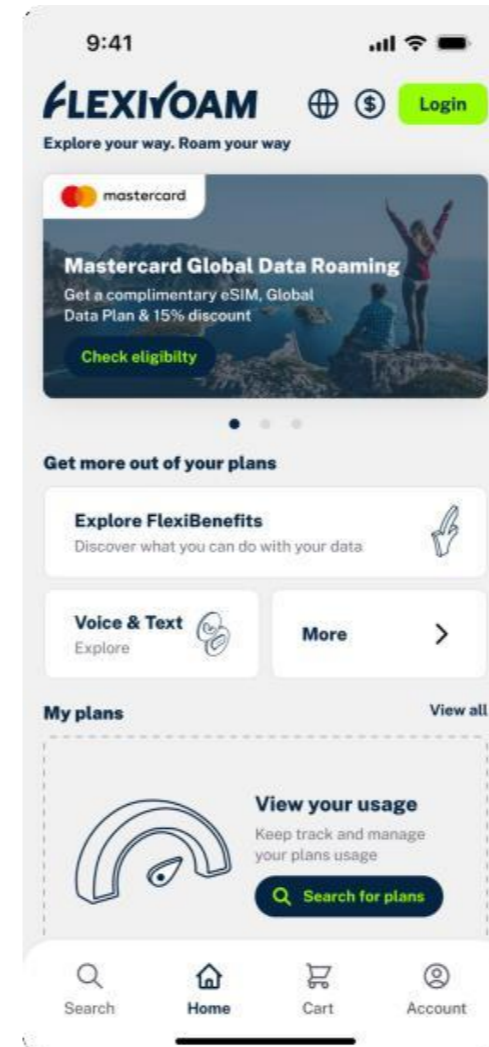
Device Compatibility Check

A SIM or eSIM is offered based on the device's compatibility.



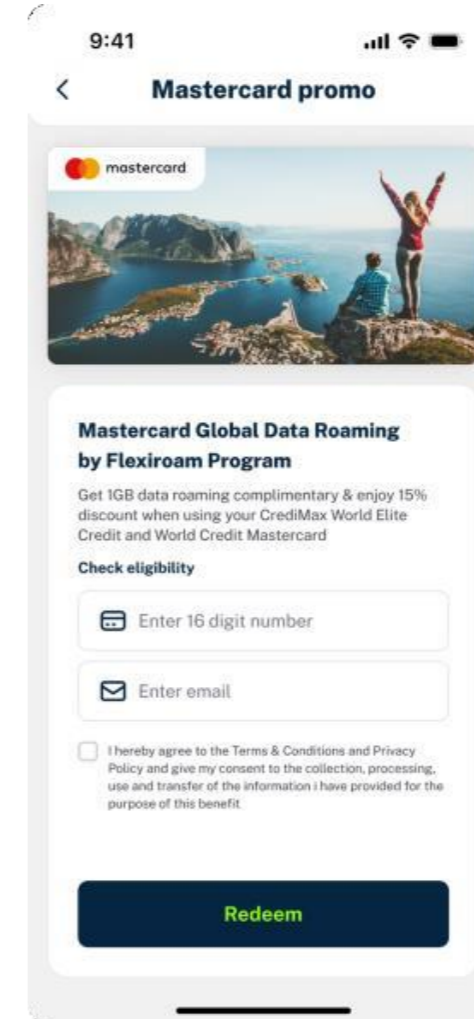
Search Screen Launch

The user lands on the Search Screen and selects "Home".



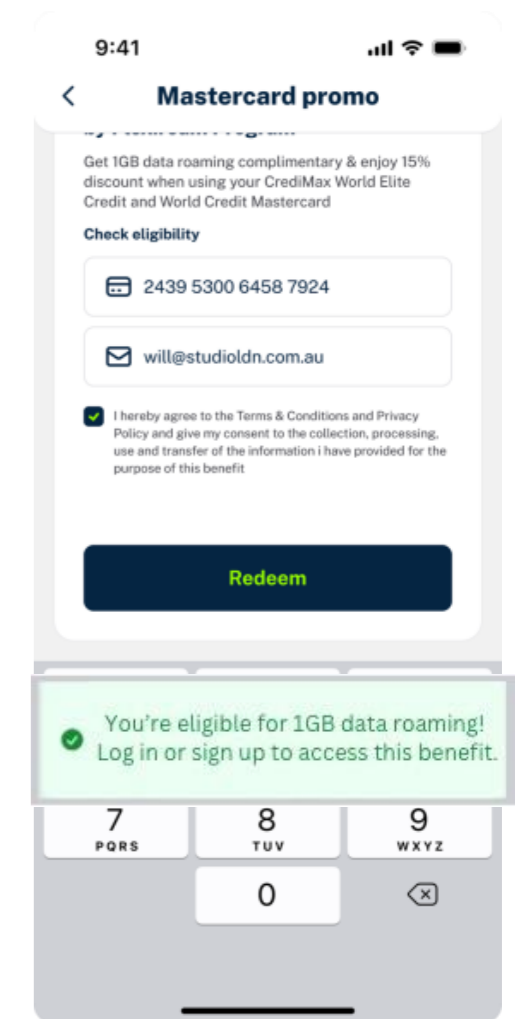
Home Screen

The user selects the Mastercard banner to check their eligibility.



Check Eligibility

The user is required to input their credit card number and email for an eligibility check.

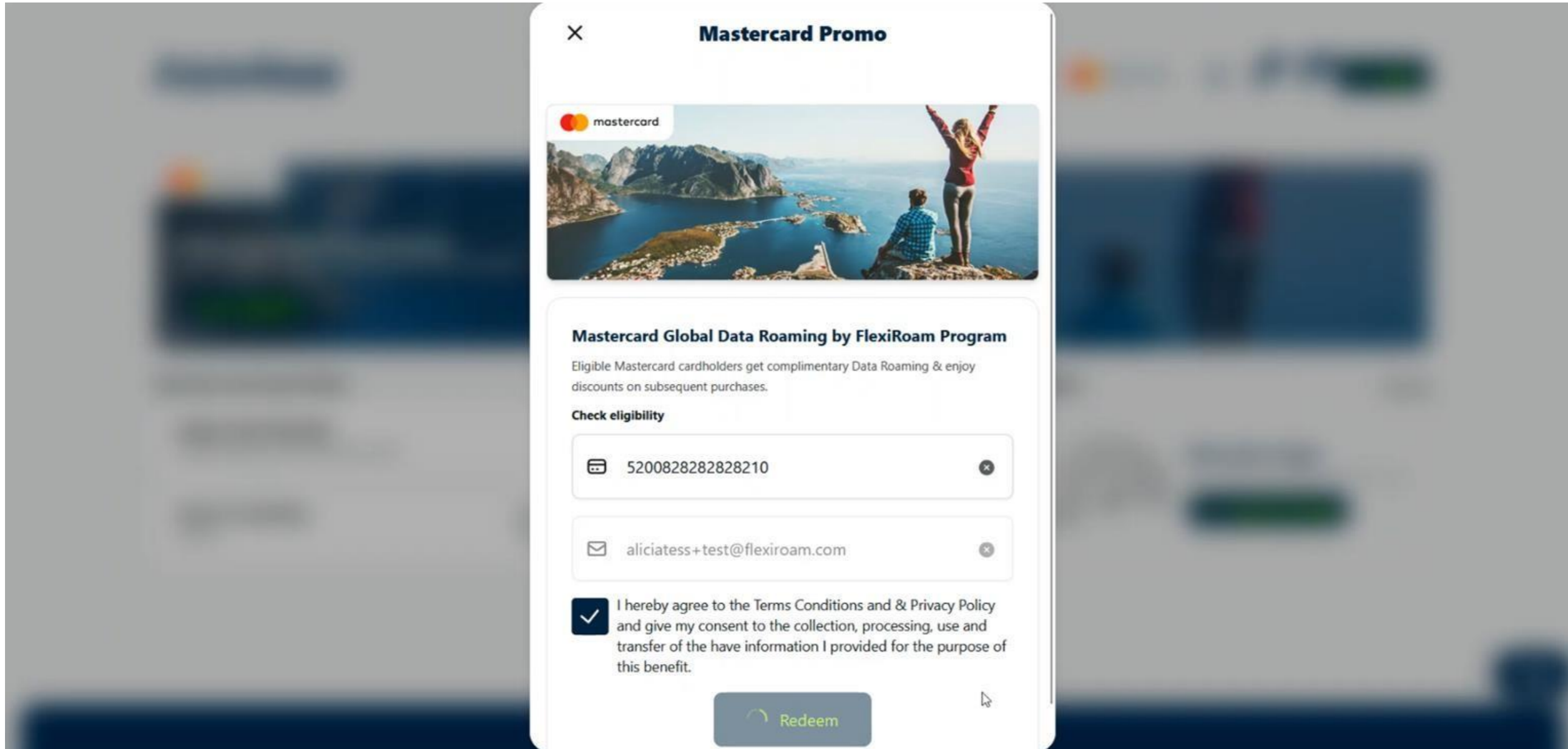
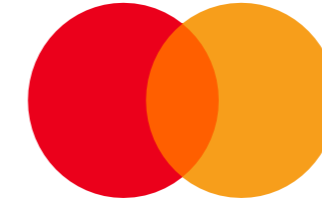


Verify Details

Upon verification, a message pops up to confirm user eligibility.



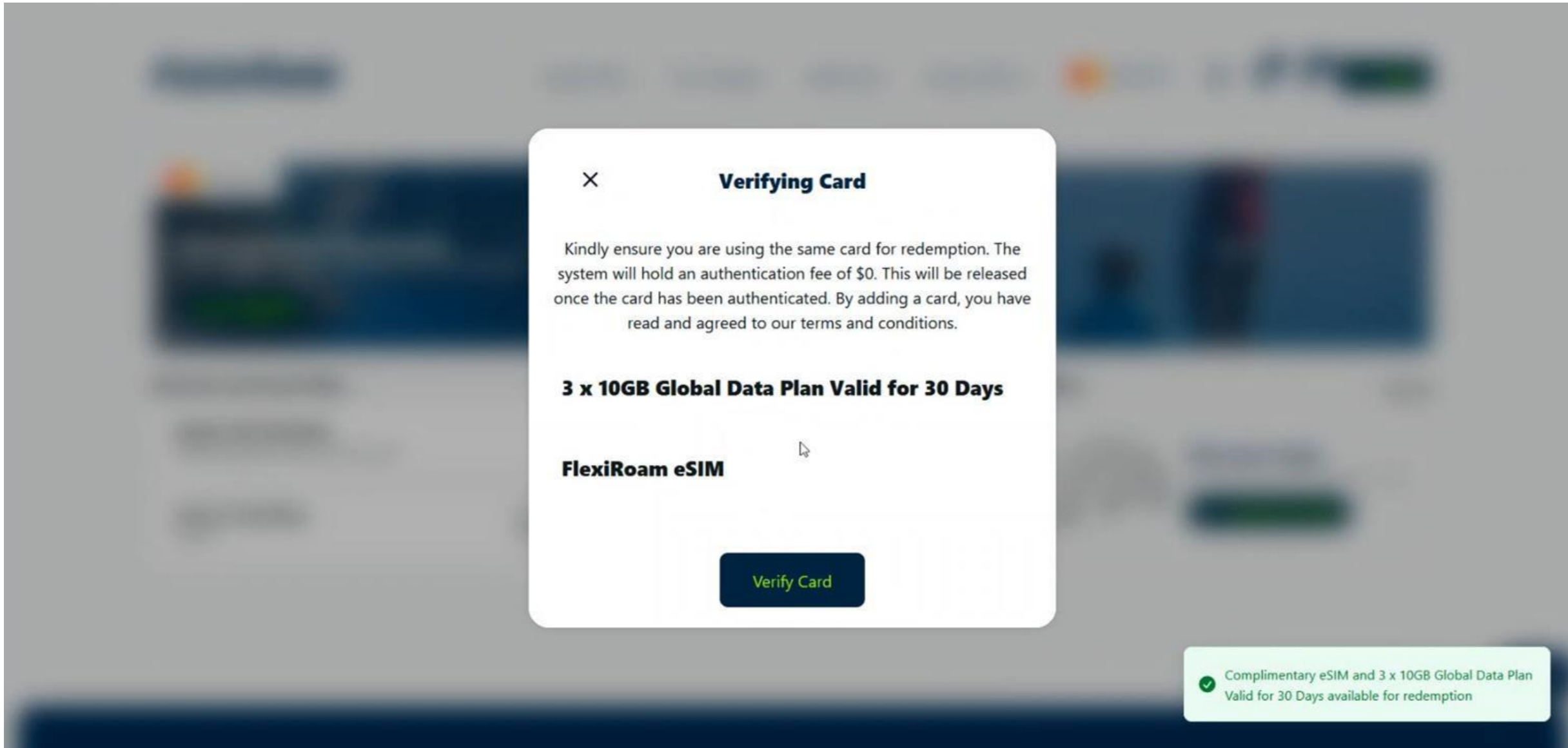
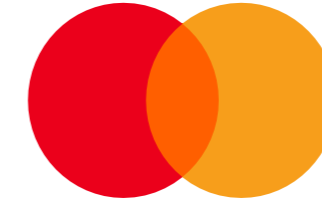
Mastercard In App Redemption



Step 2
After verifying device eligibility, cardholder will enter their credit card to proceed with redemption



Mastercard In App Redemption

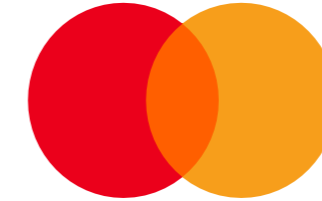


Step 3 (Eligible)

Cardholder will receive a confirmation detailing their redeemed benefits, including data plan and SIM card type. Cardholder will need to verify their card (to confirm it's a valid actual user).



Mastercard In App Redemption



Verifying Card

Card number
5200 8282 8282 8210

Expiration date: 11 / 29 Security code: CVC

Country: Malaysia

Save payment details to FLEXIROAM ASIA LIMITED for future purchases

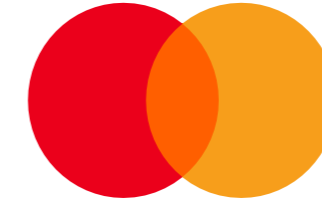
Kindly ensure you are using the same card for redemption. The system will hold an authentication fee of \$0. This will be released once the card has been authenticated. By adding a card, you have read and agreed to our terms and conditions.

Verify Card

Step 4 Verify Card Cardholder will enter their card details for verification. Due to PCI compliance and security purposes we won't store the PANs therefore details have to be re-added.



Mastercard In App Redemption



FLEXIYOAM

[Explore Plans](#)

[Our Company](#)

[Help Center](#)

[Partner with Us](#)



Login

Verifying Card

Your redemption is being processed. Please do not submit a duplicate request. Once the redemption has been processed, look out for a confirmation email with next steps.

[Go to homepage](#)



Step 5

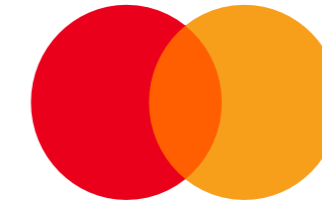
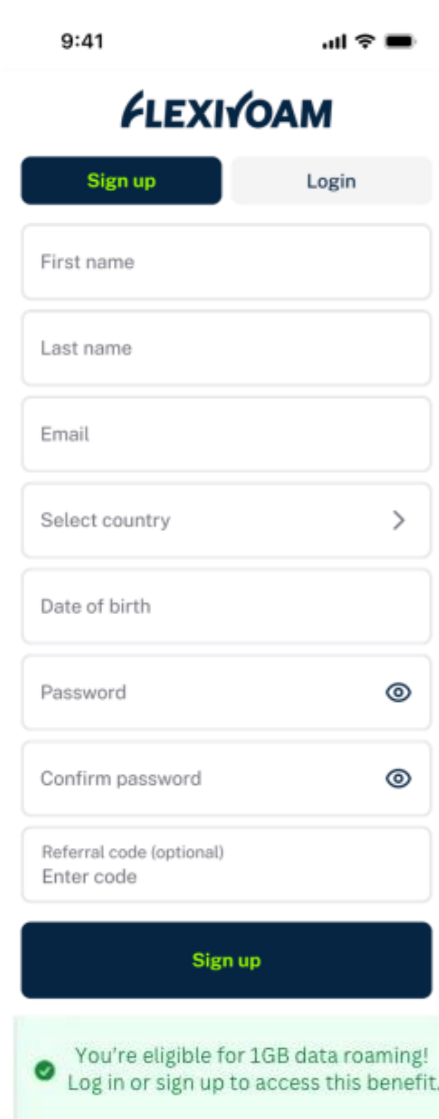
Cardholder will be notified that their redemption is being processed.

Two paths from here:

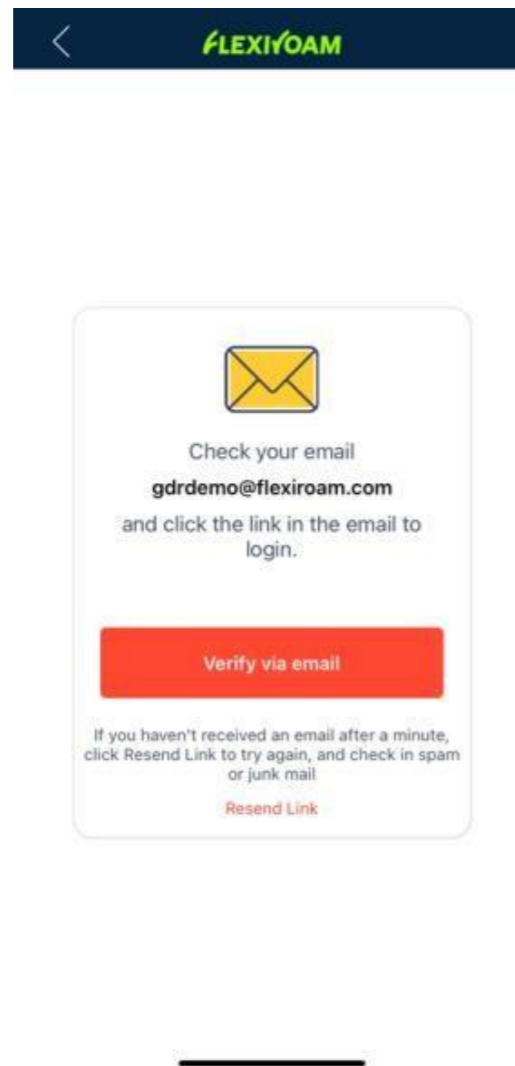
- 1) Successful redemption: Cardholder receives a confirmation
- 2) Unsuccessful redemption: Cardholder receives an email with detailed explanation why it didn't go through



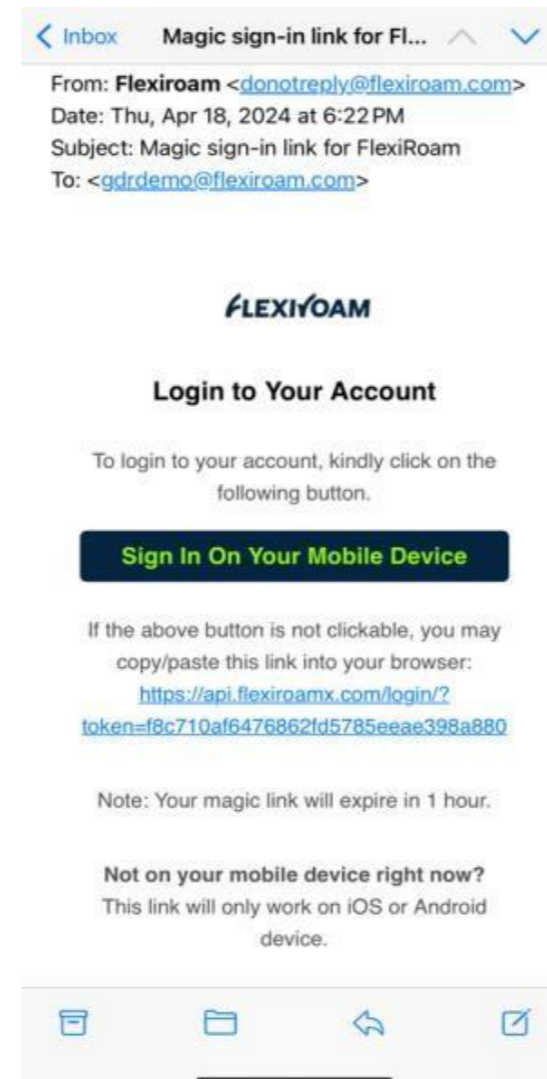
Mastercard In App Redemption

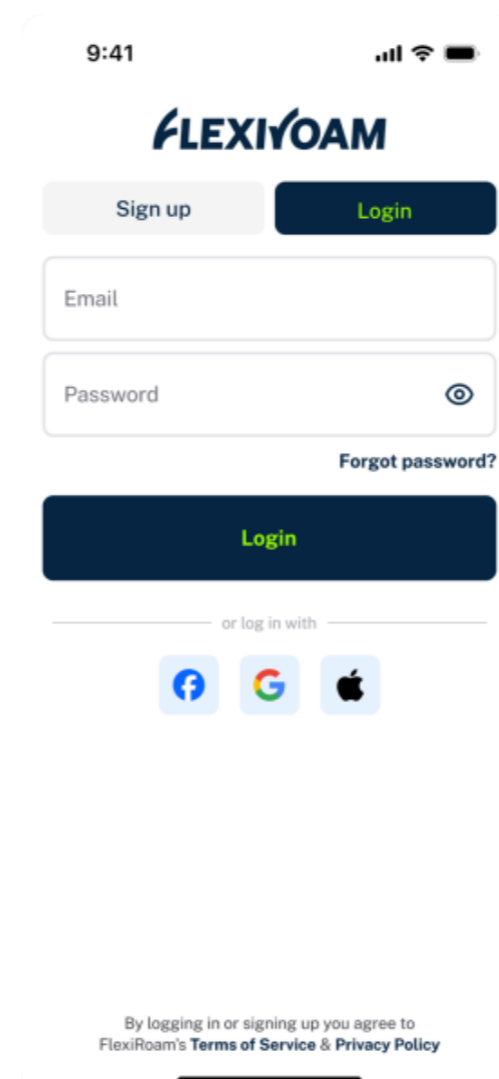
App Sign Up
The user inputs their personal details to either Login or Sign Up.



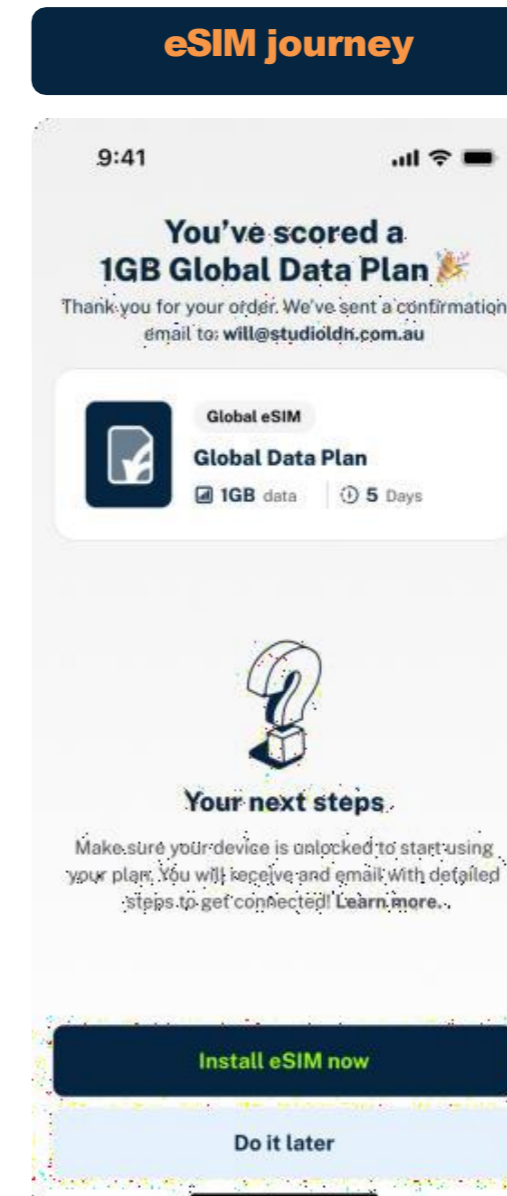
Email Verification
The user is asked to verify their identity via email.



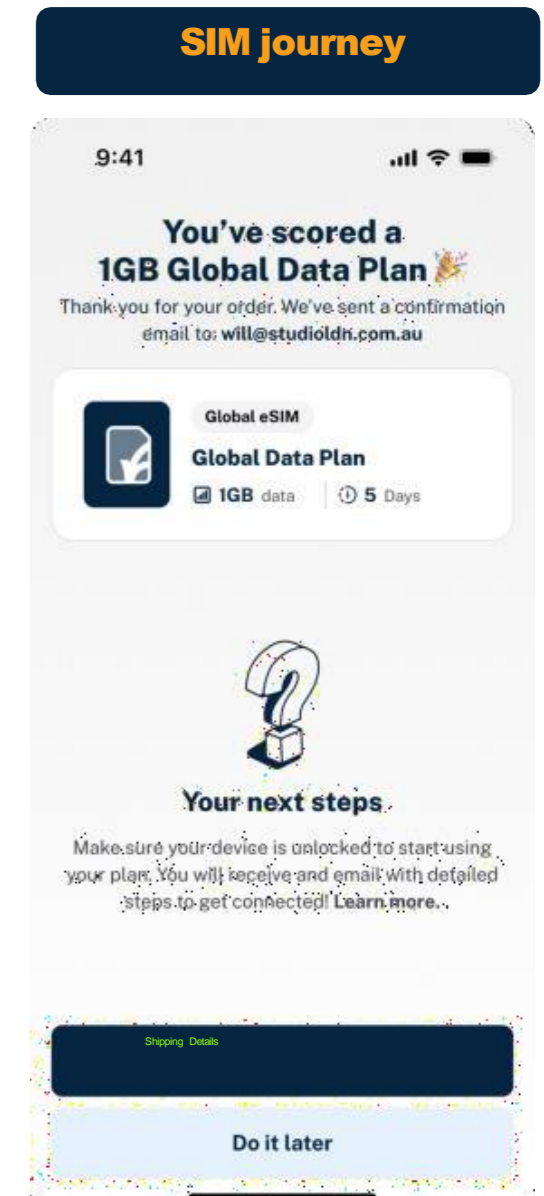
Email Inbox
In the email, the user is required to select "Sign In" by taping the link provided.



App Login
The user returns to the App and is prompted to enter their details to Login.



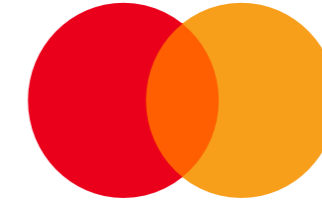
eSIM Benefit Confirmation
The user selects "Install eSIM now".



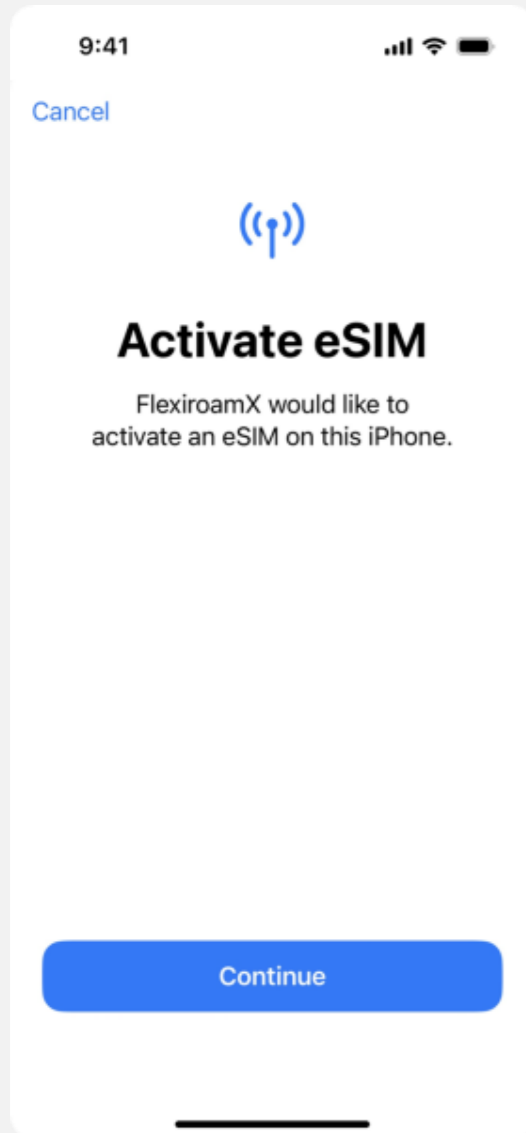
SIM Benefit Confirmation
The user selects "Shipping Details".



Mastercard In App Redemption



eSIM journey



eSIM Setup

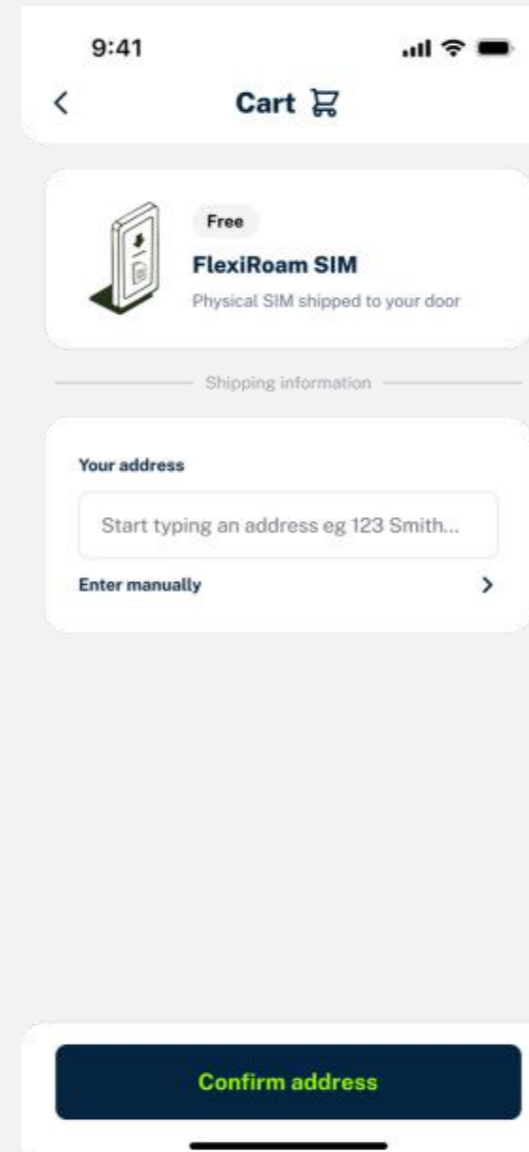
The user goes through the step-by-step eSIM installation process.



eSIM Installed

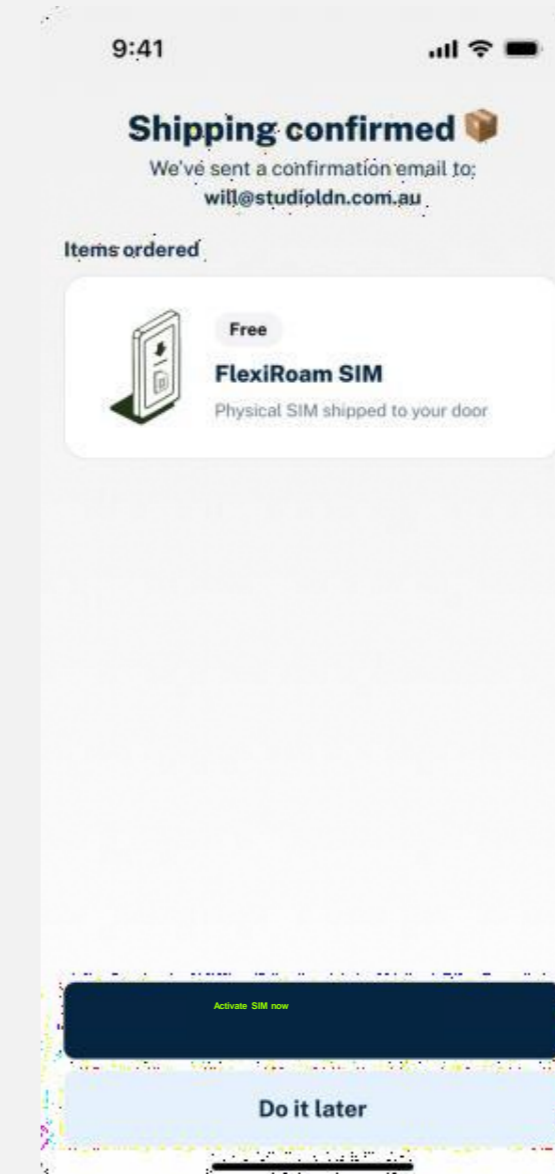
The eSIM installation is confirmed.

SIM journey



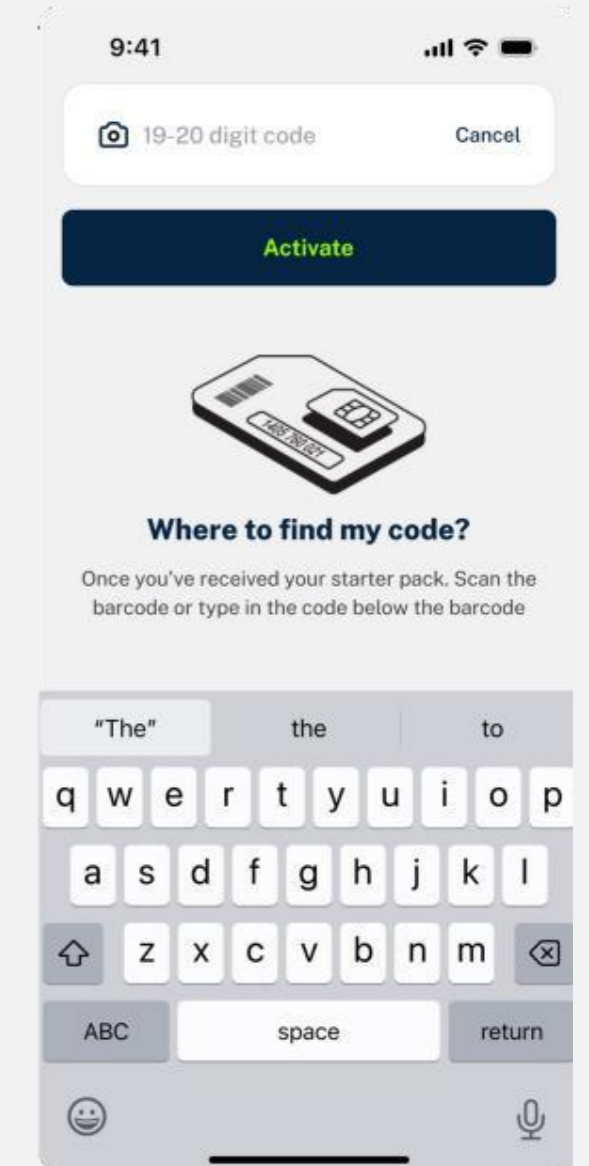
Shipping Panel

The user inputs their shipping address for physical SIM delivery.



Shipping Confirmation

The shipping is confirmed. Once the SIM arrives, user returns to the App to activate their SIM card.

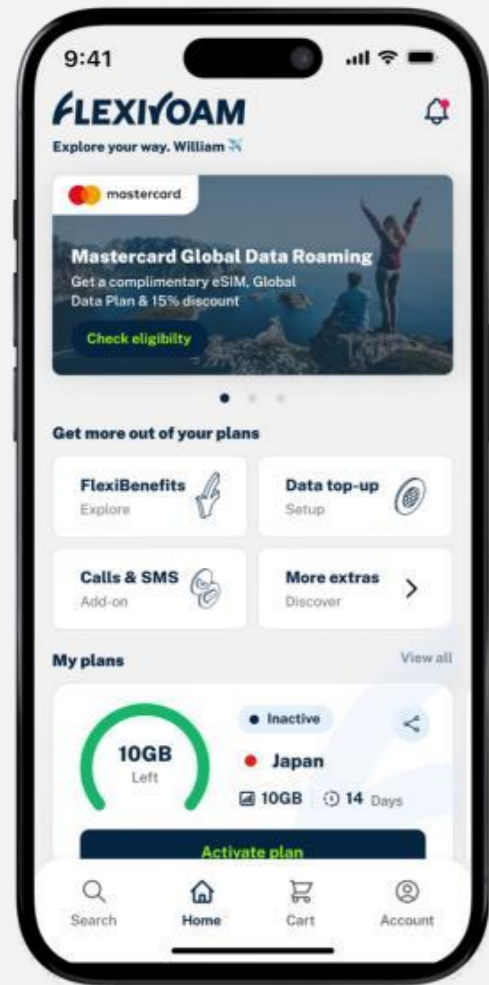
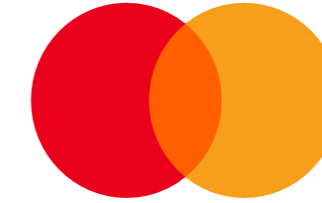


SIM Activation

The user either inputs the SIM code or scans the barcode to activate the SIM card.

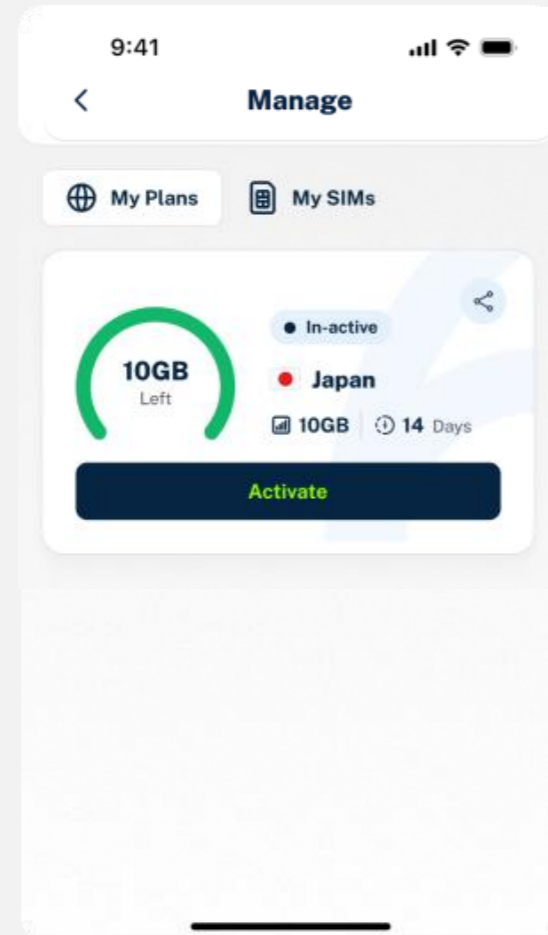


Mastercard In App Redemption



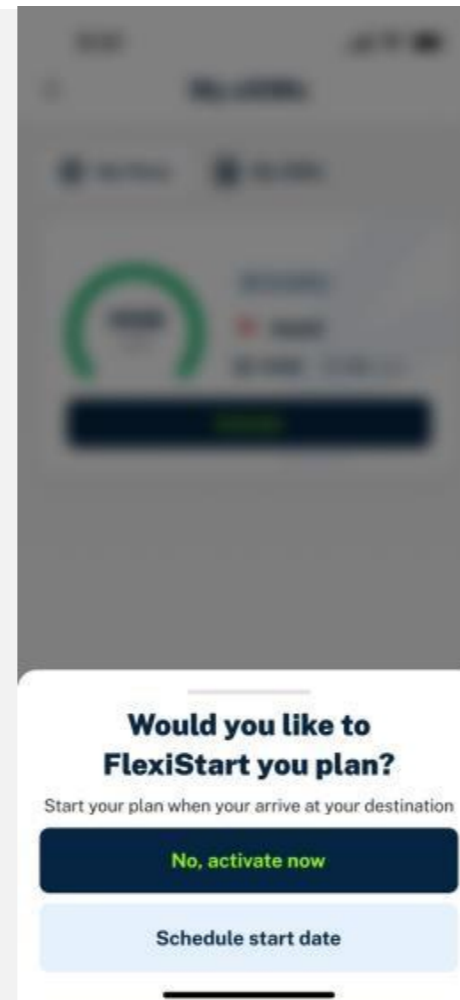
Home Panel

After the eSIM activation is completed, the user can activate their Data Plan via the Home tab.



Plan Activation

The Data Plan can also be activated under the Manage section.



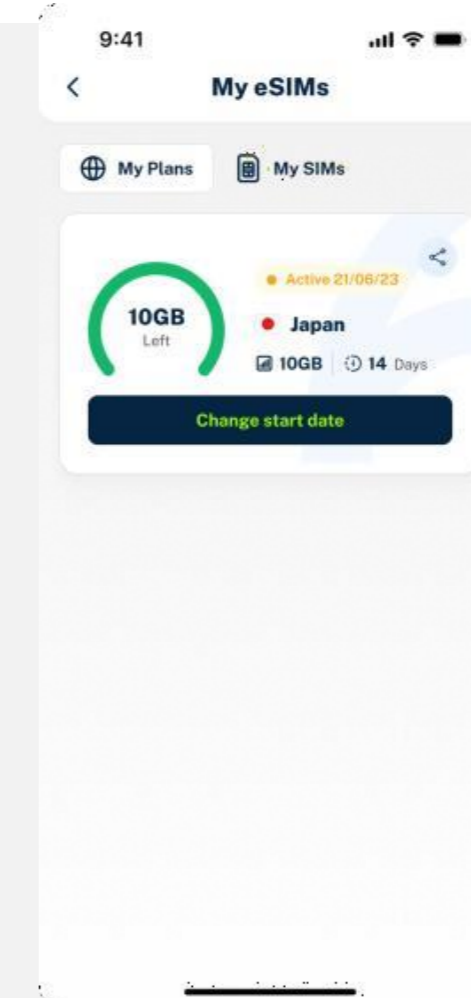
Activation Options

The user chooses to activate immediately or schedules an activation start date.



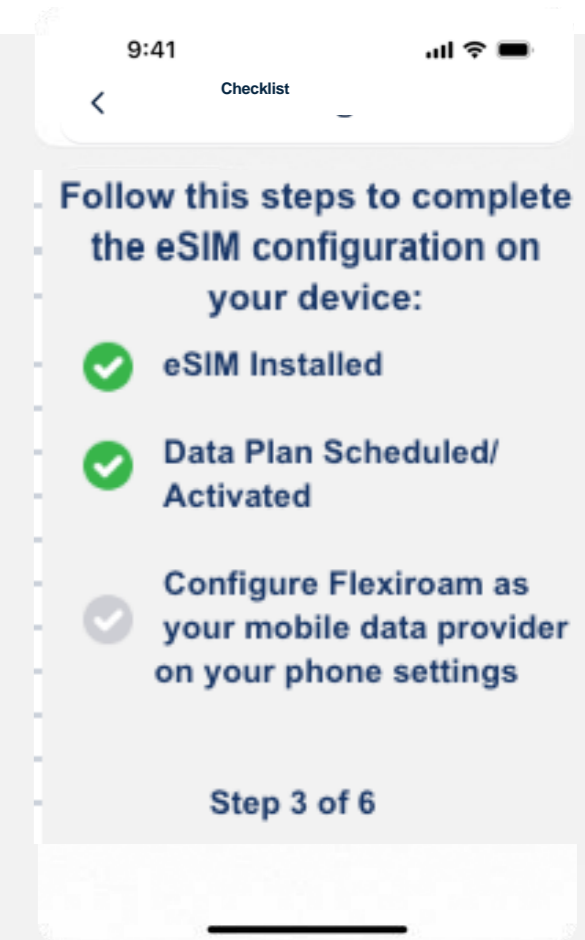
Schedule Start Date

The user can select a date within three months from the original purchase date.



Manage My Plans

The user can confirm the Plan is now scheduled to start at the selected date.

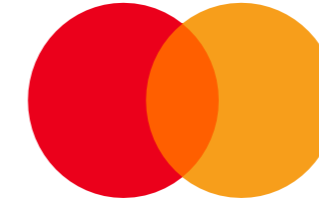


Checklist Pop-up

The Step-by-Step guide to go through FlexiRoam's eSIM device activation and APN set up comes up.



Mastercard In App Redemption

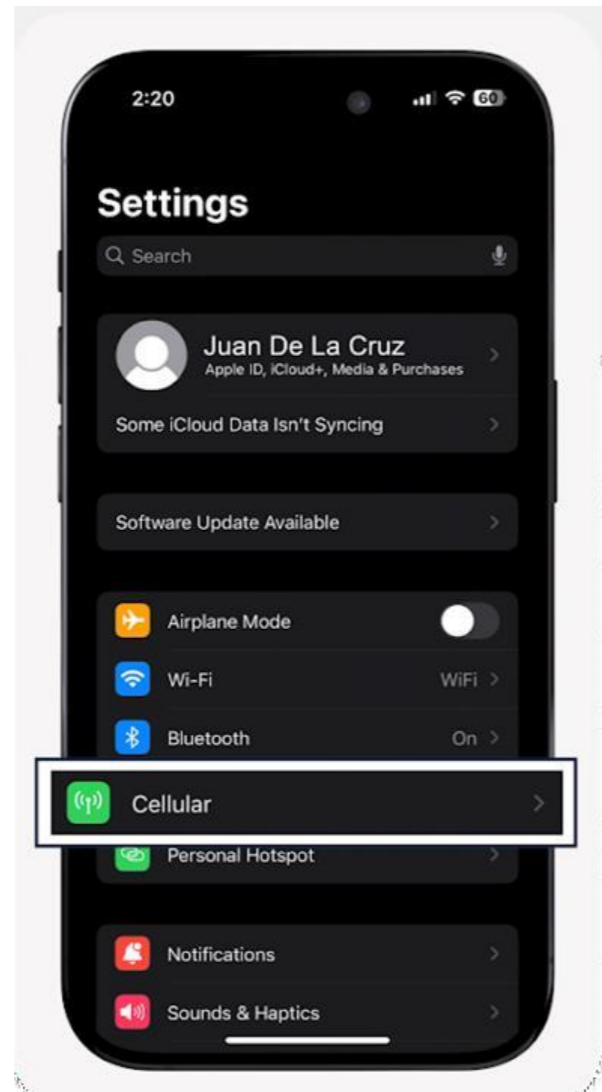


iOS journey



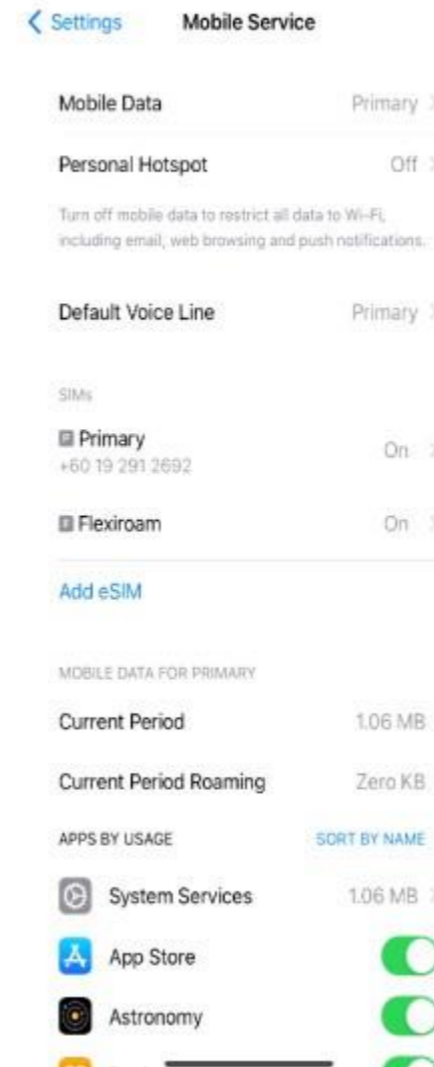
Home Screen

The user lands on Home Screen.



Settings

The user proceeds to "Settings" and selects "Mobile/Cellular".



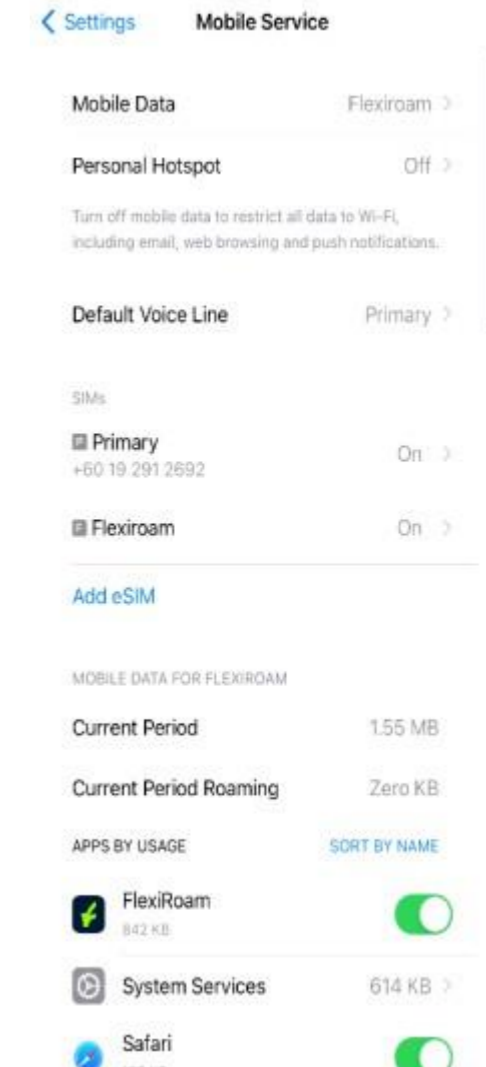
Mobile Service

The user ensures that the newly installed eSIM is labelled as FlexiRoam before selecting "Mobile Data".



Mobile Data

The user should only activate the FlexiRoam eSIM when they are traveling abroad.

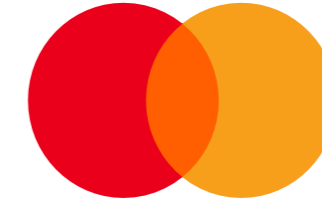


Mobile Service

The user should select Primary SIM "Off" and FlexiRoam eSIM "On".



Mastercard In App Redemption



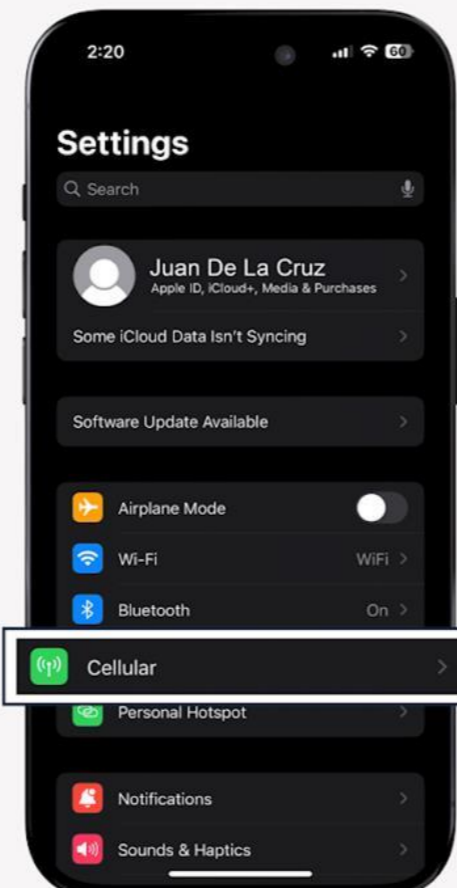
iOS APN SETUP journey

In most cases, eSIMs will automatically configure the APN settings for your device. However, there might be times when this doesn't happen. If you run into this issue, you'll need to set up the APN manually.



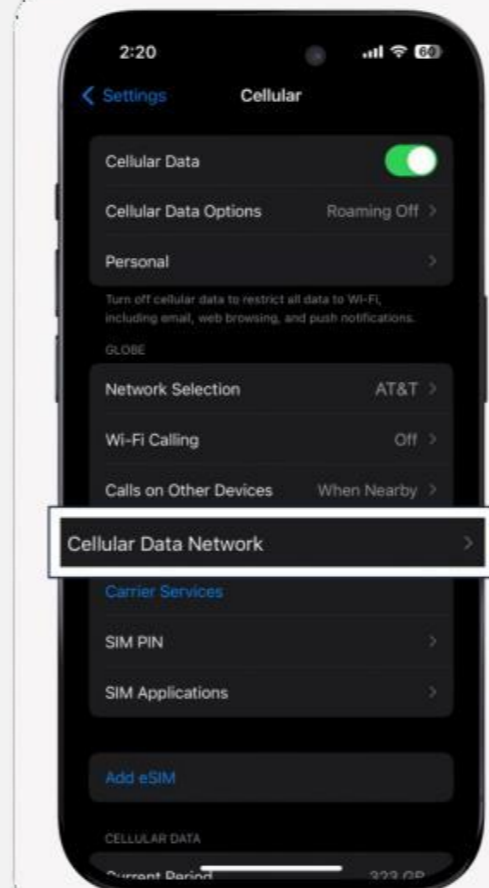
Home Screen

The user lands on Home Screen.



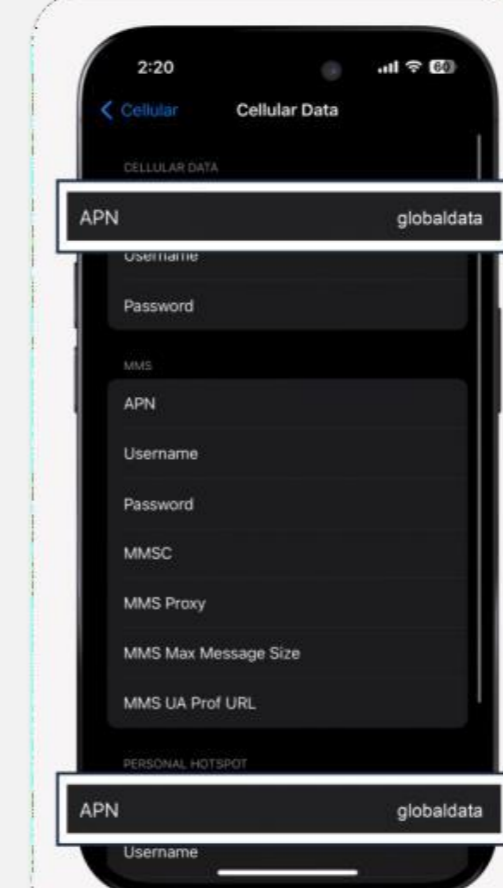
Settings

The user selects "Mobile Data/ Cellular".



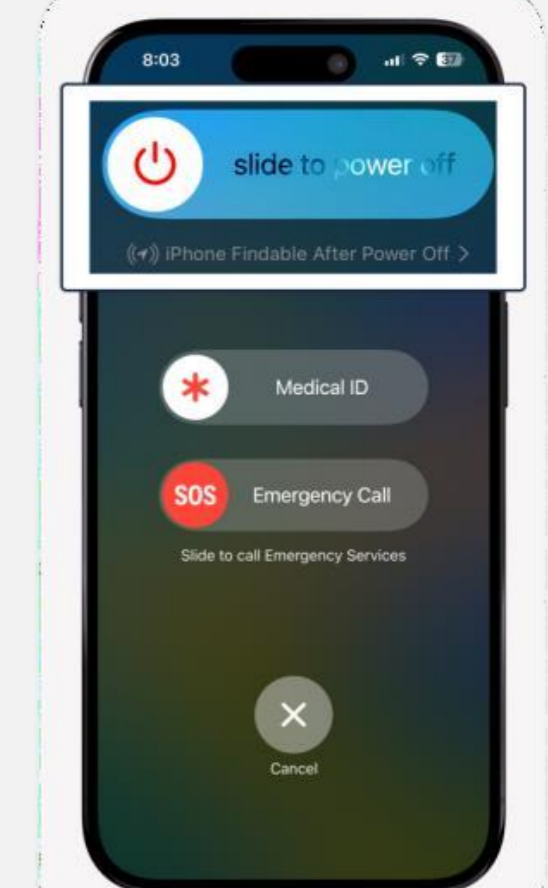
Mobile Data/ Cellular

The user selects "Cellular Data Network".



Cellular Data Network

The user types in "globalData" for APN under Cellular/Mobile Data & LTE sections. (leave username & password blank).

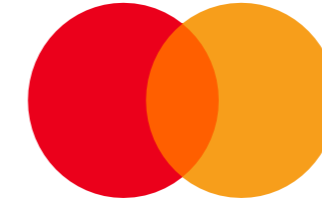


Home Screen

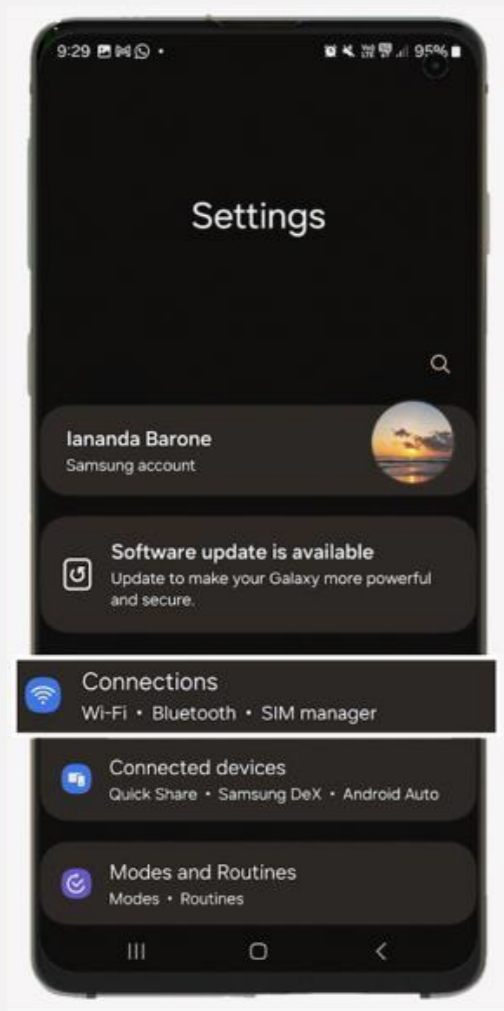
The user goes back to "Home" and presses up volume & power button at the same time to restart the device.



Mastercard In App Redemption

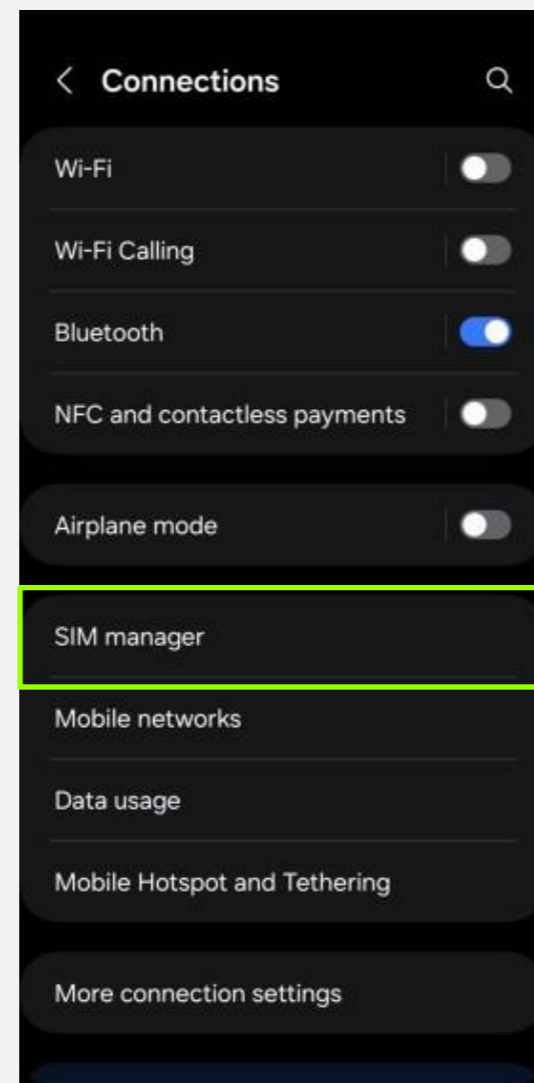


Android journey



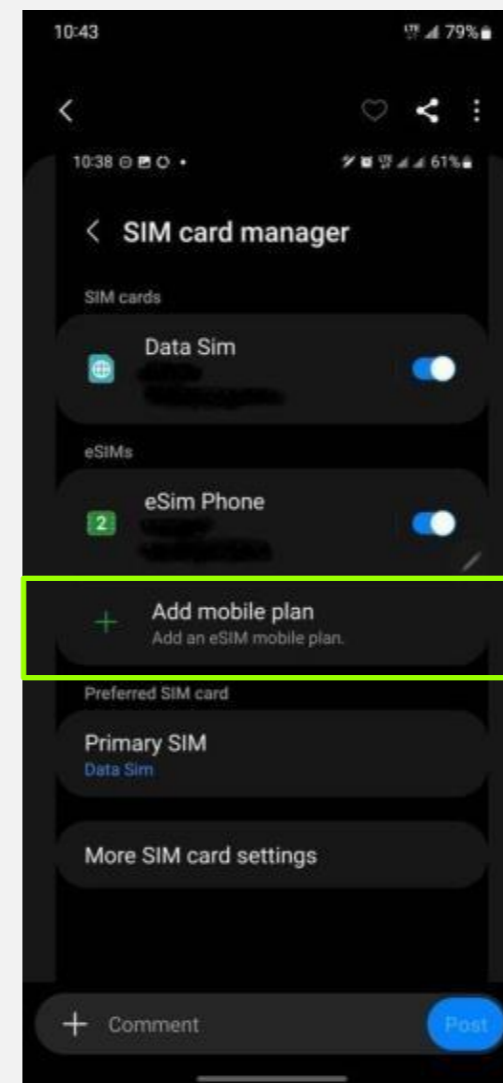
Settings

The user proceeds to their phone Settings and selects "Connections".



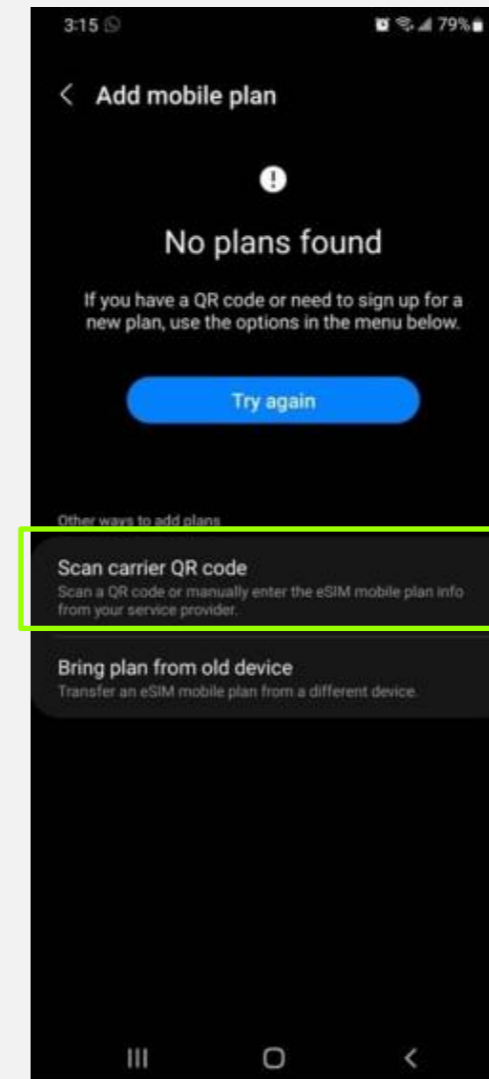
Connections

The user selects "SIM manager".



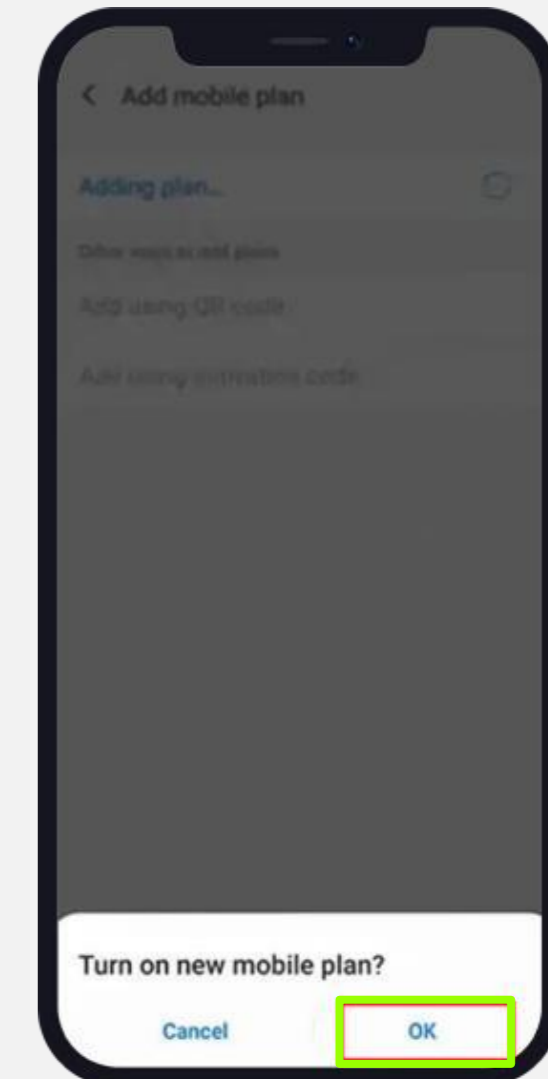
SIM Card Manager

The user selects "Add Mobile Plan".



Add Mobile Plan

The user selects "Scan carrier QR code" and scans the eSIM QR code and selects "Add".

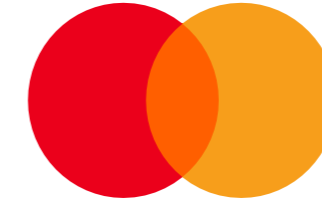


Activate eSIM

The user selects "Add" to add the Mobile Plan and then "OK" turn on the Mobile Plan.

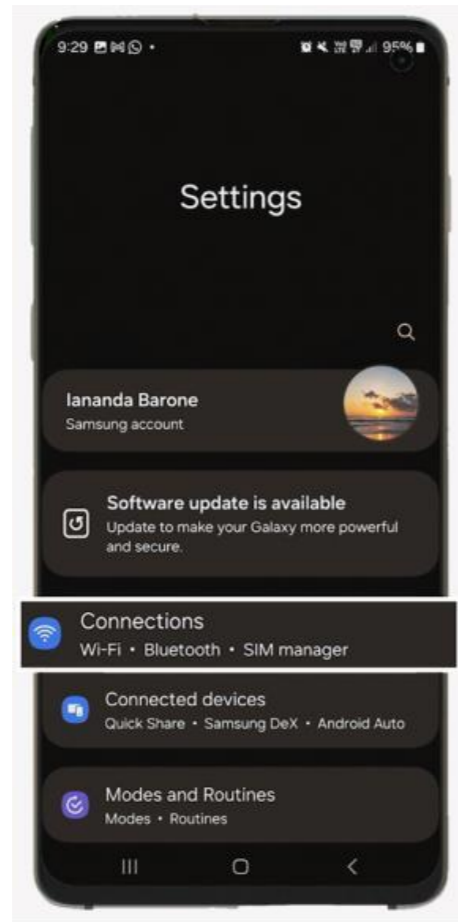


Mastercard In App Redemption



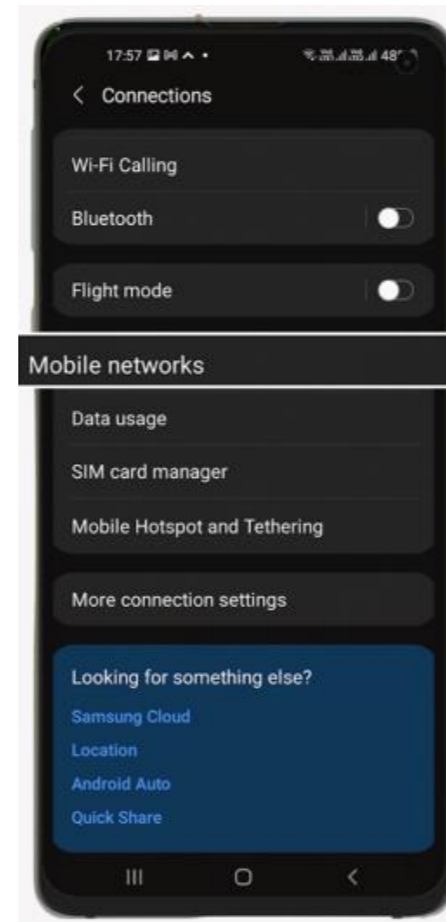
Android APN SETUP journey

In some cases, eSIMs will automatically configure the APN settings for your device. However, there might be times when this doesn't happen. If you run into this issue, you'll need to set up the APN manually.



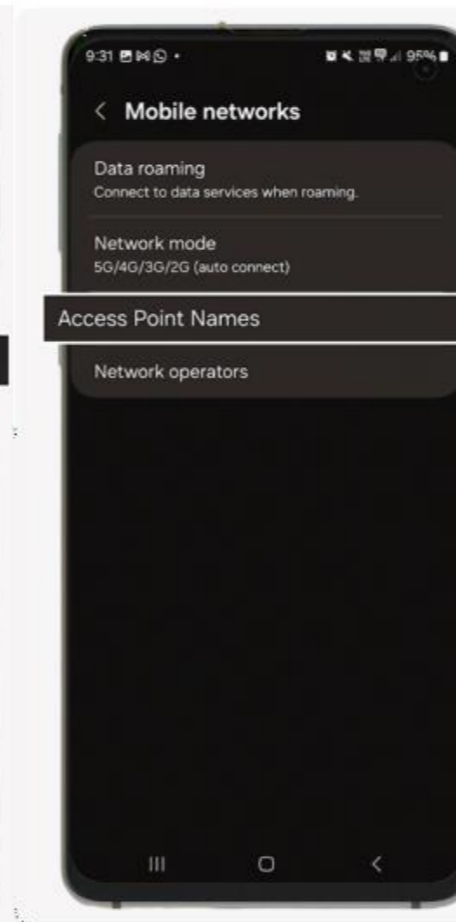
Phone Settings

The user proceeds to phone "Settings" and selects "Connections".



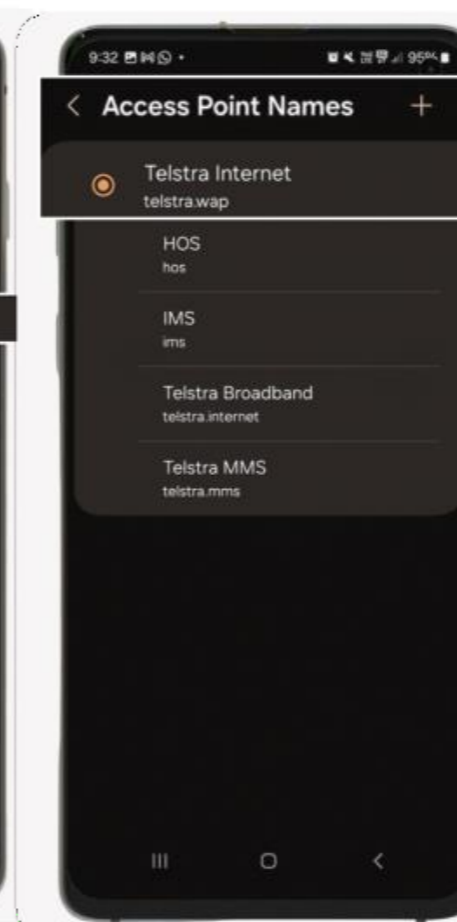
Connections

The user selects "Mobile networks".



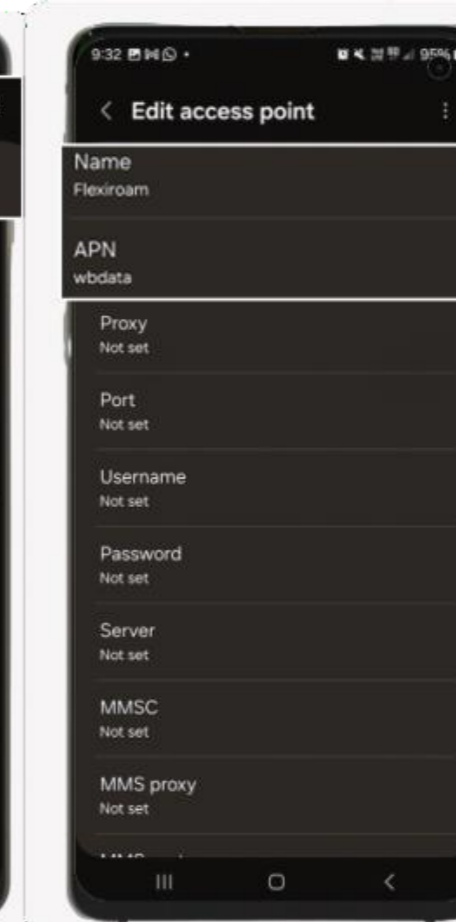
Mobile networks

The user selects "Access Point Names".



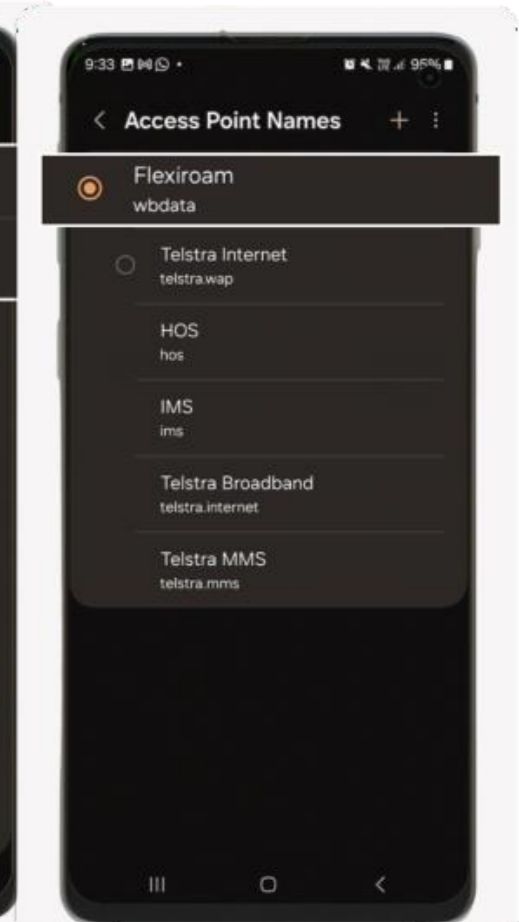
Access Point Names

The user selects the three dots on top right corner and selects "reset to default".



Access Point Names

If "FlexiRoam" is not listed, create a new APN. Enter FlexiRoam for Name and the correct APN. Tap 3 dots to save.

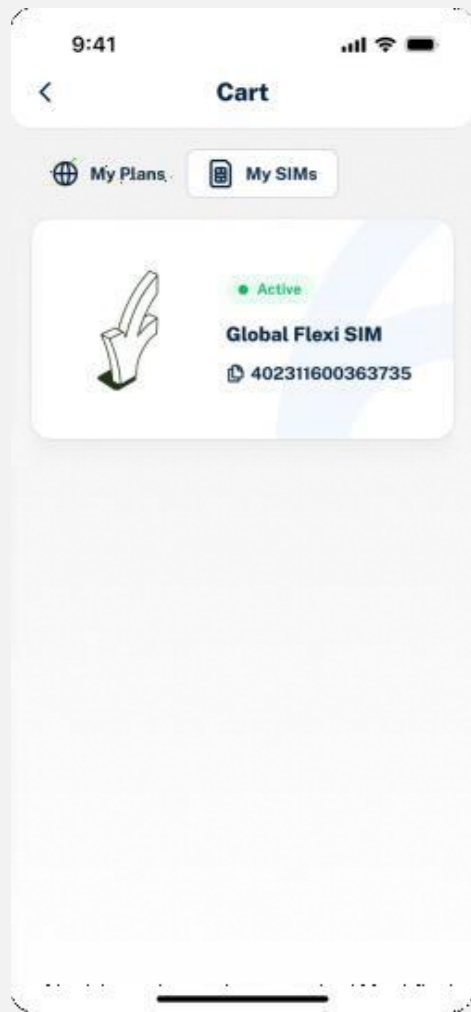
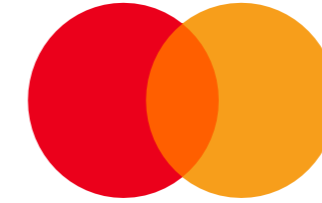


Access Point Names

The user selects FlexiRoam and restarts the device.



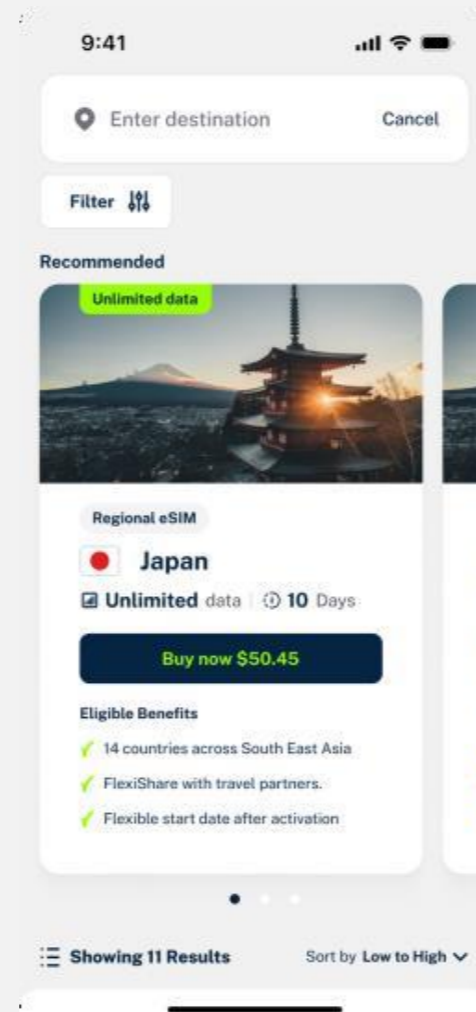
Mastercard In App Redemption



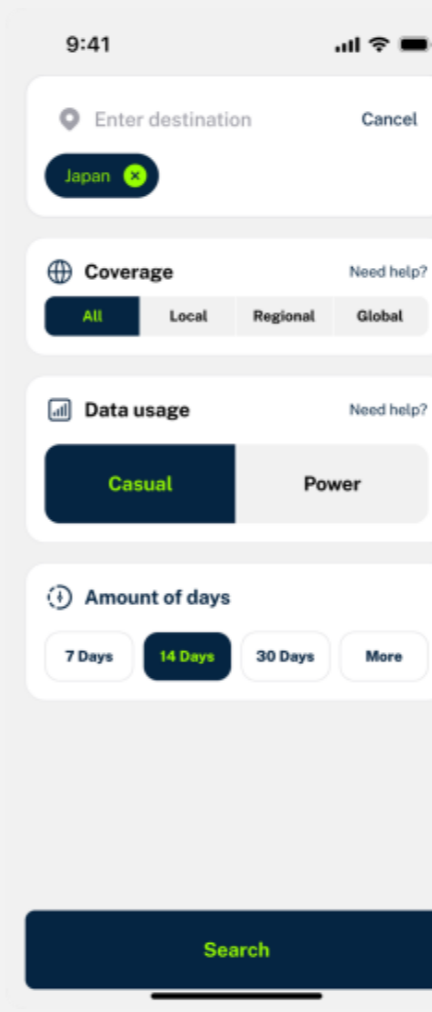
Active Plan
The user will see eSIM Active/ Connected in FlexiRoam App.



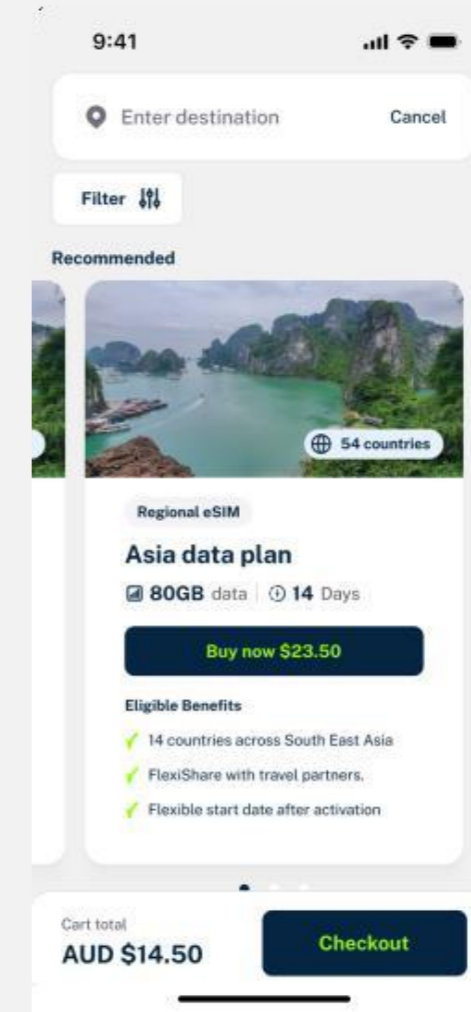
Additional Data
The users can proceed to purchase additional Data Plans by searching for new Plans.



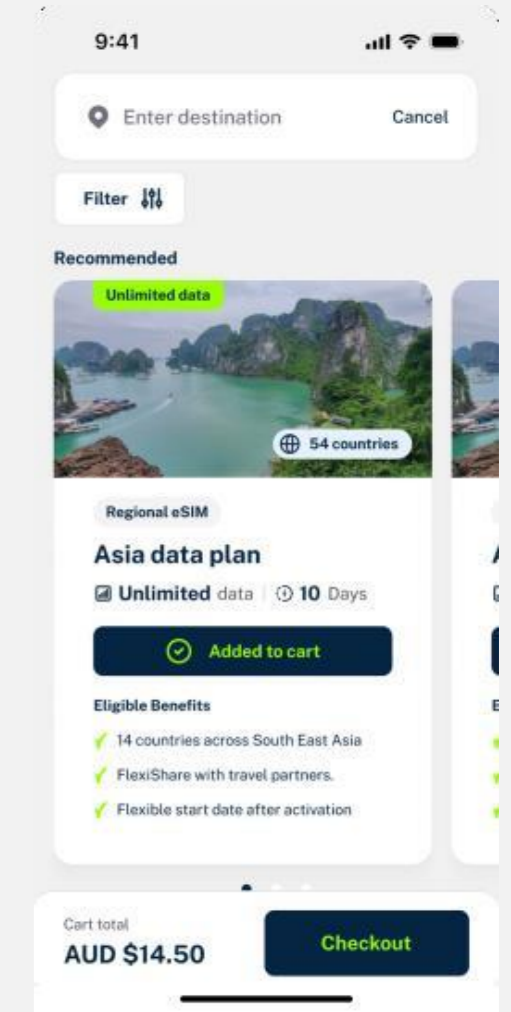
Search Destinations
The user types their destination or scrolls to check recommendations.



Search Filters
The user selects the desired parameters for their Plan.



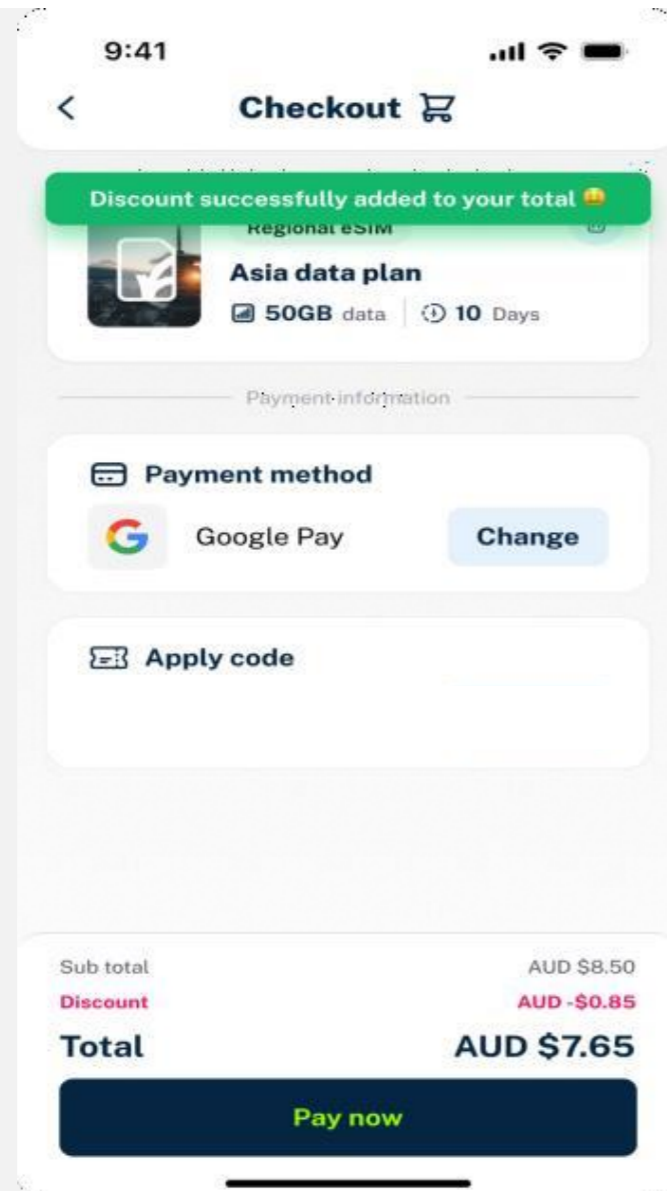
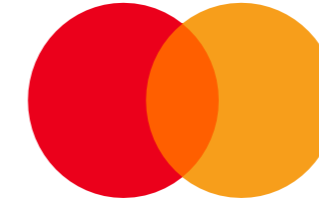
Search Results
Recommended Plans are shown select the user can tap 'buy now' for the chosen option.



Data Plan Selection
The users clicks on "Checkout".

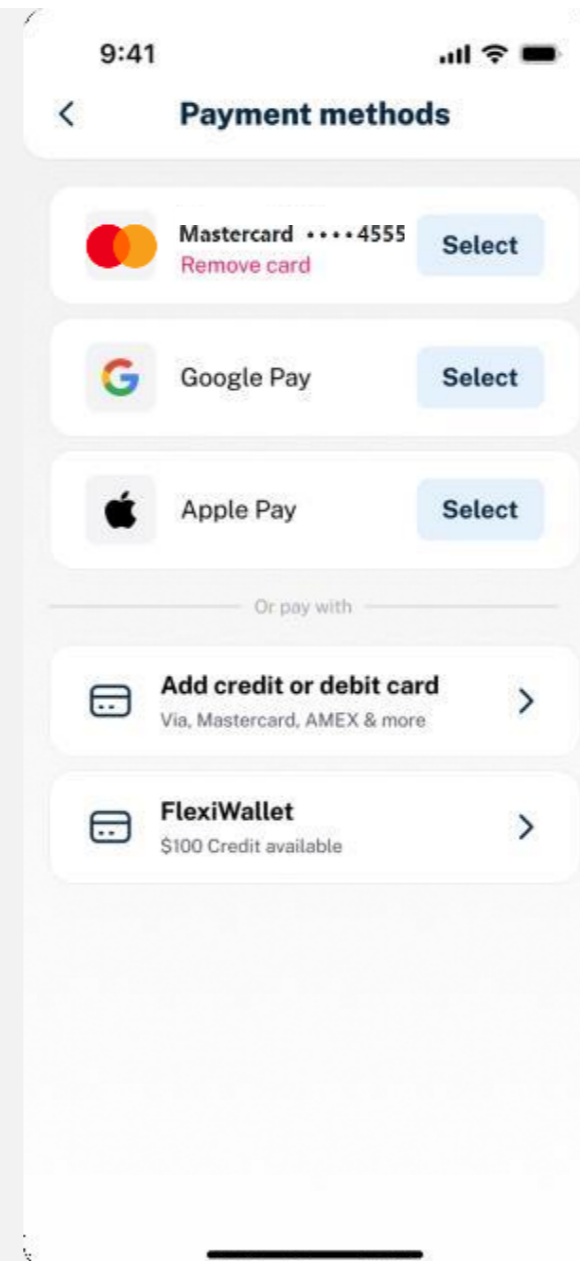


Mastercard In App Redemption



Auto Applied

Mastercard 15% discount is auto applied for all data plans



Check out

User select or add payment methods and confirm purchase.

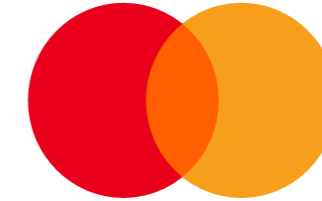


Purchase Completed

Purchase confirmation screen prompting users to install eSIM.



Mastercard Europe Microsite Redemption



FLEXIROAM

Complimentary
Free Mastercard Global Data Plan
15% discount on other plans

To confirm your eligibility, please enter the **first 8 digits of your Card Number**:

You are only required to enter the first 8 digits of your card number to confirm eligibility for this benefit.

* First 8 digits of your credit card number

* Email address

I hereby agree to the [Terms and Conditions](#), [Privacy Policy](#) and [Terms of Use](#) and give my consent to the collection, processing, use and transfer of the information I have provided for the purpose of this benefit.

For eligible cardholders
[FAQ](#)

Verify Eligibility

FLEXIROAM

Complimentary
Free Mastercard Global Data Plan
15% discount on other plans

For eligible cardholders
[FAQ](#)

Congratulations!
You're eligible to redeem

Code for free Mastercard Plug & Play 1 x 1GB / 5 Days Global Data Plan

MCPAP-WHZP9YG2

How to redeem

STEP 1
Install FlexiRoam App
Click on this Link below
[FlexiRoam App](#)
or
Scan the QR code above to download & install the FlexiRoam app.

STEP 2
Login
Register and login.

STEP 3
Enter Code
Tap on "Enter a Code", key in the code above and apply.

Access Redemption Microsite

Cardholders will obtain and click on link in the Issuers/banks Marketing material.

Enter Card number and Email

Cardholder will enter their card details, any other eligibility checks required by issuers/banks and their email to verify eligibility.

Install FlexiRoam App

Click on this Link below [FlexiRoam App](#) or Scan the QR code above to download & install the FlexiRoam App.

Login

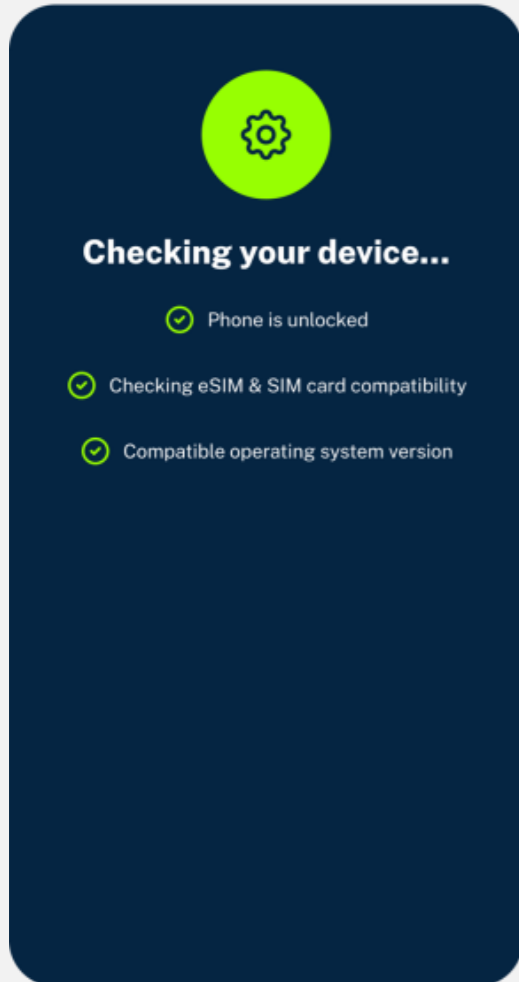
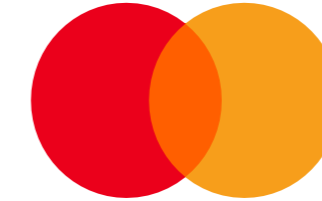
Register and login.

Enter Code

Tap on "Enter a code", key in code above and "Apply".

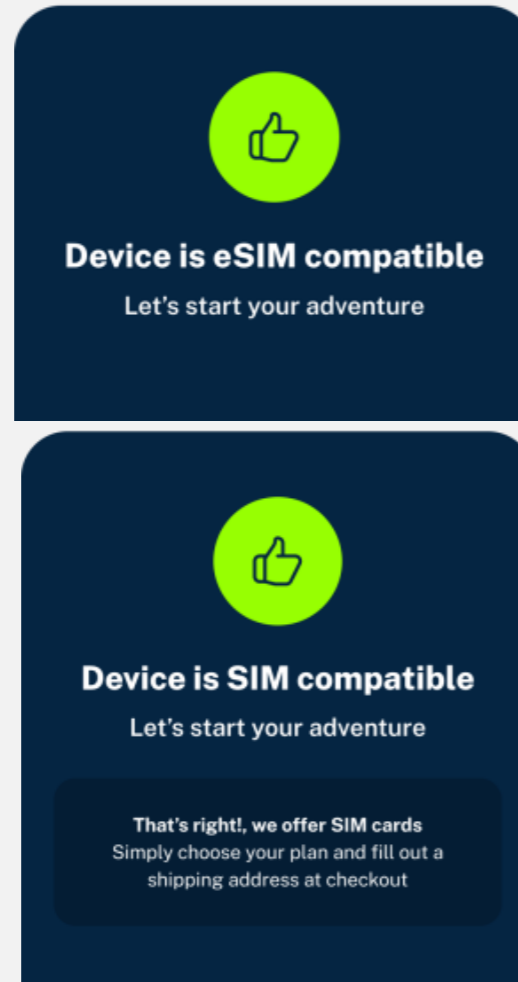


Mastercard Europe Microsite Redemption



Start the FlexiRoam App

The App will automatically detect the device's compatibility and whether the phone is unlocked.



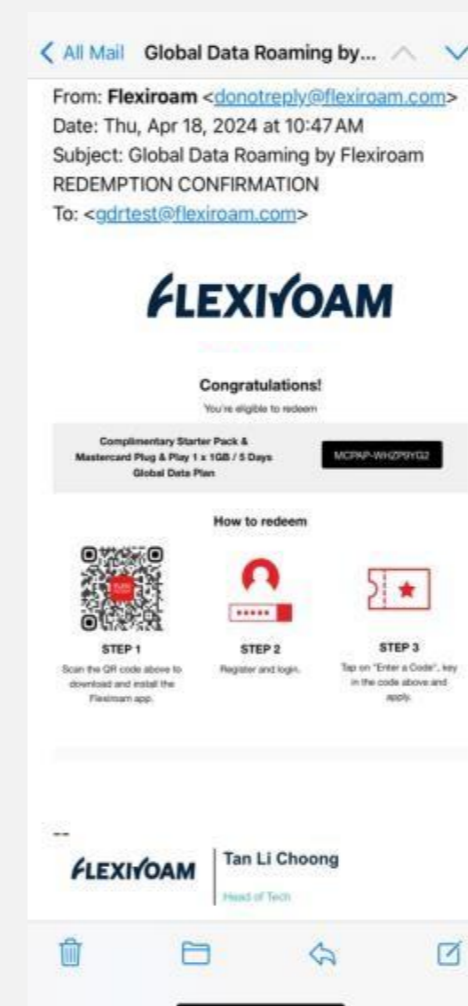
Device Compatibility Check

A SIM or eSIM is offered based on the device's compatibility.



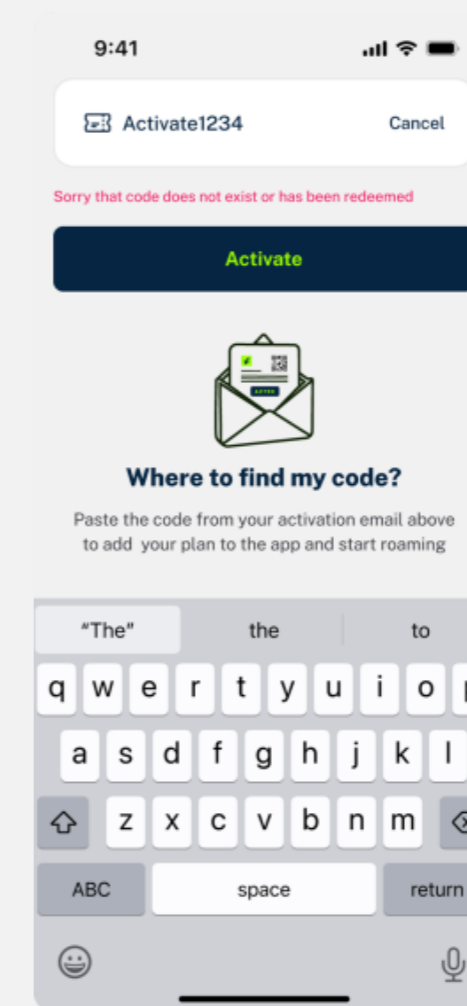
Search Screen Launch

The users selects "Got an activation code?".



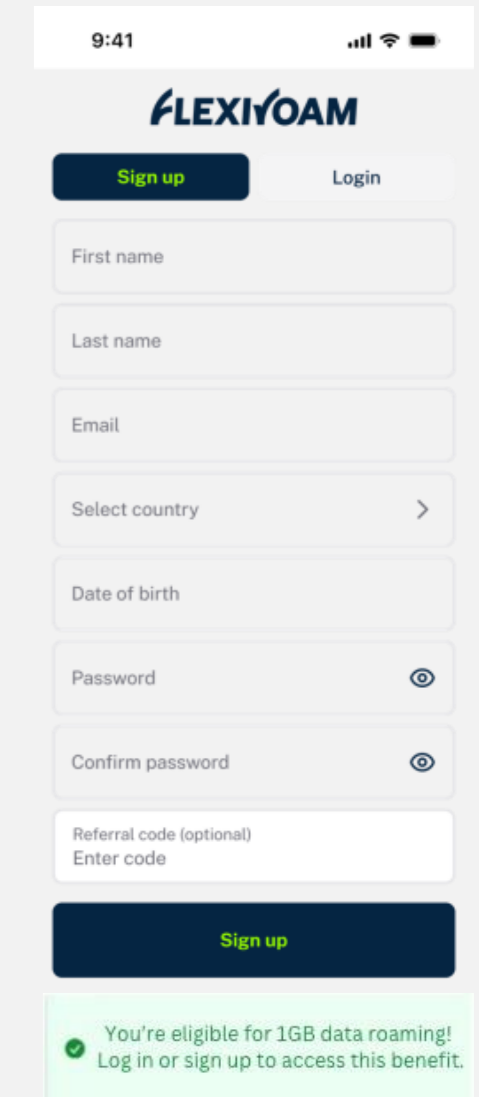
Retrieve the code from email

The user checks the redemption email and copies the code.



Type Code in App

The user pastes the code and selects "activate". A message pops up to confirm eligibility and advise the user to sign up/ login.

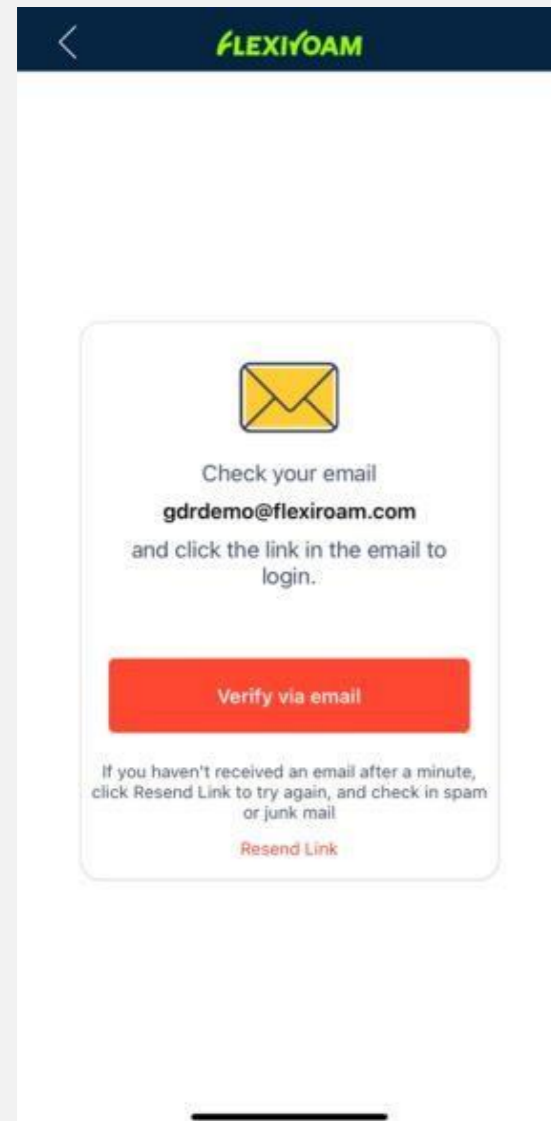
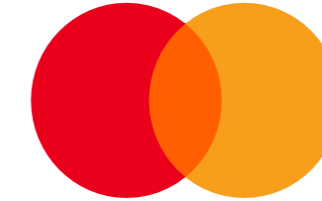


App Sign Up

The user inputs personal details to either Login or Sign Up.

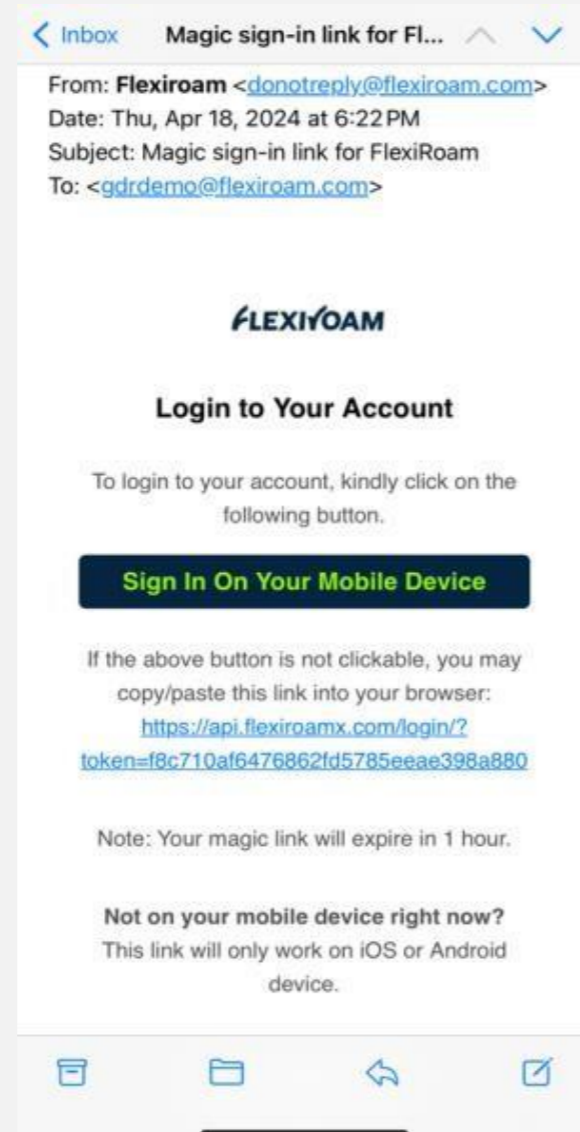


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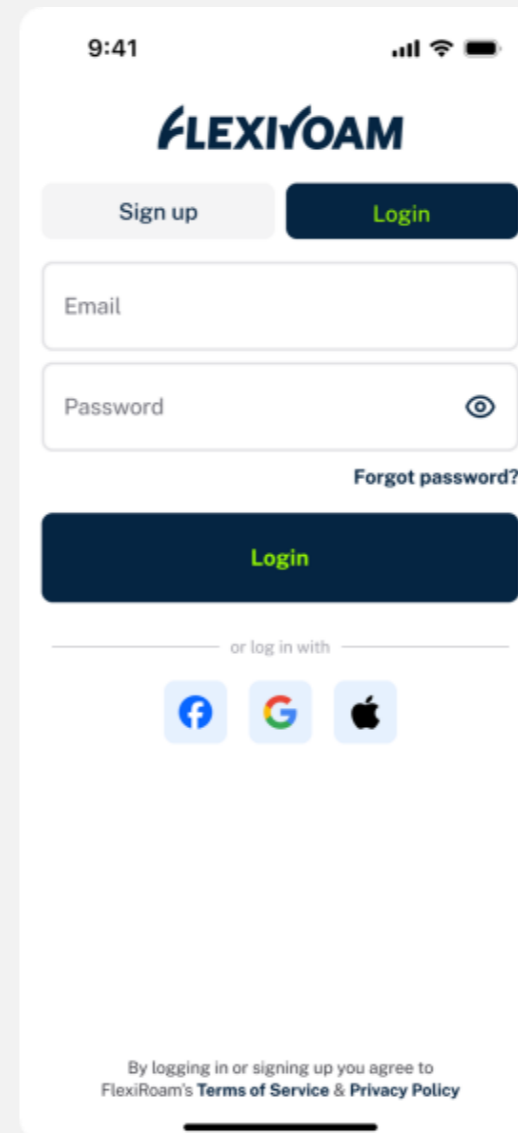
Email Verification

The user is asked in the App to verify their identity via email.



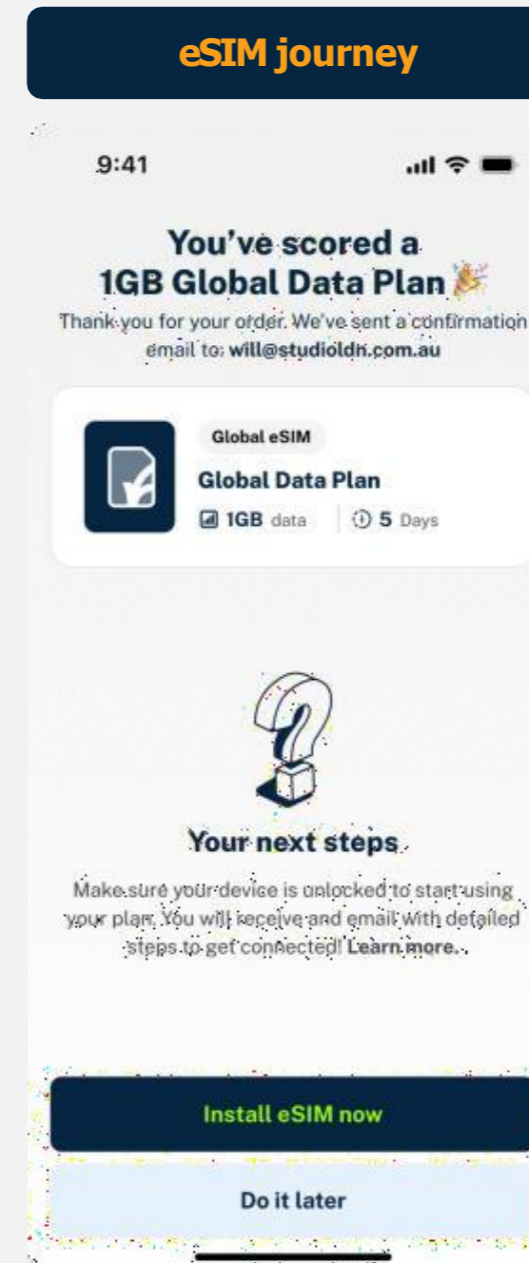
Email Inbox

In the email, the user is required to select "Sign In" by taping the link provided.



App Login

The user returns to the App and is prompted to enter their details to Login.



eSIM Benefit Confirmation

The user selects "Install eSIM now".

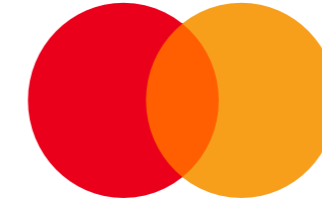


SIM Benefit Confirmation

The user selects "Enter Shipping details".



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eSIM journey



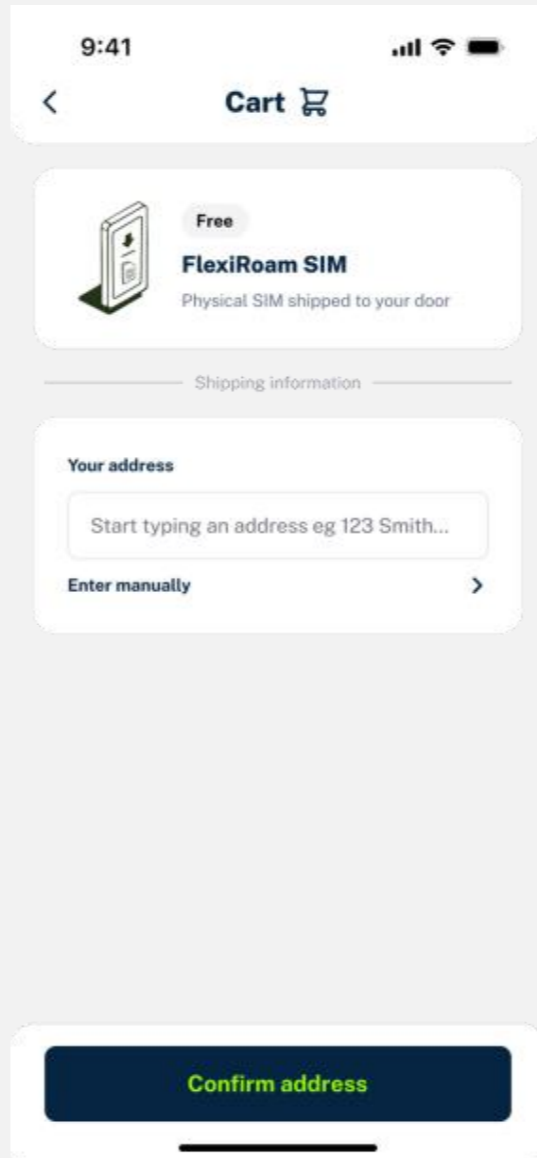
eSIM Setup

The user goes through the step-by-step eSIM installation process.

eSIM Installed

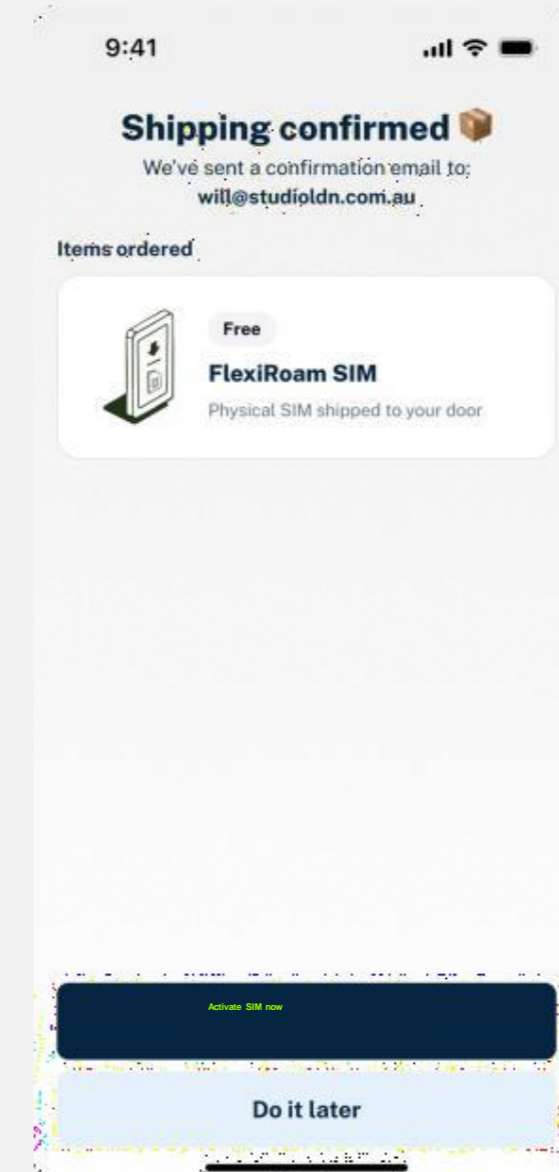
The eSIM installation is confirmed.

SIM journey



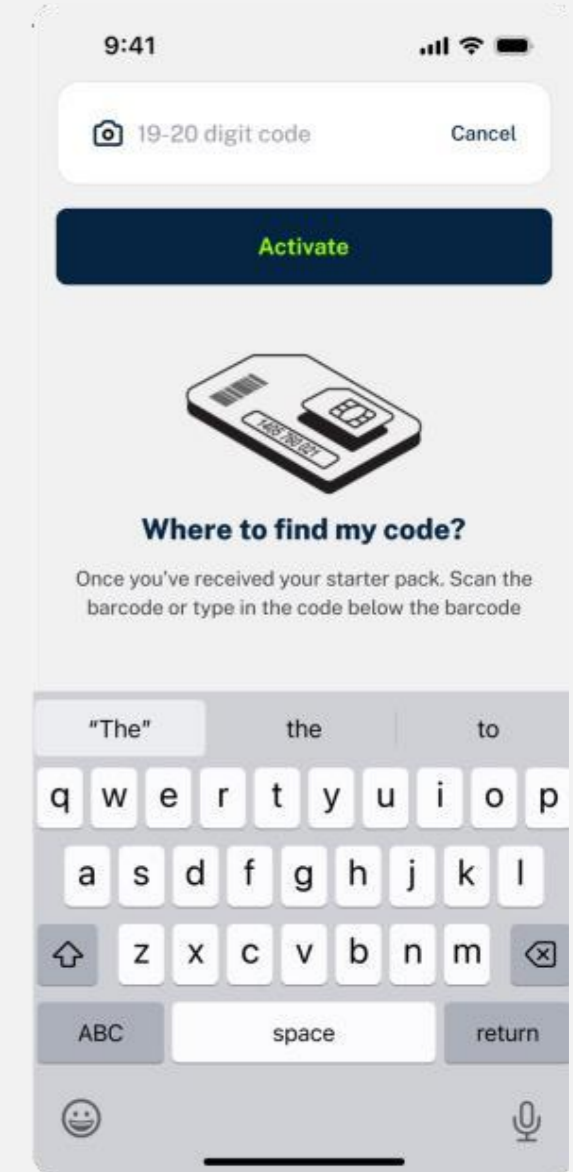
Shipping Panel

The user inputs their shipping address for physical SIM delivery.



Shipping Confirmation

The shipping is confirmed. Once the SIM arrives, user returns to the App to activate their SIM card.

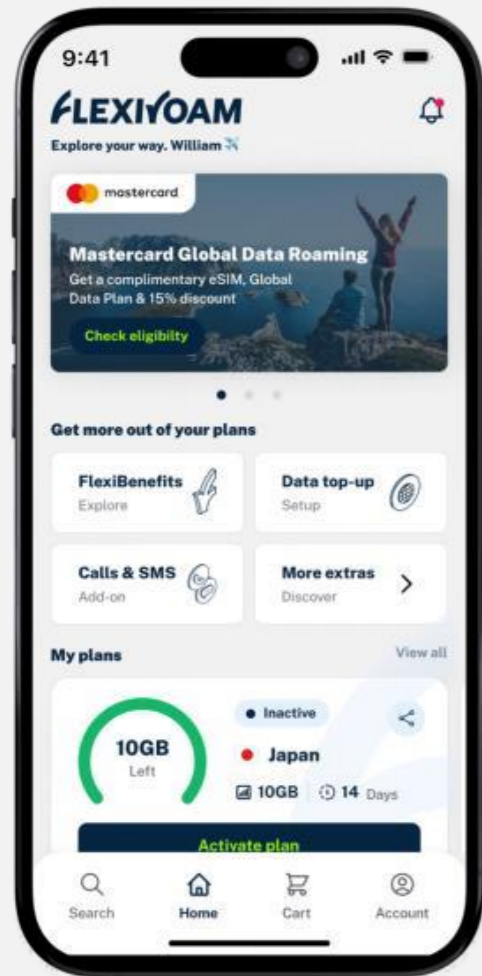
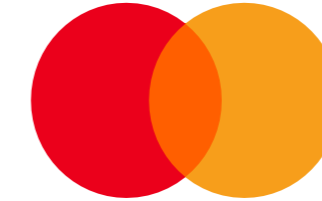


SIM Activation

The user either inputs the SIM code or scans the barcode to activate the SIM card.

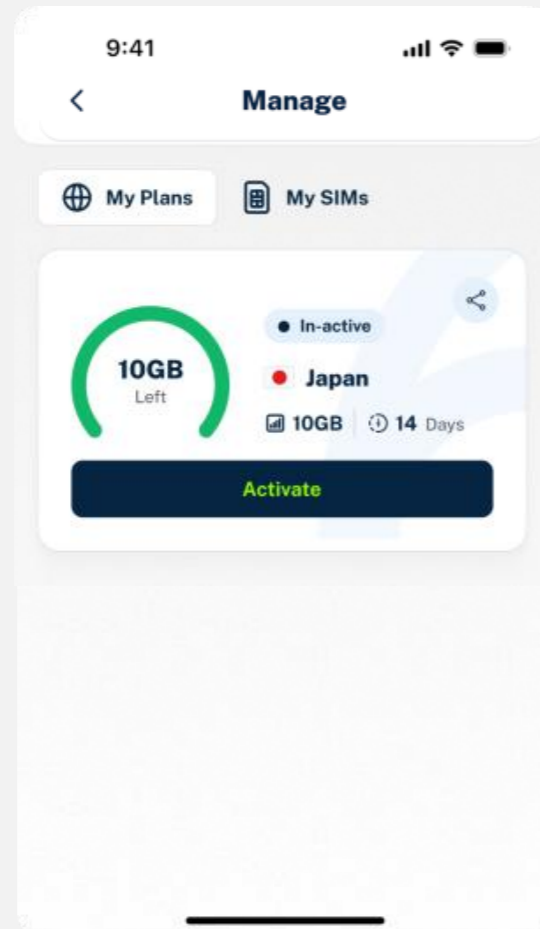


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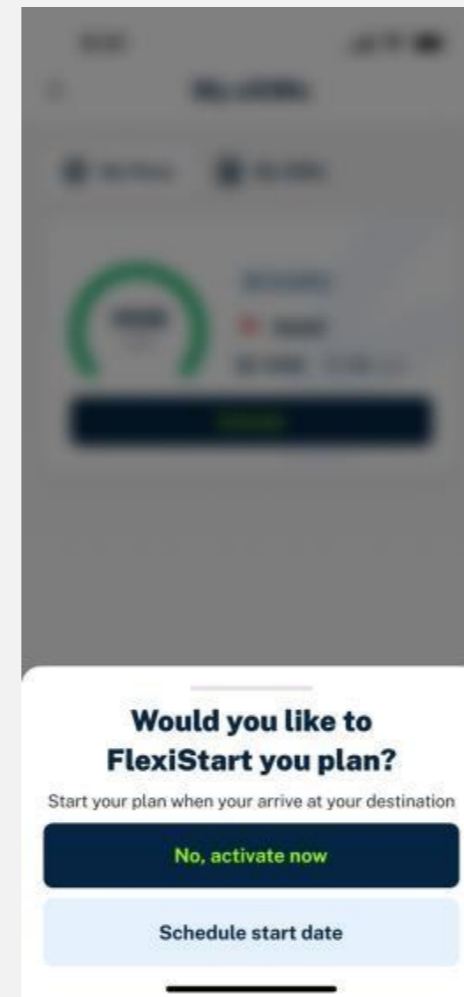
Home Panel

After the eSIM activation is completed, the user can activate their Data Plan via the Home tab.



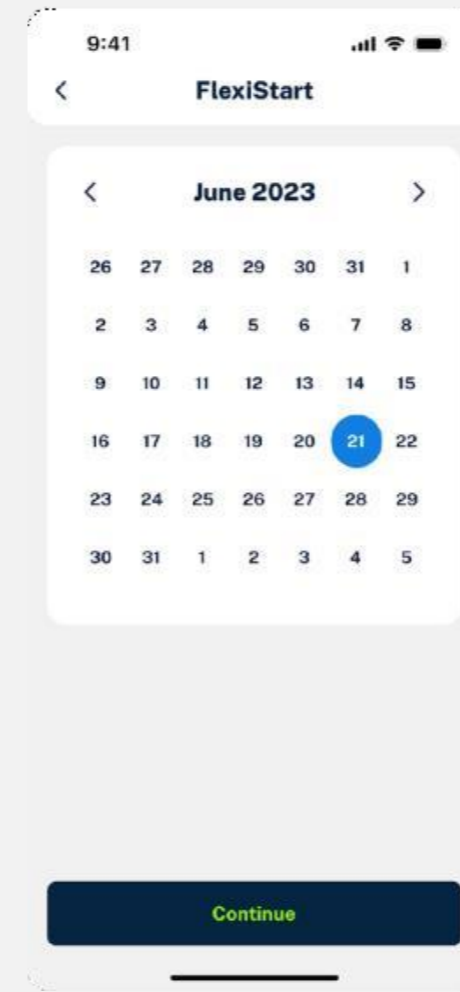
Plan Activation

The Data Plan can also be activated under the Manage section.



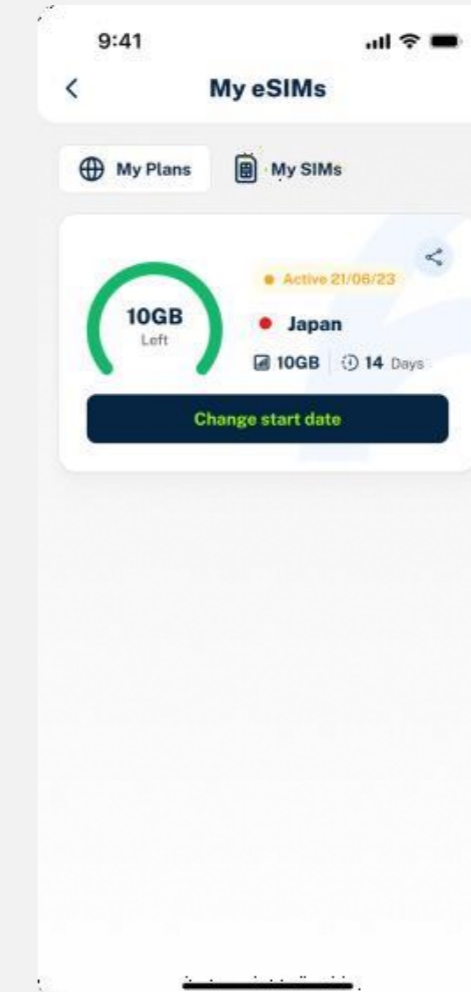
Activation Options

The user chooses to activate immediately or schedules an activation start date.



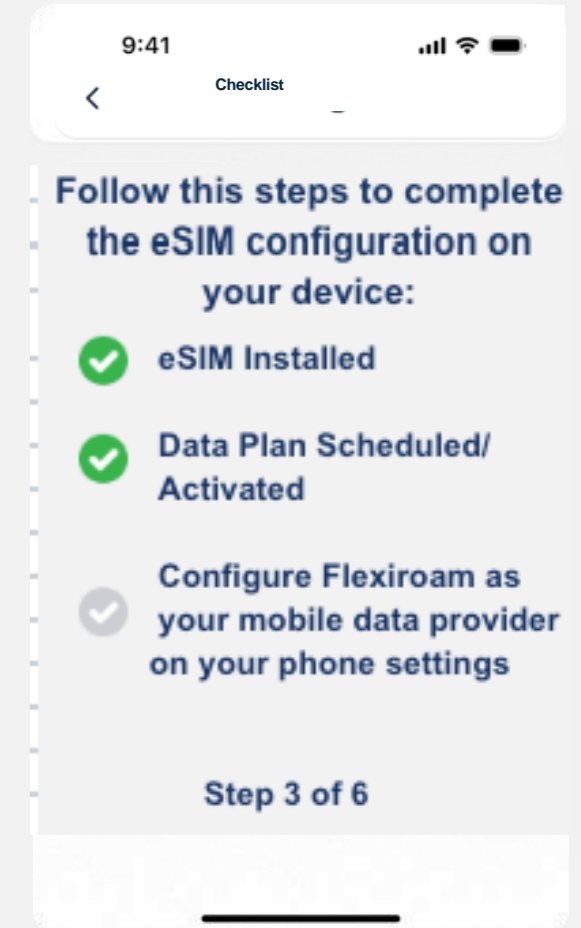
Schedule Start Date

The user can select a date within three months from the original purchase date.



Manage My Plans

The user can confirm the Plan is now scheduled to start at the selected date.

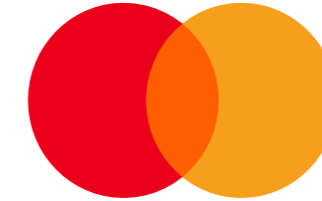


Checklist Pop-up

The Step-by-Step guide to go through FlexiRoam's eSIM/SIM device activation and APN set up comes up.



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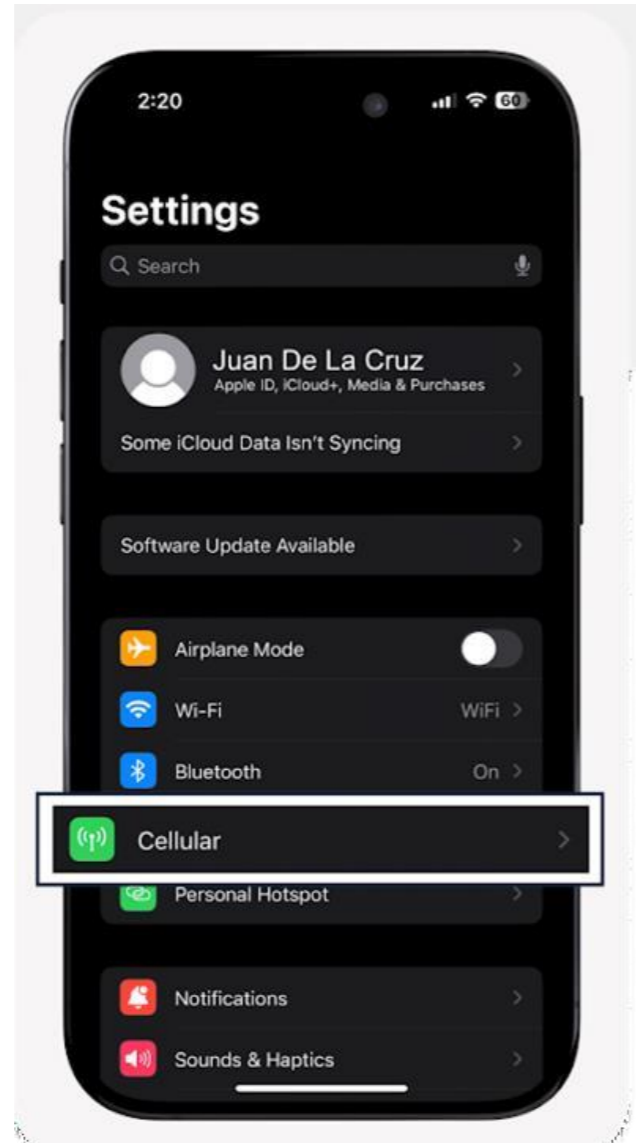


iOS journey



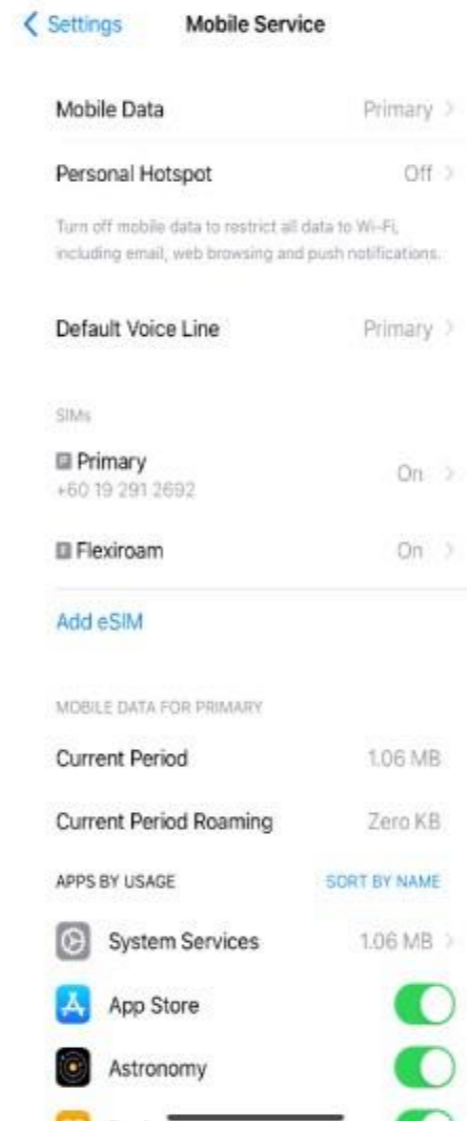
Home Screen

The user lands on Home Screen.



Settings

The user selects "Settings" and then "Mobile/Cellular".



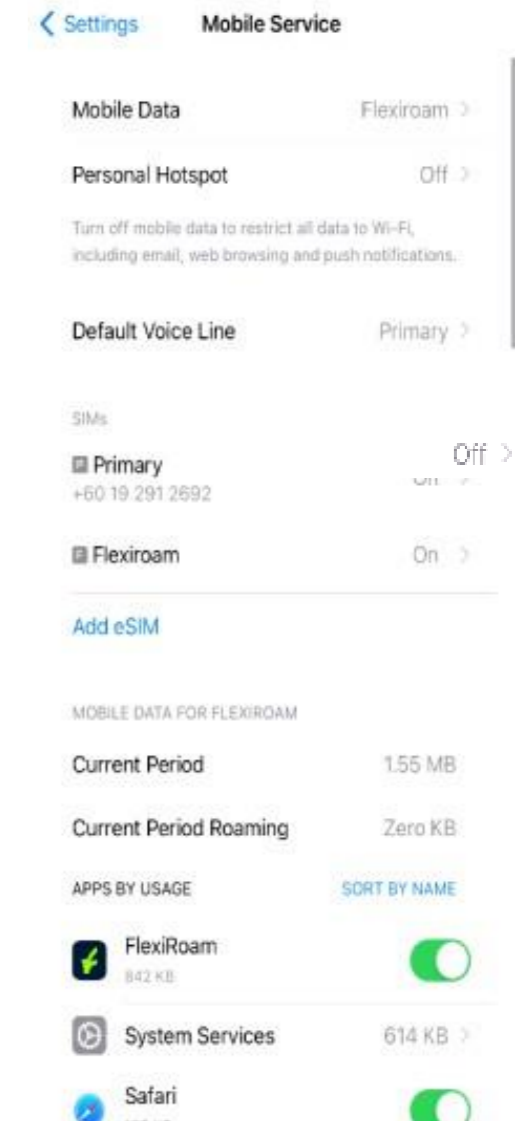
Mobile Service

The user ensures that the newly installed eSIM is labelled as FlexiRoam before selecting "Mobile Data".



Mobile Data

The user should only activate the FlexiRoam eSIM/SIM when they are traveling abroad.

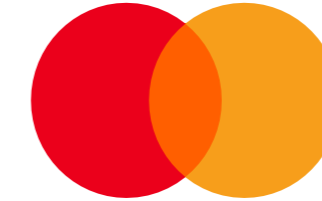


Mobile Service

The user should select Primary SIM "Off" and FlexiRoam eSIM/SIM "On".



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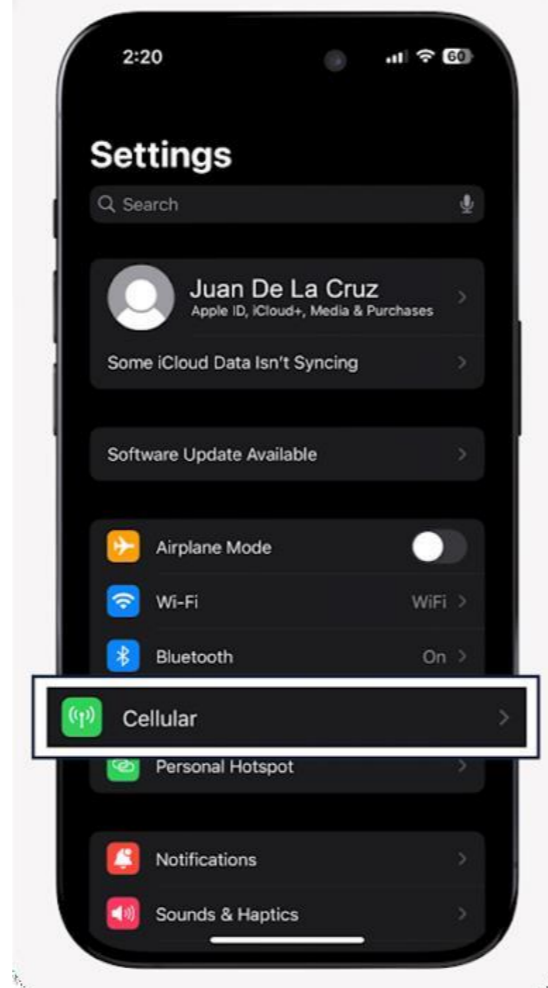


iOS APN SETUP journey

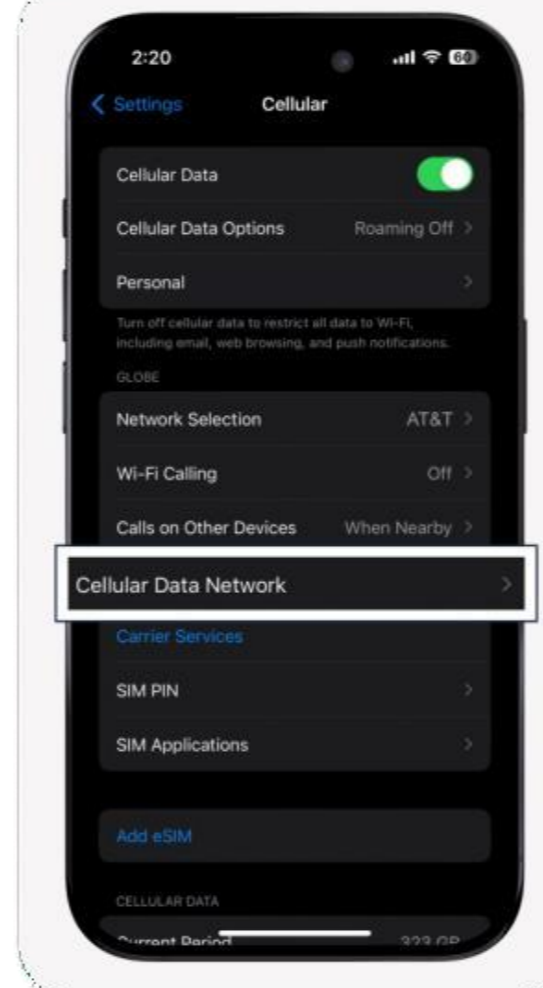
If activation has not been successful, APN needs to be set up. If successful user can skip this step.



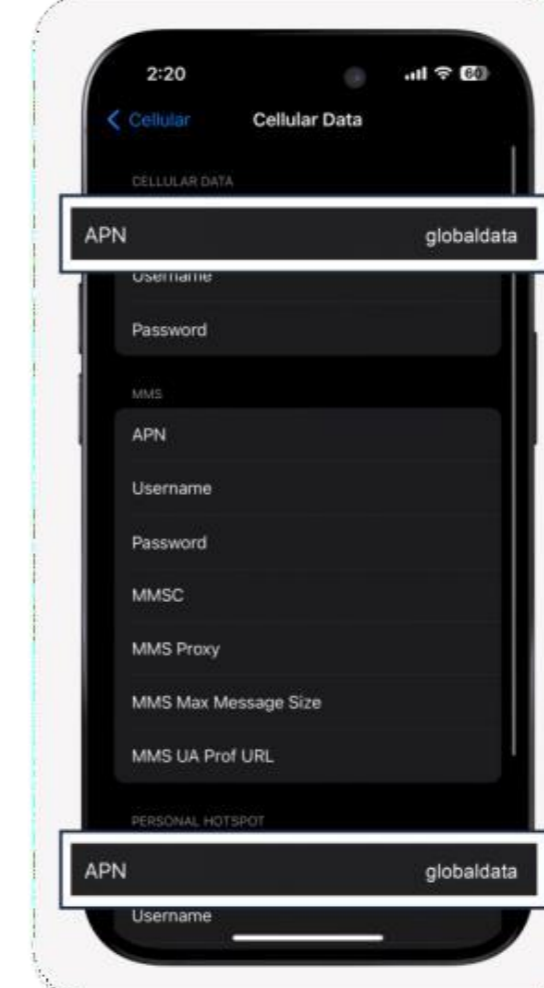
Home Screen
The user lands on Home Screen.



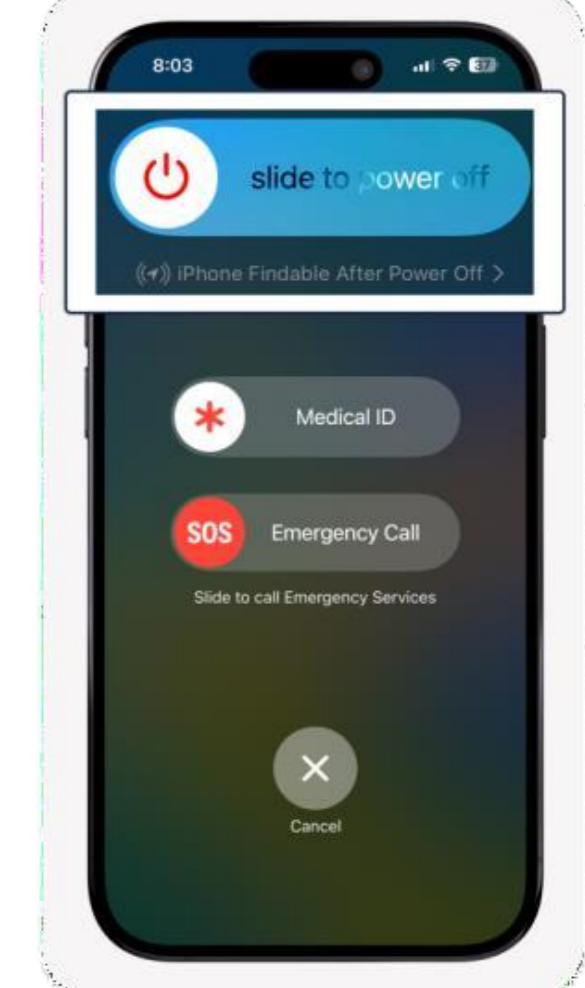
Settings
The user selects "Mobile Data/Cellular".



Mobile Data/ Cellular
The user selects "Cellular Data Network".



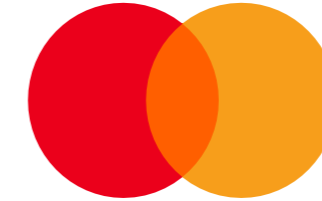
Cellular Data Network
The user types in "globalData" for APN under Cellular/Mobile Data & LTE sections. (leave username & password blank).



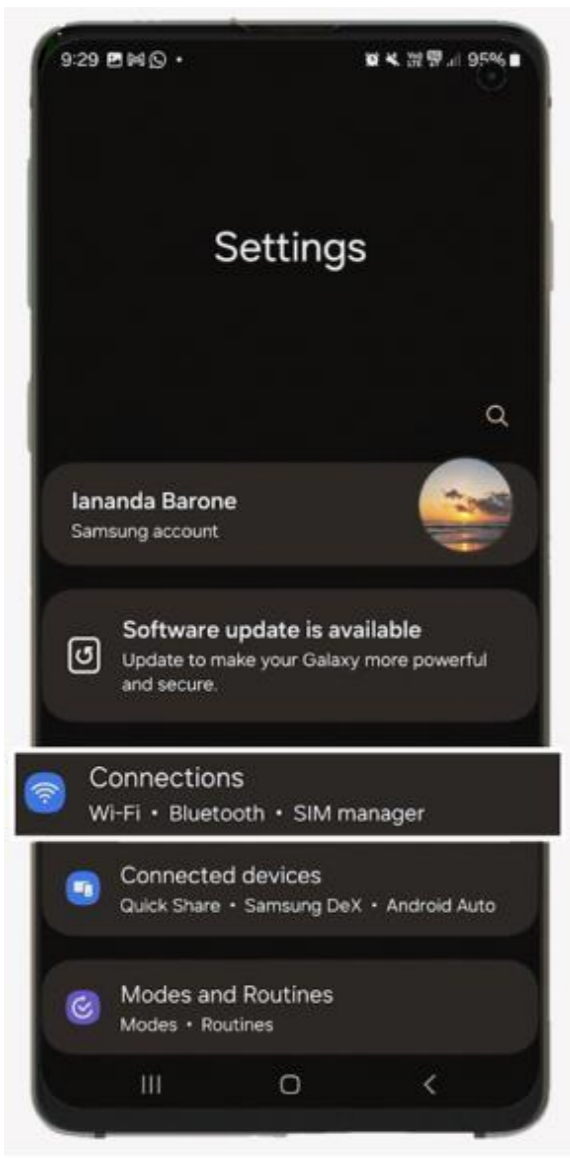
Home Screen
The user goes back to "Home" and presses up volume & power button at the same time to restart the device.



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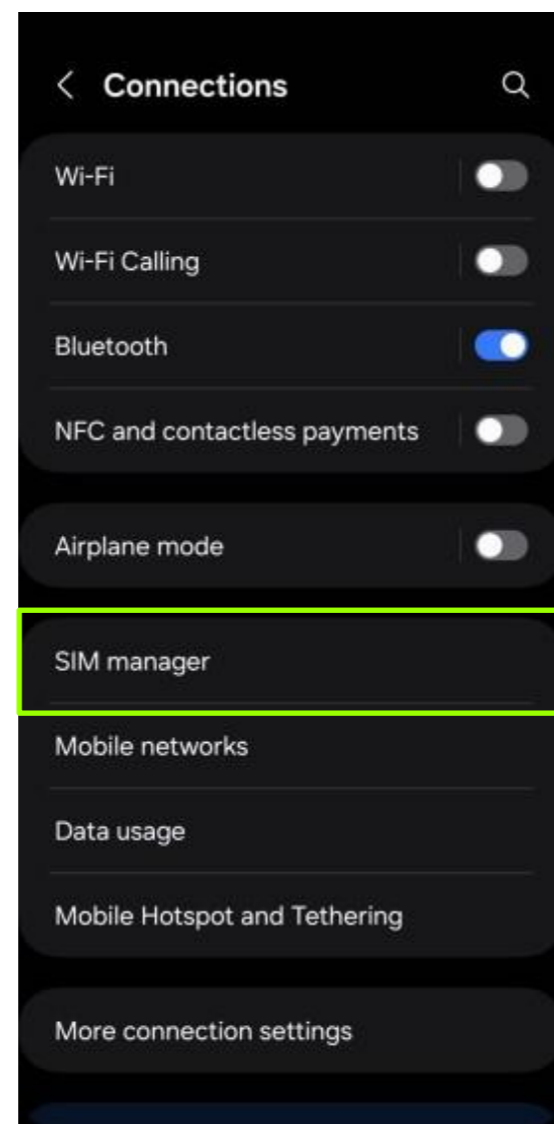


Android journey



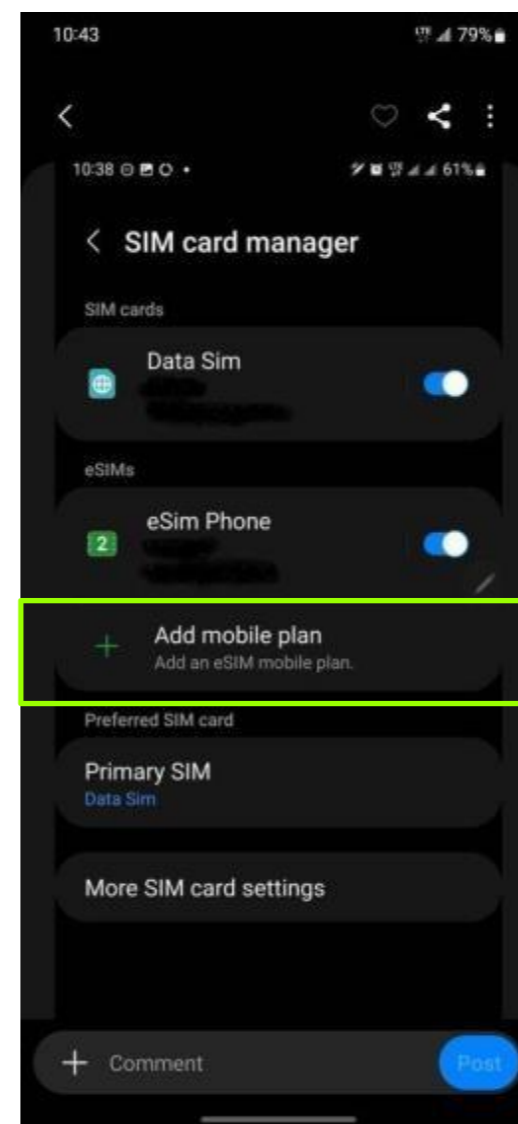
Settings

The user proceeds to their phone Settings and selects "Connections".



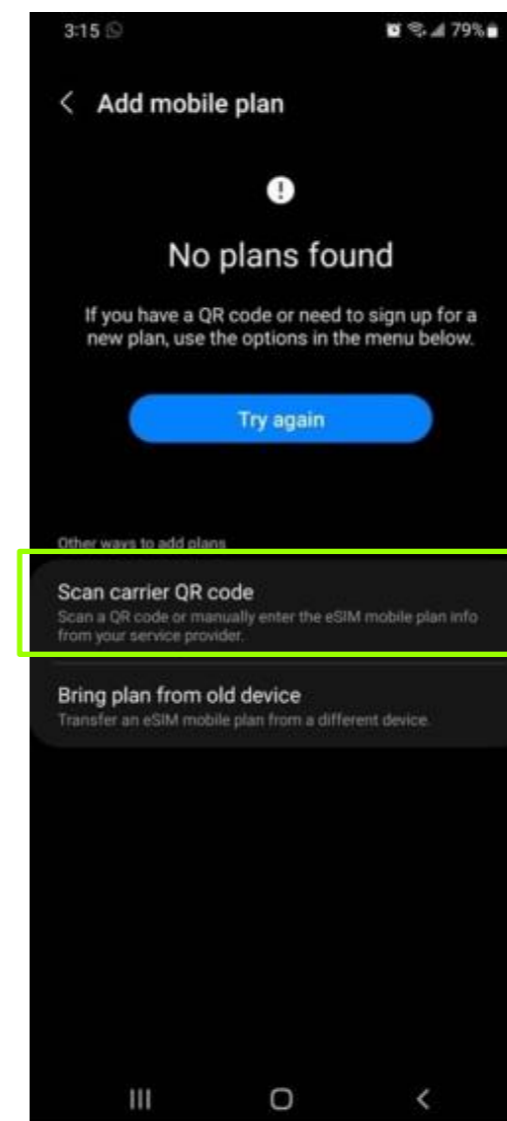
Connections

The user selects "SIM manager".



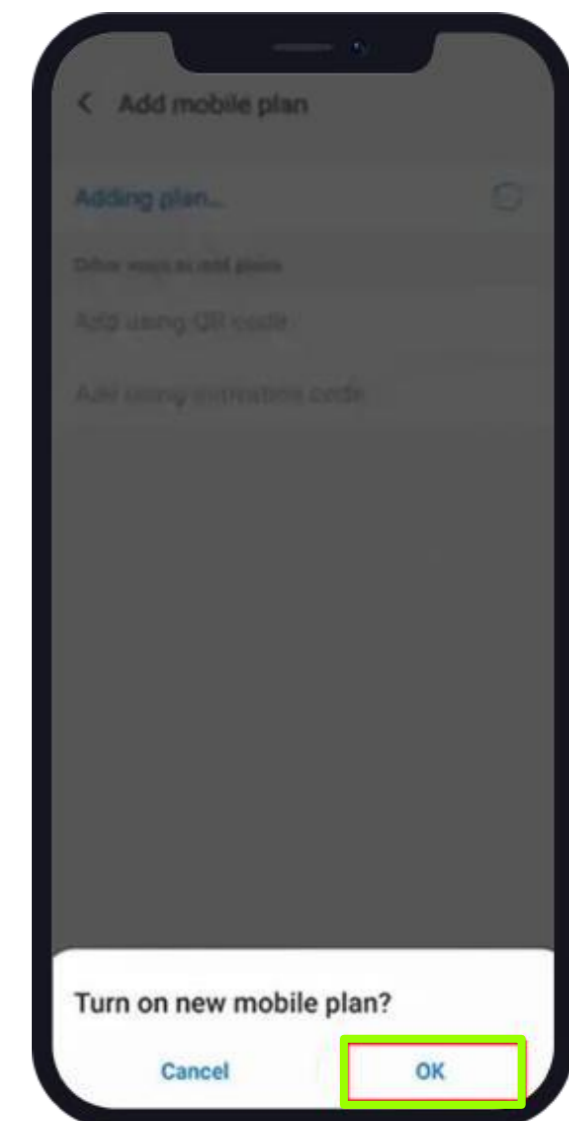
SIM Card Manager

The user selects "Add Mobile Plan".



Add Mobile Plan

The user selects "Scan carrier QR code" and scans the eSIM QR code and selects "Add".

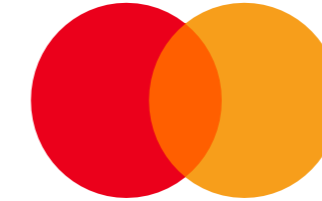


Activate eSIM

The user selects "Add" to add the Mobile Plan and then "OK" turn on the Mobile Plan.

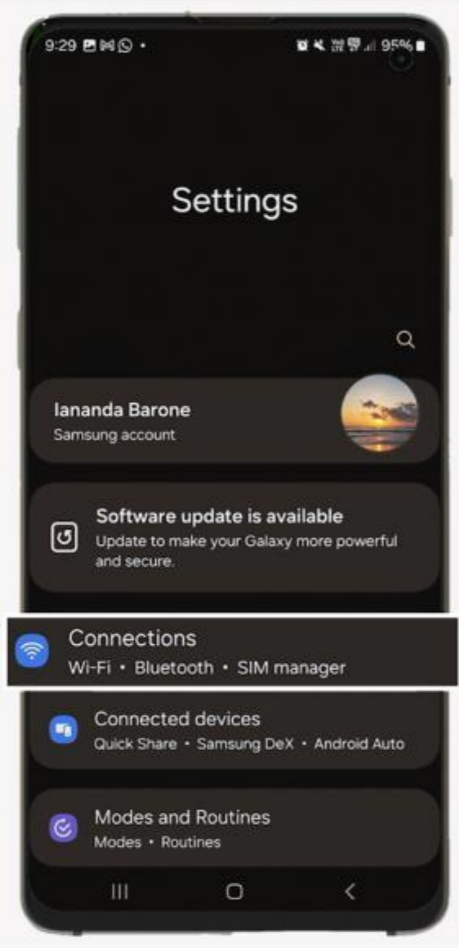


Mastercard Europe Microsite Redemption



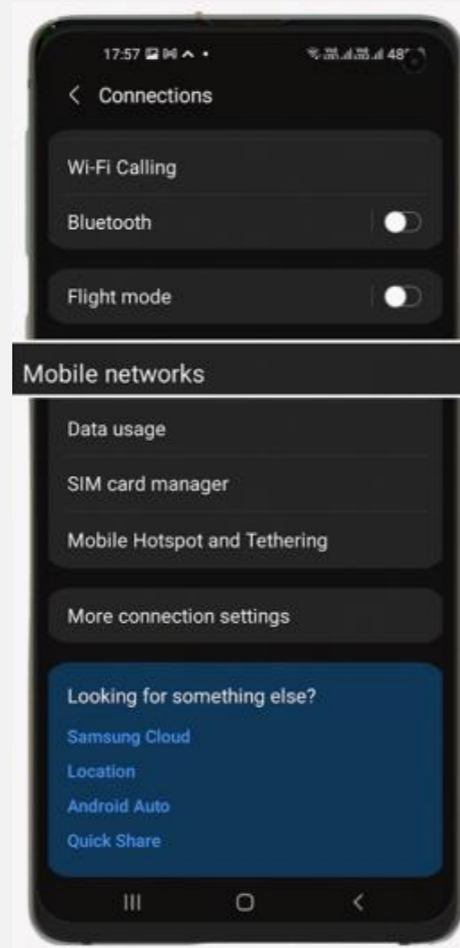
Android APN SETUP journey

If activation has not been successful, APN needs to be set up. If successful user can skip this step.



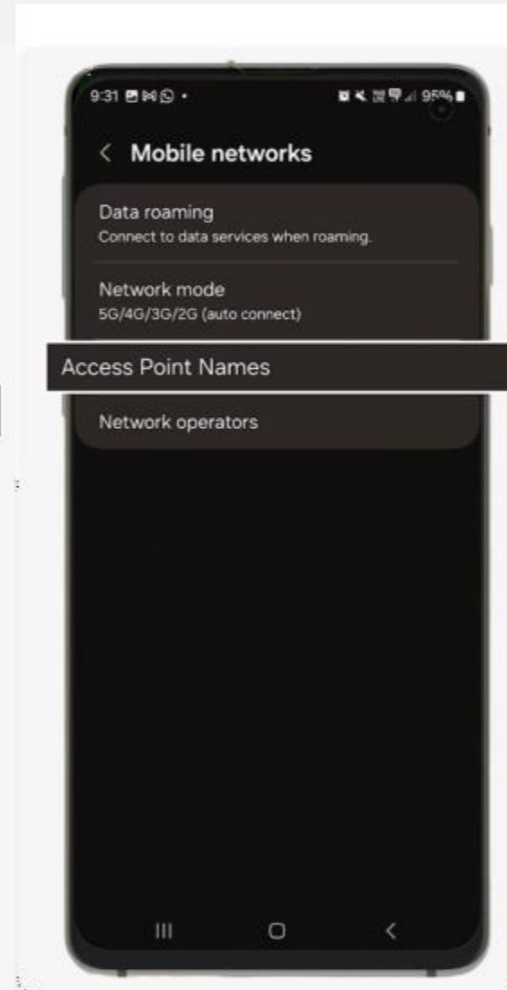
Phone Settings

The user proceeds to phone "Settings" and selects "Connections".



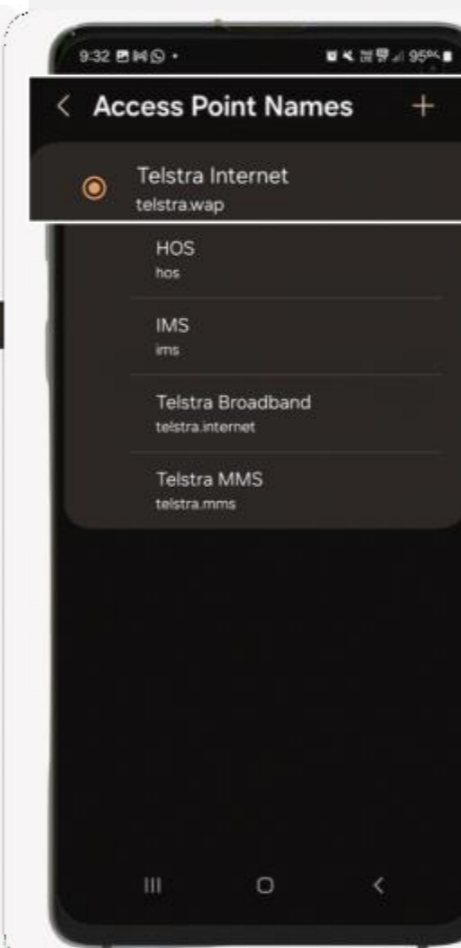
Connections

The user selects "Mobile networks".



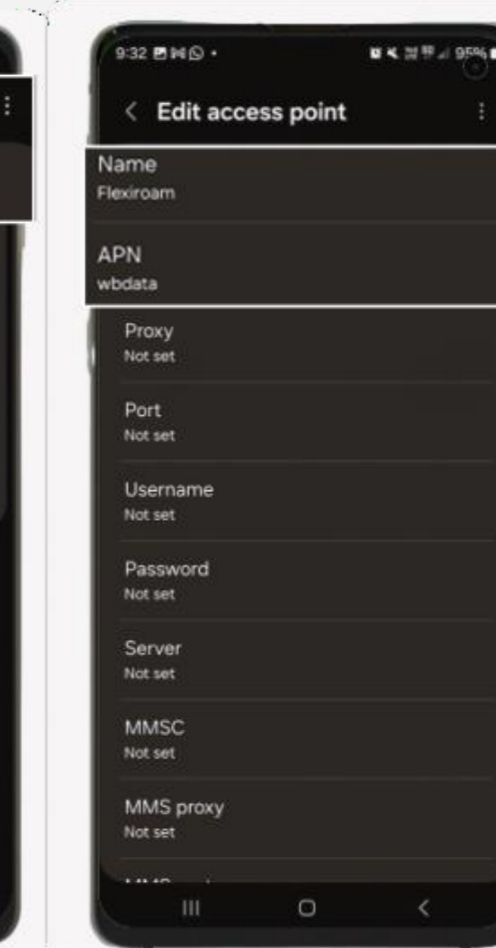
Mobile networks

The user selects "Access Point Names".



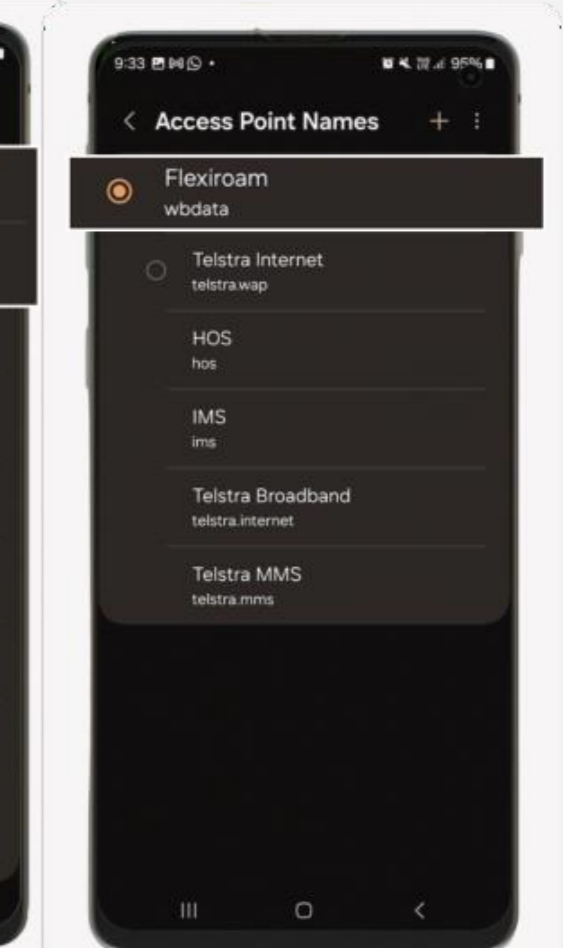
Access Point Names

The user selects the three dots on top right corner and selects "reset to default".



Access Point Names

If "FlexiRoam" is not listed, create a new APN. Enter 'FlexiRoam' for Name and the correct APN. Tap the 3 dots to save.

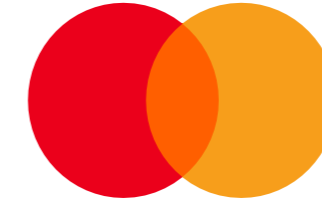


Access Point Names

The user selects FlexiRoam and restarts the device.



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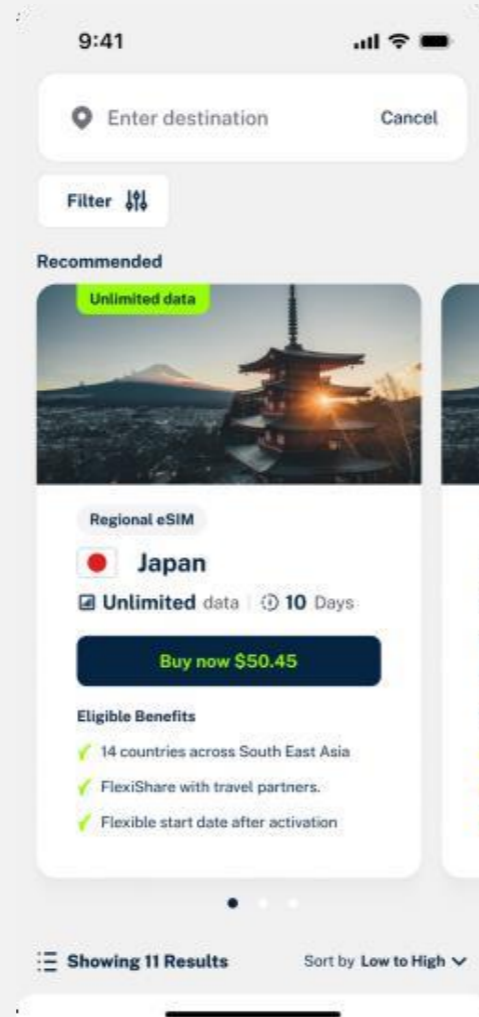
Active Plan

The user will see eSIM/SIM active/connected in the FlexiRoam App.



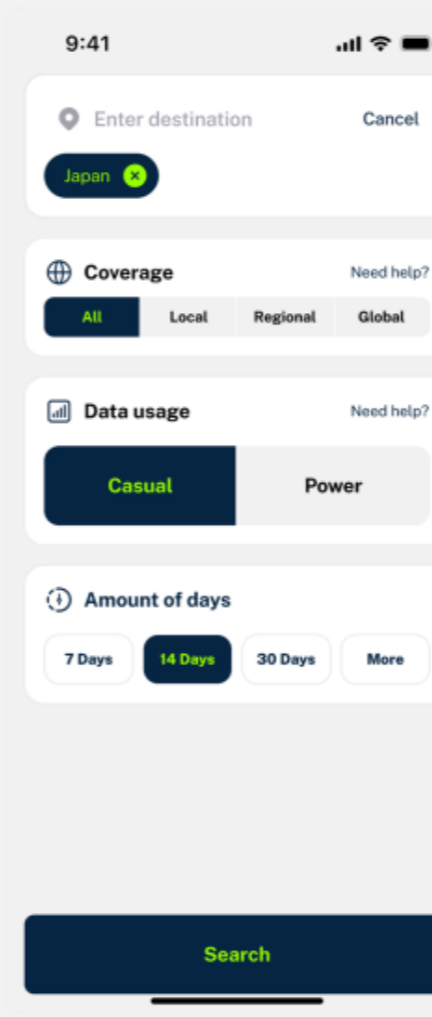
Additional Data

The users can proceed to purchase additional Data Plans by searching for new Plans.



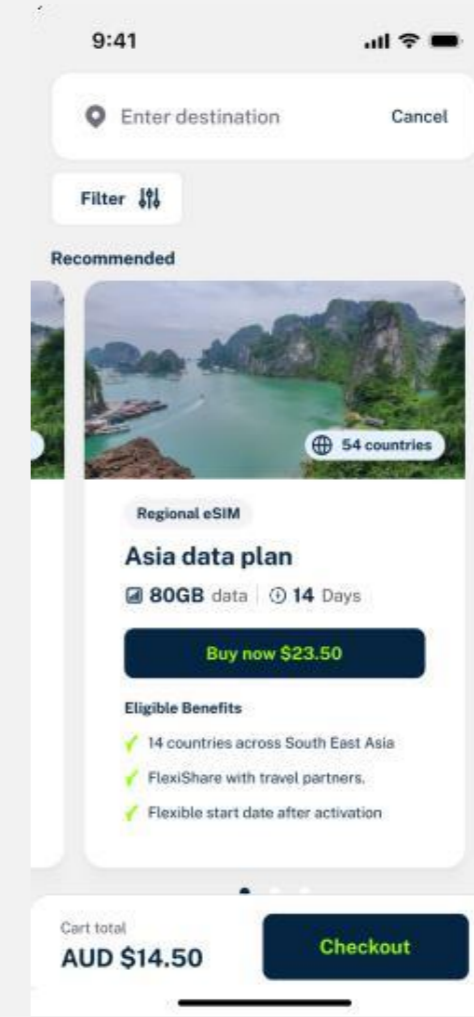
Search Destinations

The user types their destination or scrolls to check recommendations.



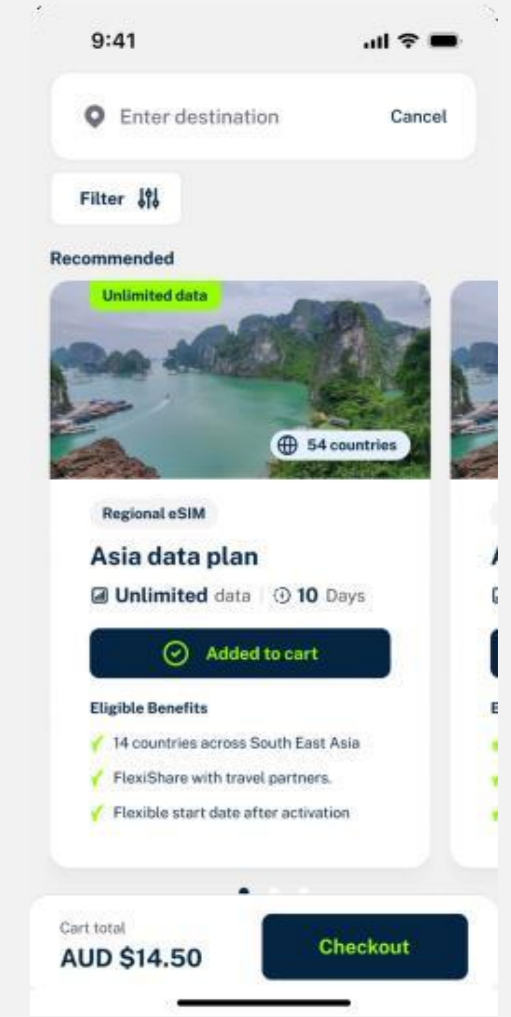
Search Filters

The user selects the desired parameters for their Plan.



Search Results

Recommended Plans are shown select the user can tap 'buy now' for the chosen option.

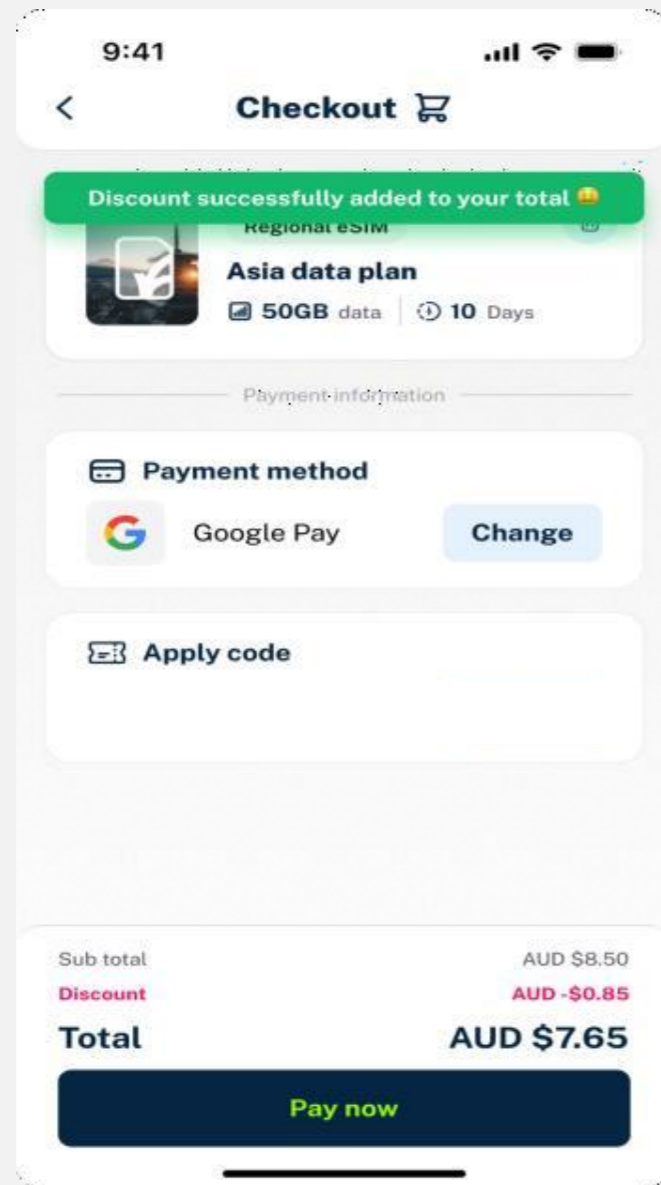
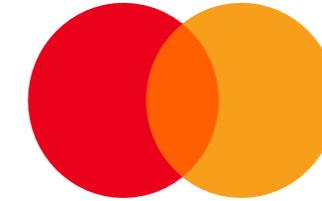


Data Plan Selection

The users clicks on "Checkout".

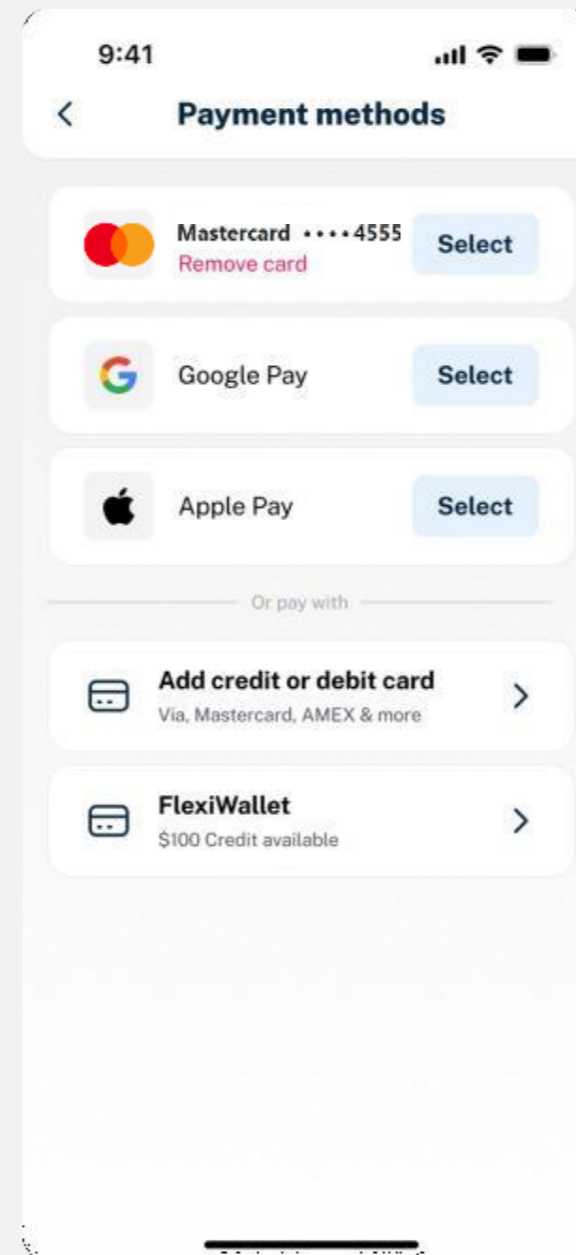


Mastercard Europe Microsite Redemption



Auto Applied

Mastercard 15% discount is auto applied for all data plans



Check out

User select or add payment methods and confirm purchase.



Purchase Completed

Purchase confirmation screen prompting users to install eSIM.