

## Value Added Service (VAS) – Tune Protect Travel AirAsia

### 1. What is this Value Added Service (VAS)?

The **Value Added Service (VAS)** is a travel-related service bundled together with your AirAsia Travel Insurance purchase. It is designed to **improve your overall travel experience** by combining travel-related services with insurance benefits – giving you more value beyond protection alone.

The VAS is automatically included with eligible plans at **no additional cost**.

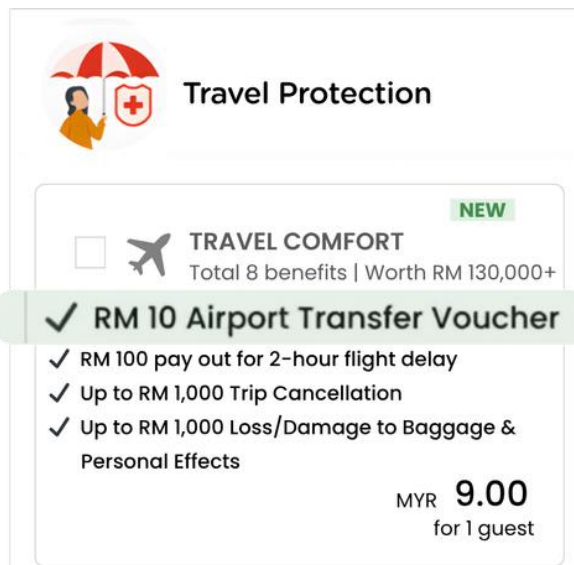
### 2. What VAS is currently included with my plan?


The VAS offering is **subject to change periodically without prior notification**, depending on the campaign or partnership active at the time of your purchase. Examples of VAS that may be offered include (but are not limited to):


- AirAsia eVoucher / Discount Code
- Santan In-flight meal voucher
- Other travel-related perks selected from time to time

For the **current VAS** included with your plan, please:

- Check the AirAsia Travel Insurance add-on tile on the AirAsia MOVE app or web during flight search, refer to the product information page at <https://www.tuneprotect.com/airasia/>, or



 **Travel Protection**

 **TRAVEL COMFORT** NEW  
Total 8 benefits | Worth RM 130,000+

**✓ RM 10 Airport Transfer Voucher**

- ✓ RM 100 pay out for 2-hour flight delay
- ✓ Up to RM 1,000 Trip Cancellation
- ✓ Up to RM 1,000 Loss/Damage to Baggage & Personal Effects

MYR **9.00**  
for 1 guest

- refer to your **Thank You email** from Tune Protect after a successful purchase

### 3. **Where can I find the Terms & Conditions for the specific VAS I received?**

Each VAS has its **own dedicated product page** with full Terms & Conditions, redemption instructions, and validity period.

To access the T&Cs for your specific VAS:

- Open the **Thank You email** sent by Tune Protect after your purchase,
- Click the **VAS product page link** included in the email, or
- Visit <https://www.tuneprotect.com/airasia/> and navigate to the VAS section

Each VAS product page will guide you on how to redeem and use that specific VAS.

### 4. **How will I receive my VAS?**

Your VAS will be delivered via **email** to the contact email provided during your flight booking, as a Thank You email from Tune Protect together with the Certificate of Insurance (COI).

Depending on the VAS type, you may receive:

- A unique **eVoucher / discount code**,
- A **redemption link**,
- An **expiry date** to indicate when the VAS must be used by

Refer to the specific VAS product page for the exact redemption flow.

### 5. **If I didn't receive my Thank You email, what should I do next?**

First, please check your email inbox (including the spam/junk folder) for any communication from AirAsia or Tune Protect.

If you still cannot locate your VAS, please email Tune Protect at [enquiry@tuneprotect.com](mailto:enquiry@tuneprotect.com) with your **flight Booking No.** for further assistance.

### 6. **What is the validity of my VAS?**

The validity period varies depending on the VAS type and the campaign at the time of purchase. The exact validity will be stated:

- In your **Thank You email** from Tune Protect, and
- On the **specific VAS product page** linked in the email

Please redeem your VAS before the expiry date – once expired, the VAS cannot be reinstated.

7. **Can I transfer, exchange, or refund my VAS?**

No. The VAS is:

- **Non-transferable** – only redeemable by the policyholder or the named beneficiary
- **Non-exchangeable** for cash or other rewards
- **Non-refundable** – even if you cancel your insurance policy or flight booking

For full conditions, please refer to the T&Cs on the specific VAS product page.

8. **Will I still receive my VAS if I cancel my insurance policy?**

No. If your insurance policy is cancelled or refunded, the associated VAS will also be **forfeited or revoked**. Any unredeemed vouchers or codes will be deactivated.

9. **Where can I direct my enquiries regarding the VAS?**

For VAS-related enquiries, you may email Tune Protect at [enquiry@tuneprotect.com](mailto:enquiry@tuneprotect.com) or visit the website <https://www.tuneprotect.com/airasia/en>

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