Premier Mastercard® Credit Card

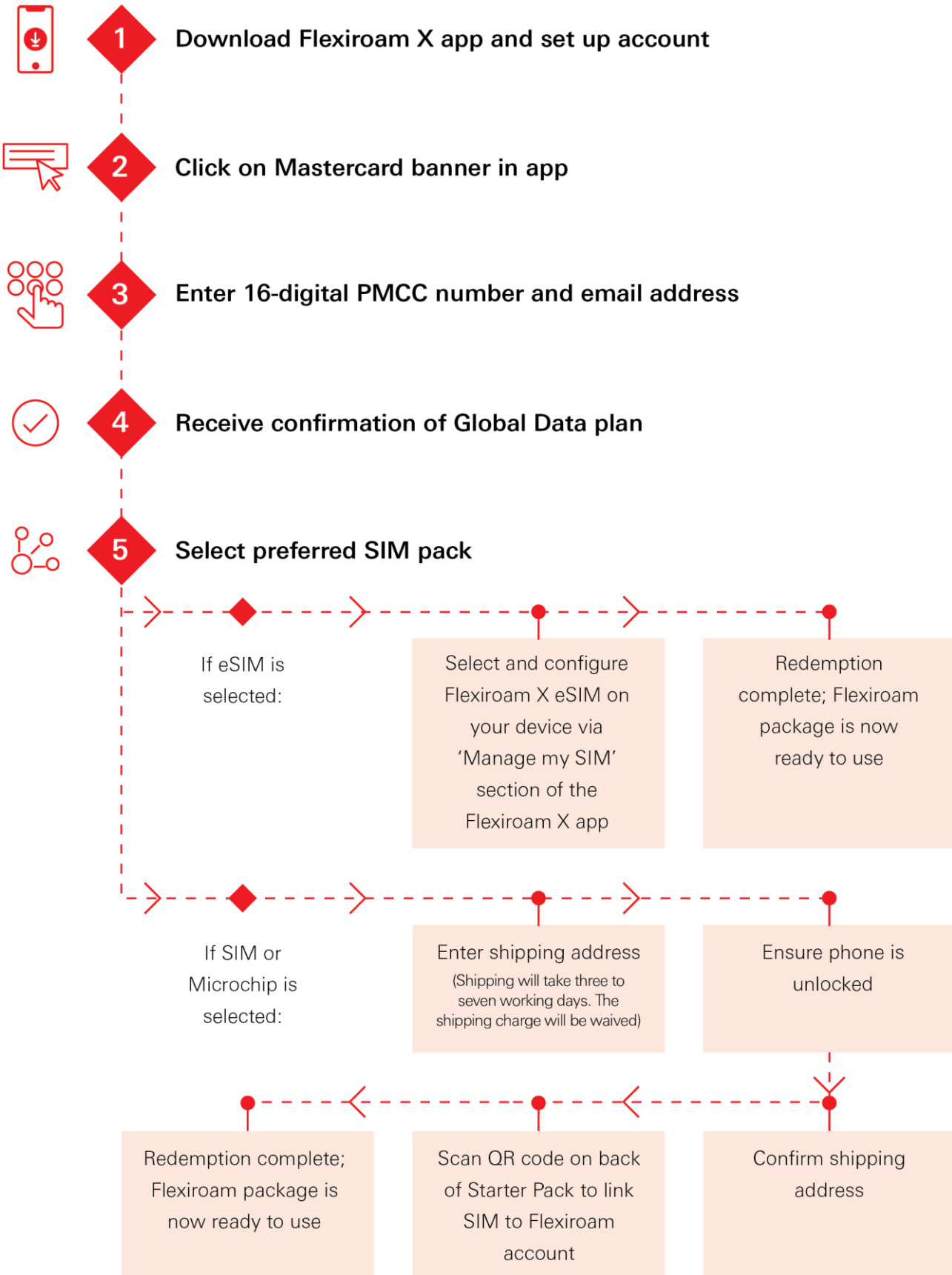## Details of Global Data Roaming by Flexiroam

Last updated: October 2024

Exclusive to HSBC Premier Mastercard credit cardholders

Global Data Roaming via Flexiroam to provide a free 3GB 15-day mobile data pass per eligible card, per calendar year for use when traveling.

Key Customer Benefits

◆ Customers can receive one free 3GB 15-day pass per eligible card, per calendar year, usable in over 200 countries

◆ Provides added convenience to ensure customers and their family members can share data and stay connected when traveling to international destinations

◆ Overcome the need to rely on public Wi-Fi and avoid the queue to get a local SIM card at your destination

◆ Accessible using eSIM, or microchip or SIM card options delivered directly to your chosen address

◆ 15% discount on future data plans via Flexiroam when customers pay using their HSBC Premier Mastercard Credit Card (PMCC)

HSBC

How customers can Receive Flexiroam

1 Download Flexiroam X app and set up account

2 Click on Mastercard banner in app

3 Enter 16-digital PMCC number and email address

4 Receive confirmation of Global Data plan

5 Select preferred SIM pack

If eSIM is selected:

Select and configure Flexiroam X eSIM on your device via 'Manage my SIM' section of the Flexiroam X app

Redemption complete; Flexiroam package is now ready to use

If SIM or Microchip is selected:

Enter shipping address
(Shipping will take three to seven working days. The shipping charge will be waived)

Ensure phone is unlocked

Redemption complete; Flexiroam package is now ready to use

Scan QR code on back of Starter Pack to link SIM to Flexiroam account

Confirm shipping address

Premier Mastercard® Credit Card

General Information

1. **What is the benefit?**

   Global Data Roaming by Flexiroam, including redemption of one free 3GB 15-day Global Data Roaming pass per eligible card, per calendar year, and a 15% discount on future data plans.

   For additional details, please visit the HSBC Singapore Premier Mastercard Credit Card (PMCC) website (www.hsbc.com.sg/credit-cards/products/premier-mastercard).

2. **Are the benefit for HSBC Premier Mastercard credit cardholders only?**

   Yes, only HSBC Premier Mastercard credit cardholders are eligible for the benefit.

3. **Are my supplementary cardholders entitled to use the benefits, or only the Primary cardholder? Are my family members entitled to use the benefits?**

   The Global Data Roaming benefit can only be used by cardholders. If a cardholder wishes to pass their benefit to someone else, they can do so by informing the person of their 16-digit card number. However, redemption is limited to one data pass per year per eligible card.

4. **Do I have to pay for this benefit?**

   Eligible cardholders can receive one free 3GB 15-day Global Data Roaming pass per eligible card, per calendar year, and receive a 15% discount on future data plans via Flexiroam.

5. **How long are the benefits valid for?**

   Cardholders can receive one free 3GB 15-day Global Data Roaming pass per calendar year after becoming eligible for the benefit.

6. **What is the Global Data Roaming service?**

   Global Data Roaming by Flexiroam gives access to over 580 telcos in 200+ countries with a one-time setup, eliminating the hassle of buying and changing SIMs in every country, or carrying pocket Wi-Fi devices around.

   Users can receive one 3GB 15-day pass per eligible card, per calendar year. Once the pass is activated, it will provide roaming access for 15 days.

   After expiry, eligible cardholders can benefit from a 15% discount on future data plans via Flexiroam when they pay using the PMCC.

7. **How do I access the Global Data Roaming service?**

   Customers can download the Flexiroam X App via the Google Play Store or the App Store.

   Upon installation, customers can click on the Mastercard redemption banner to check eligibility, then enter their 16-digit PMCC number to use Global Data.

8. **What countries are covered?**

   The full list of the 200+ countries can be found at www.flexiroam.com/coverage-partners.

9. **Is there a limit on usage of the service in terms of data/duration?**

   Cardholders are entitled to one redemption per eligible card, per calendar year.

10. **Do I need to activate the service every time I travel?**

    Users can receive one 3GB 15-day pass per eligible card, per calendar year. The pass should be activated at the start of the travel journey and will provide roaming access for 15 days.

    After the pass expires, eligible cardholders can purchase another data plan via Flexiroam to use for future travel,

benefiting from a 15% discount when they pay using the PMCC.

11. Do I need to order a new SIM card to use the service?

If a customer is eligible, they can choose from three Flexiroam Starter Packs (for users new to Flexiroam only): SIM card, X-Microchip or eSIM.

Subject to compatibility with your device, an eSim can be used without needing to wait for delivery.

12. How long will it take for me to receive my preferred SIM card?

If a customer orders a SIM card or X-Microchip in their Starter Pack, shipping will take three to seven working days. The shipping charge will be waived.

If a customer orders an eSIM in the Starter Pack, the QR code will be sent to their email address within one hour.