

AirAsia Free IGB Travel eSIM Campaign

This free Travel eSIM campaign (“**Campaign**”) is provided by Tune Protect Group Berhad via its wholly owned subsidiary, White Label Sdn. Bhd., having its registered address at Wisma Capital A, Level 9, Lorong Dungun, Damansara Heights, 50490 Kuala Lumpur, Malaysia (“**Tune Protect**”, “**we**”, “**us**” or “**our**”).

Terms and Conditions

1. Campaign Period

This Campaign is valid for eligible purchases from **15 June 2026** to **28 June 2026** (“**Campaign Period**”).

2. Eligibility

This Campaign is open to AirAsia passengers who purchase **AirAsia Value Pack** and **Premium Flex** bundle on any direct and Fly-Thru outbound flights departing from or arriving into the countries shown below during the Campaign Period:

Australia	Cambodia	China	Hong Kong
India	Indonesia	Japan	Kazakhstan
Macao, China	Malaysia	Pakistan	Philippines
Saudi Arabia	Singapore	South Korea	Taiwan, China
Thailand	Türkiye	Uzbekistan	United Kingdom
Vietnam			

*Excluding China departures and AirAsia Cambodia flights with the KT flight code.

Each eligible purchase entitles the passenger to **one (1) free IGB Travel eSIM** (limited to one eSIM per passenger regardless of one-way or round-trip itinerary for international flight only), subject to availability.

This Campaign is **limited** and available on a **first-come, first-served** basis, while stocks last.

3. Free IGB Travel eSIM

The free Travel eSIM provides IGB mobile data and is for travel use only. It has no cash value and is non-exchangeable.

The eligible passengers will receive a **'Thank You' email** as a confirmation purchase of the travel insurance which the free **Travel eSIM QR Code** and redemption instructions will be included as part of the email.

Passengers are responsible to ensure their device is **eSIM-compatible** and carrier-unlocked prior to activation. Tune Protect is not responsible for incompatible or locked devices.

4. Redemption & Activation of the eSIM

The eSIM Redemption Code Issuance

1. Upon successful purchase of an eligible bundle, a Thank You Email will be sent by Tune Protect to the Contact Email Address registered during the flight booking process.
2. Each eligible passenger will receive one (1) Thank You Email containing:
 - (i) a unique Redemption Code;
 - (ii) the Redemption Code expiry date; and
 - (iii) a Redemption Link.
3. Where a booking includes multiple passengers, each passenger will receive a separate Redemption Code, however all emails will be sent to the single Contact Email Address provided during booking.
4. The Redemption Code must be used by 31 December 2026.

Redeeming the free Travel eSIM

After you receive the Thank You email from Tune Protect, click on the redemption link. Then, follow these simple steps to redeem your free Travel eSIM:

**HOW TO REDEEM
FREE 1GB
TRAVEL eSIM**

1. Login to Start Redemption
Key in your email address and OTP

2. Select 'Redeem 1GB'
Click Menu → Choose Promotion Redeem 1GB

3. Key in Redemption Code
Key in the Redemption Code from the Thank You email

4. Select your Destination
Select your country of destination from the list

5. Choose the Travel Date
Select your departure date & checkout

6. Order is Confirmed!
You'll get activation QR Code 7 days before departure*

*T&Cs apply.
If the departure date is within 7 days, the activation QR code will be sent as soon as the order is confirmed.

IMPORTANT:

1. This Campaign is limited to the first **100,000** Redemption Codes on a first-come, first-served basis. Each Redemption Code is unique and non-transferable.
2. Redemption must be completed by **31 December 2026**, failing which it will be deemed expired and void.
3. The eSIM Activation QR Code will NOT be issued immediately upon successful redemption. It will only be issued **seven (7) days** prior to your Departure Date via email.
4. Where the Departure Date is **less than seven (7) days** from the date of redemption, the Activation QR Code will be issued immediately upon successful redemption.
5. Upon receiving the Activation QR Code, you will have **sixty (60) days** to activate the eSIM. Once activated, the eSIM data plan shall be valid for **seven (7) days** from the date of activation.

eSIM Activation & Device Setup

Upon receiving the Activation QR Code via email, passengers must install the eSIM on their device prior to departure. Installation steps vary by device operating system:

1. iOS Devices

- Go to Settings > Mobile Data > Add Data Plan / Add eSIM.
- Scan the Activation QR Code received via email.
- You will be notified once the eSIM is successfully installed.

2. Android Devices

- Go to Settings > Connection > SIM Card Manager > Tap on “Add Mobile Plan” or “Add eSIM”.
- Choose to install using QR Code.
- Scan the Activation QR Code received via email.
- Device will notify once the eSIM is successfully installed.

Once the eSIM is successfully installed, passengers must enable mobile data and data roaming on their device upon arrival at the destination country for the eSIM service to activate.

5. Service Scope & Limitation

The eSIM service is provided on a best-effort basis through third-party global network partners.

Network speed, coverage, and service quality may vary depending on destination, local network operators, and device compatibility.

To the extent permitted by applicable laws, Tune Protect shall not be liable for indirect losses, network outages, or travel disruptions arising from the use of the eSIM.

6. Customer Support

In the event of non-receipt of the Travel eSIM QR Code or unable to activate the eSIM service despite having a valid Travel eSIM QR Code, you shall contact our 24/7 Hotline Assistance at 1-800-88-5753 (within Malaysia) or

+603 7628 3650 (overseas) or such other contact details as we may notify you from time to time for prompt assistance.

All enquiries, feedback, or complaints relating to the Campaign or on the free travel eSIM shall be directed to enquiry@tuneprotect.com.

7. No Cash Alternative

The free 1GB Travel eSIM is non-refundable and cannot be exchanged for cash, credit, or other products.

8. Data Protection

Personal data provided during insurance purchase and eSIM redemption will be processed in accordance with the Malaysian Personal Data Protection Act (PDPA) 2010. Read more on [AirAsia's Privacy Statement](#) and [Tune Protect's Privacy Policy](#).

9. General

This Campaign is not valid in conjunction with other promotions unless otherwise stated.

Tune Protect reserves the right to modify, suspend, or terminate this Campaign at its sole discretion without prior notice. Such termination of the Campaign will not affect the validity, redemption or use of the free 1GB Travel eSIM for any eligible purchase made prior to the termination date.

These Terms and Conditions are governed by the laws of Malaysia and subject to the exclusive jurisdiction of the courts of Kuala Lumpur, Malaysia.