



User Guide



Which Path is Right for You?

Your redemption method depends on where your card's issuing bank is based.

1. **EUROPE** Your card was issued by a European bank

Redeem via the Mastercard microsite linked by your bank.

2. **REST OF THE WORLD** Your card was issued outside of Europe

Choose either option below.

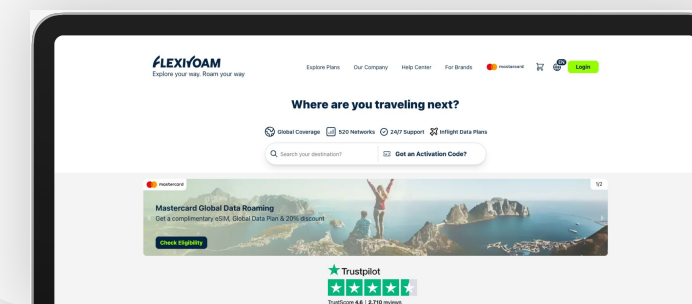
APP FlexiRoam App

Redeem directly from the homepage banner in the app.



WEB flexiroam.com

Visit the site and tap 'Check Eligibility' to get started. Go to <http://flexiroam.com>



Before You Start

Check these requirements before attempting redemption to avoid drop-off mid-process.

Your device must meet all three requirements below.



eSIM Compatible Device

iPhone XS or newer
Google Pixel 3 or newer
Galaxy S20 series or newer

Not eSIM compatible? You can
order a Physical SIM card instead.

[eSIM Compatibility Device Check](#)



Carrier-Unlocked Phone

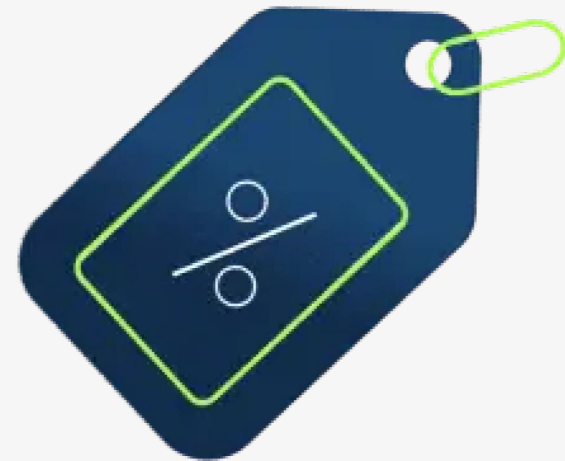
Your phone must be unlocked
from your home carrier to connect
to the FlexiRoam network abroad.



Latest Software Version

Ensure your phone's operating
system is up to date before
installing the eSIM for best
compatibility.

iOS 13+ required for iPhone.
Android 10+ recommended.



REDEEM

Create an account in the FlexiRoam app and check your eligibility to redeem the complimentary Mastercard x FlexiRoam Global Data Roaming Plan

[See Detailed Redemption Steps](#)



INSTALL

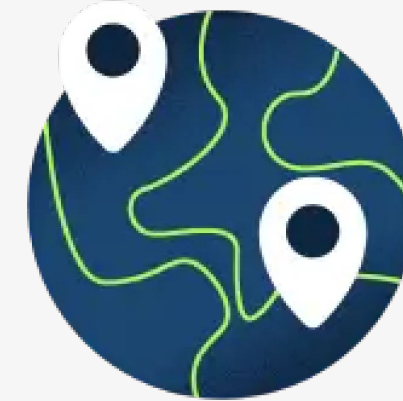
FlexiRoam eSIM

Follow the prompts on your device to install your new FlexiRoam eSIM

[See Detailed Steps for iOS](#)

[See Detailed Steps for Android](#)

[See Detailed Steps for Physical SIM](#)



ACTIVATE

Data Roaming Plan

Activate your complimentary Mastercard x FlexiRoam Global Data Roaming Plan

[See Detailed Plan Activation Steps](#)

Get 20% OFF on Subsequent Purchase



In-app Redemption

A thick, red, brushstroke-style underline is positioned directly beneath the text "In-app Redemption".

Step 1

Download the App

Scan the QR Code to download the FlexiRoam App.

Alternatively, you can download from App Store or Google Play.



Redeem Mastercard Benefit

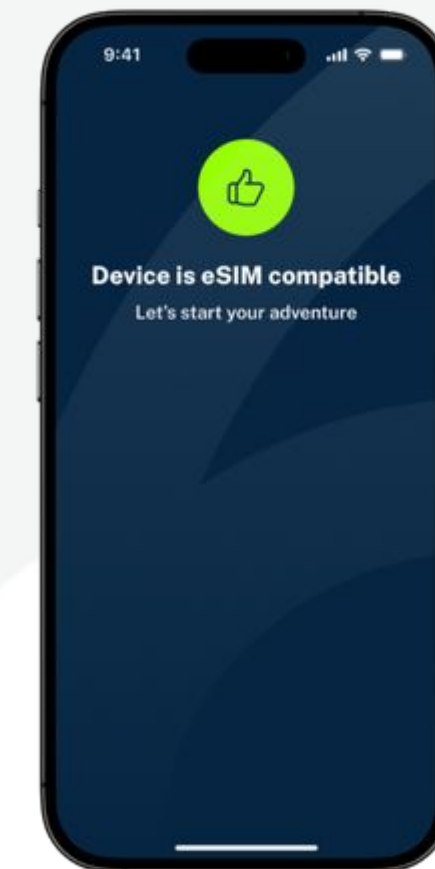
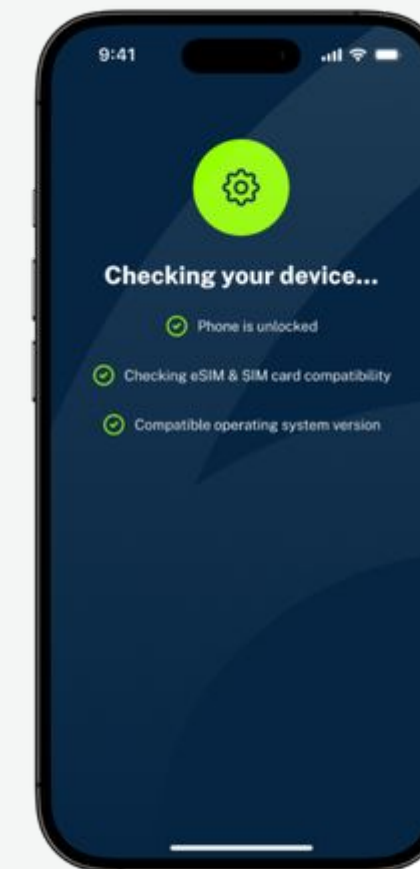
In-app Redemption

Step 2

Launch the FlexiRoam App

FlexiRoam App will automatically check if your device is eSIM compatible.

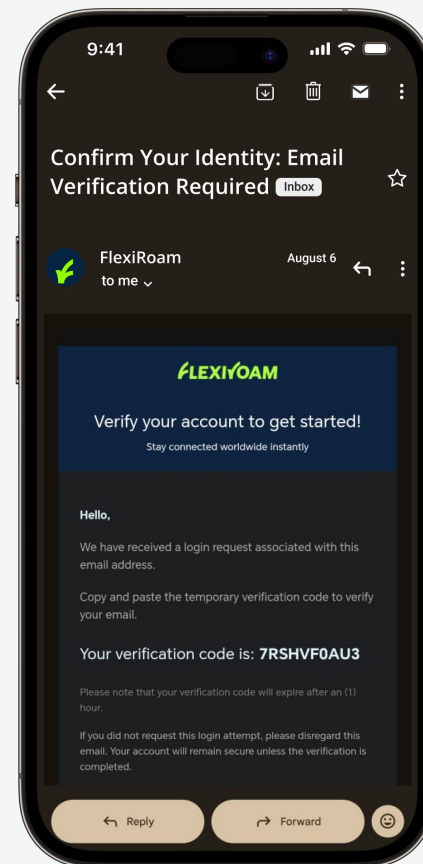
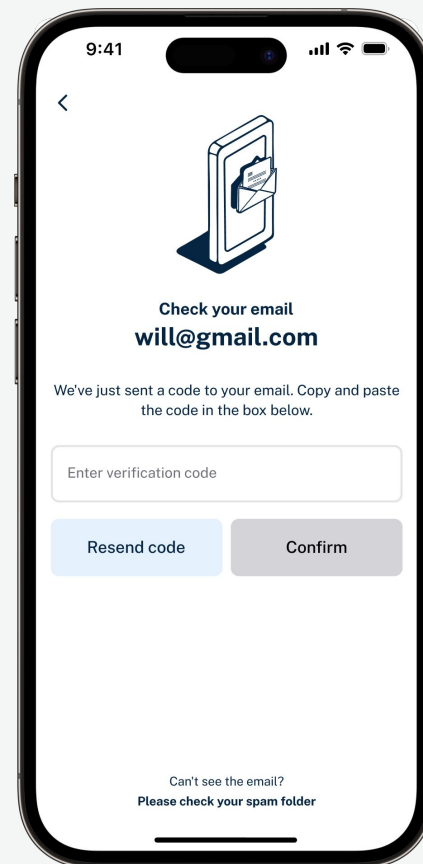
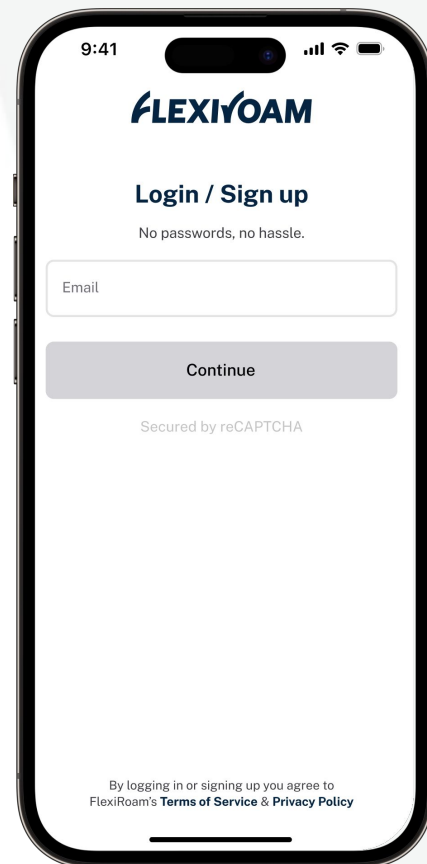
Alternatively, you can purchase a FlexiRoam SIM Card if your device is not SIM compatible.



Step 3

Login / Sign Up

You can create an account or access your FlexiRoam profile using the passwordless login. Verify your email with the verification code sent.



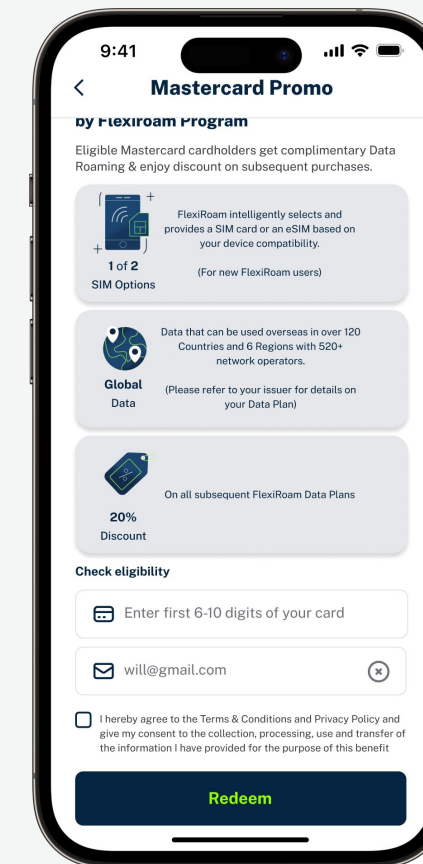
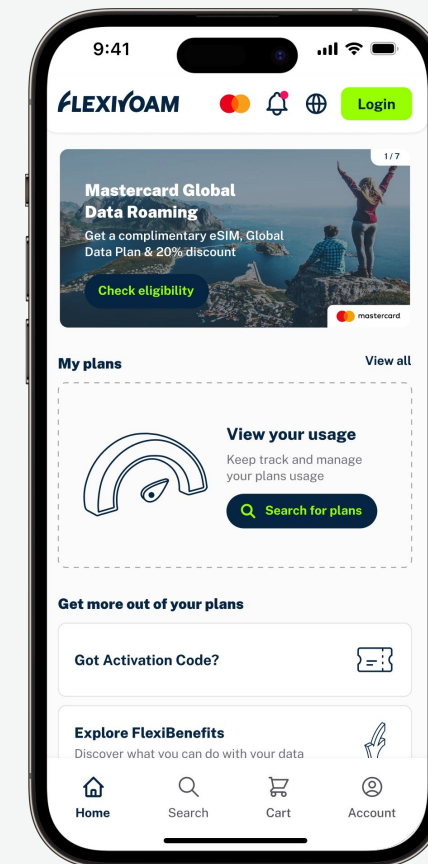
Redeem Mastercard Benefit

In-app Redemption

Step 4

Initiate Eligibility Check

Tap the "Check Eligibility" button on the homepage banner or "Mastercard" on top navigation bar.



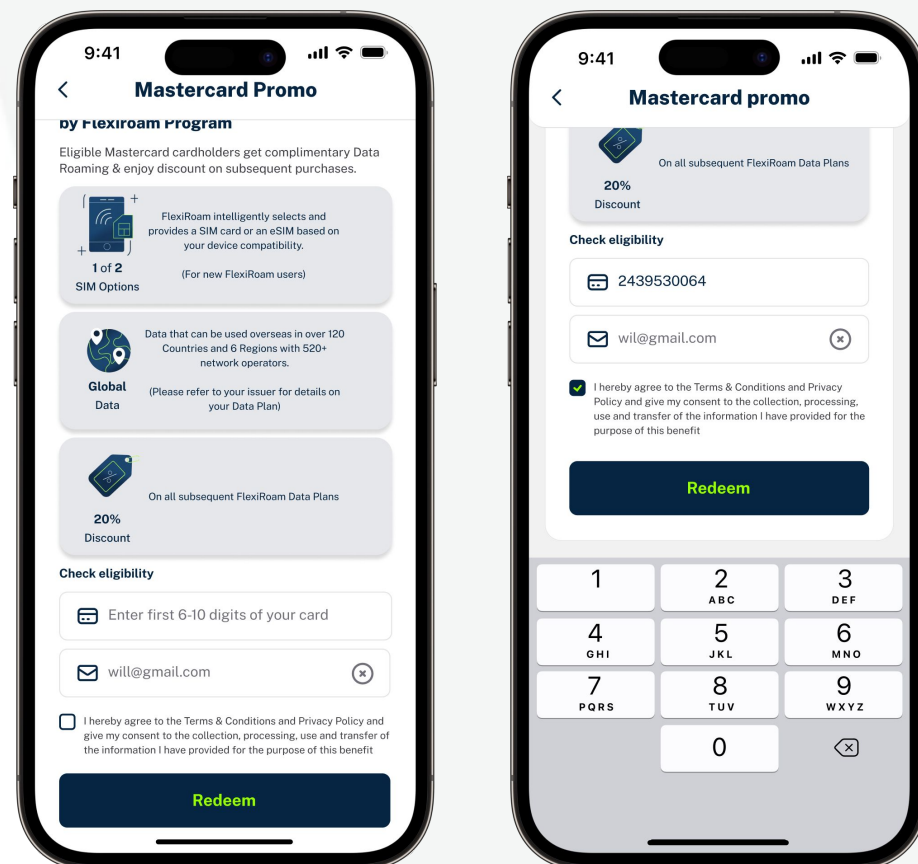
Redeem Mastercard Benefit

In-app Redemption

Step 5

Provide Card Information

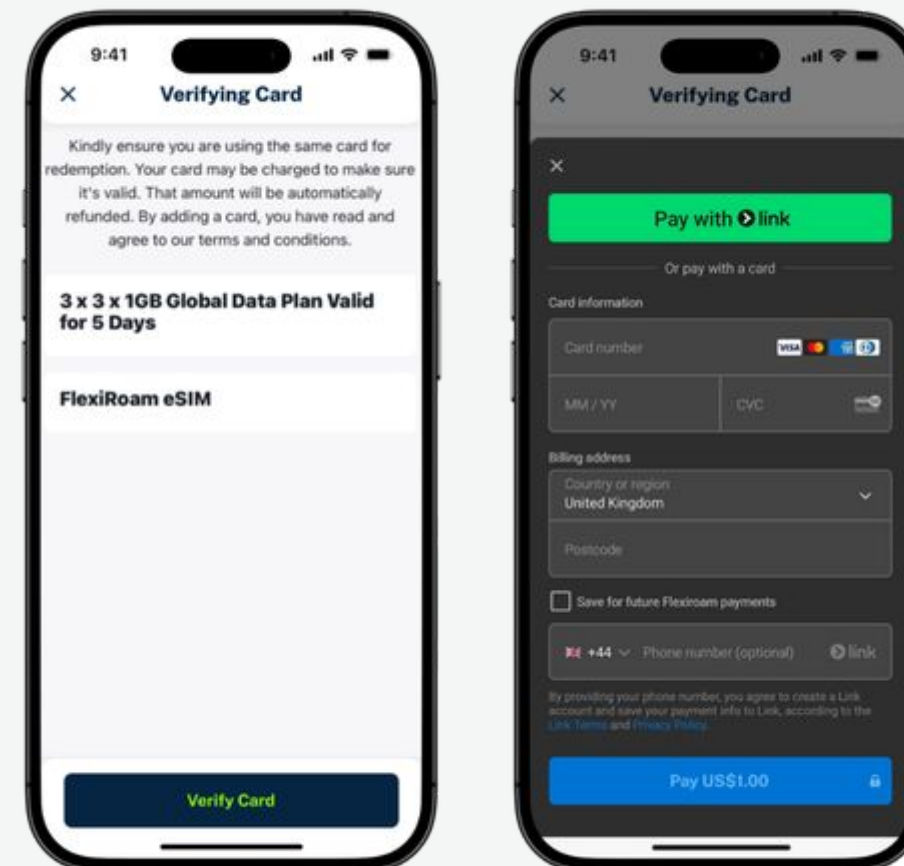
Input your credit card number and email to proceed with the eligibility check. You will see a prompt if you can redeem the Mastercard benefit.



Step 6

Verify Card (Pre-Authorisation)

After confirming the eligibility to redeem the benefit, you will be prompted to verify your card to complete a pre-authorisation step.



Pre-authorisation is a standard security practice, ensuring your card details are protected while making your purchase.

Remember, this is not an additional charge – it's simply a temporary hold for verification.

Note: For Middle East & Africa (MEA) Region, pre-authorisation not required.

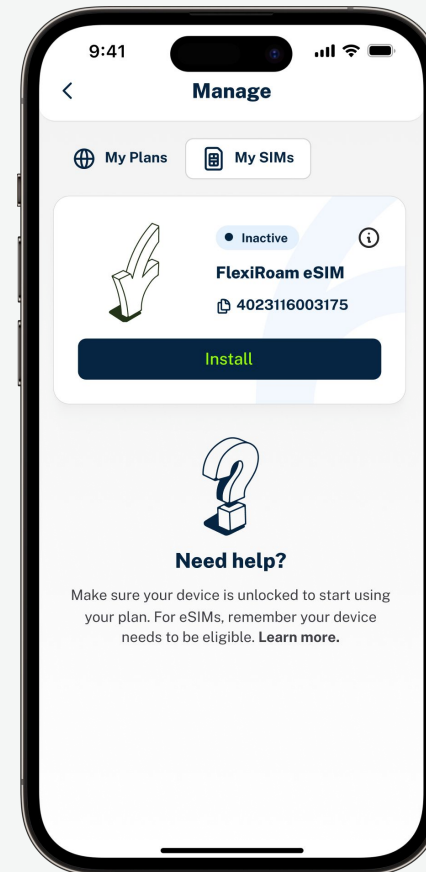
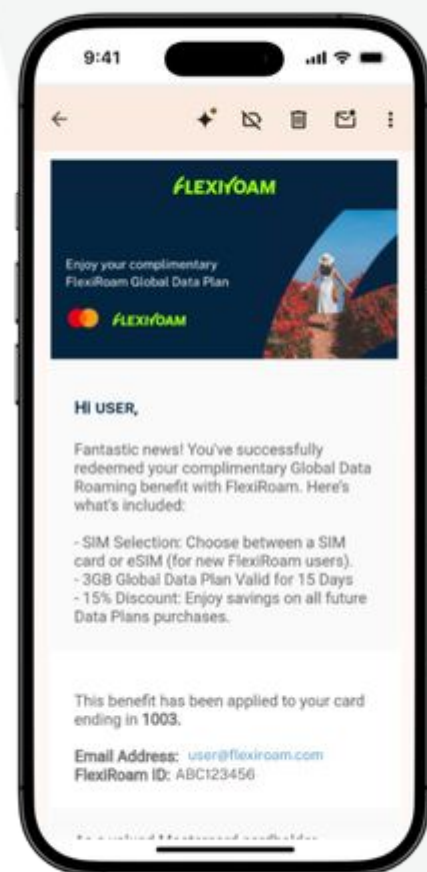
Redeem Mastercard Benefit

In-app Redemption

Step 7

Check Email and App

Once all verification are completed, you will receive an email about the benefit you have just redeemed. You can also check the app to see the eSIM reflected in your account.



Redeem Mastercard Benefit

In-app Redemption

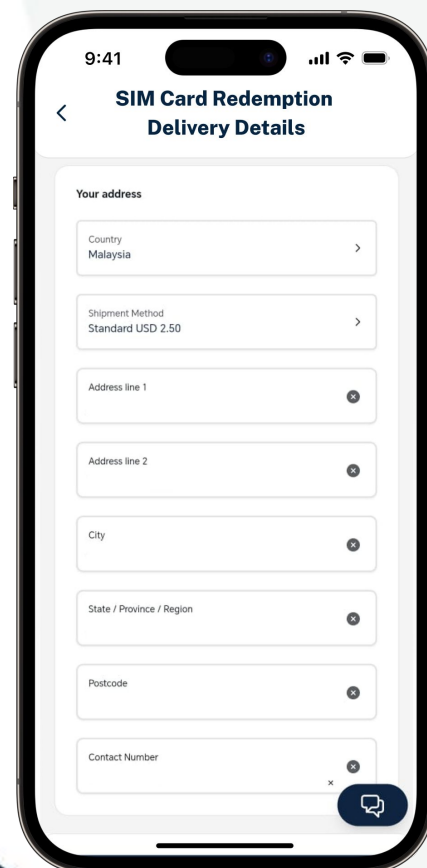
Step 8

FOR SIM CARD OPTION

Input Physical SIM Delivery Address

A shipping address is required by default for all Mastercard redemptions via the website and for all non-eSIM compatible devices.

User needs to input the details for the delivery of the Physical SIM.



SIM card delivery are only available for Asia Pacific, Middle East, Eastern Europe & Africa regions.

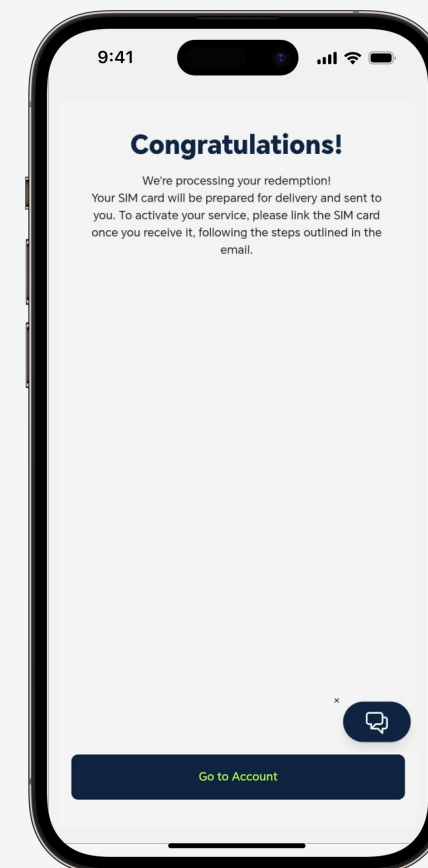
Step 9

FOR SIM CARD OPTION

Order Confirmation

Click on '**Confirm Redemption**' to complete.

Once redemption has been confirmed, Physical SIM card will be posted to you and will arrive within 7 days.



Redeem Mastercard Benefit

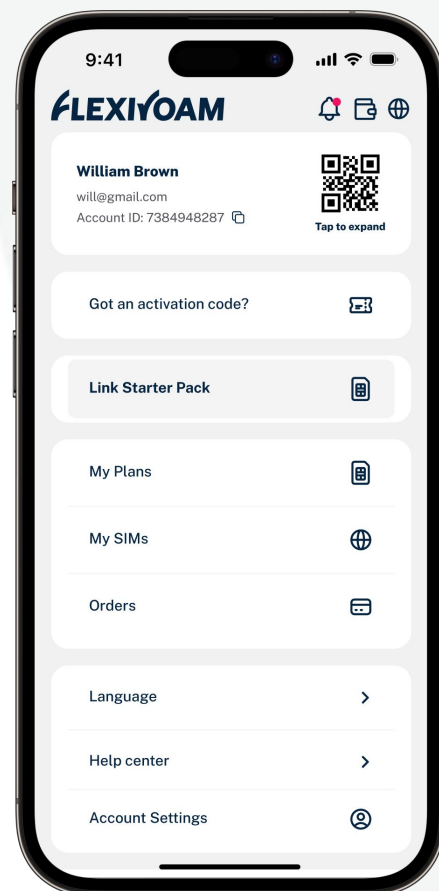
In-app Redemption

Step 10

FOR SIM CARD OPTION

Link Starter Pack

On **Account** > **Link Starter Pack**, scan the barcode of your Physical SIM card or enter the code manually to activate.

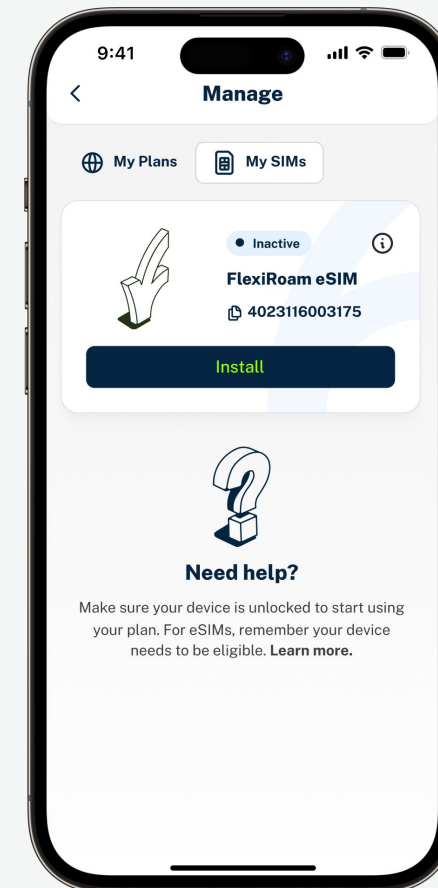


Step 11

FOR SIM CARD OPTION

Setup SIM Card

“**Account**” > “**Manage**” > “**My SIMs**” you can check if your SIM card was correctly activated. Then, install the SIM in your phone by ejecting your current one and replacing it with FlexiRoam SIM or installing FlexiRoam SIM in an additional slot.





Website Redemption


A thick, horizontal brushstroke in a teal color, positioned below the title "Website Redemption".

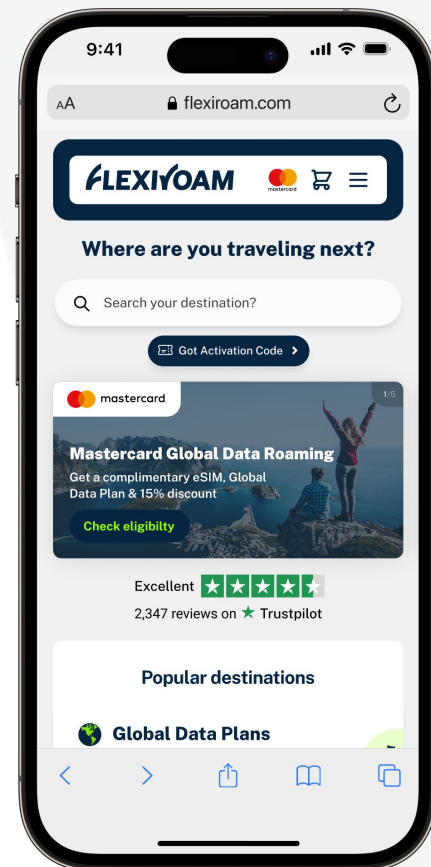
Redeem Mastercard Benefit

Website Redemption

Step 1

Initiate Eligibility Check

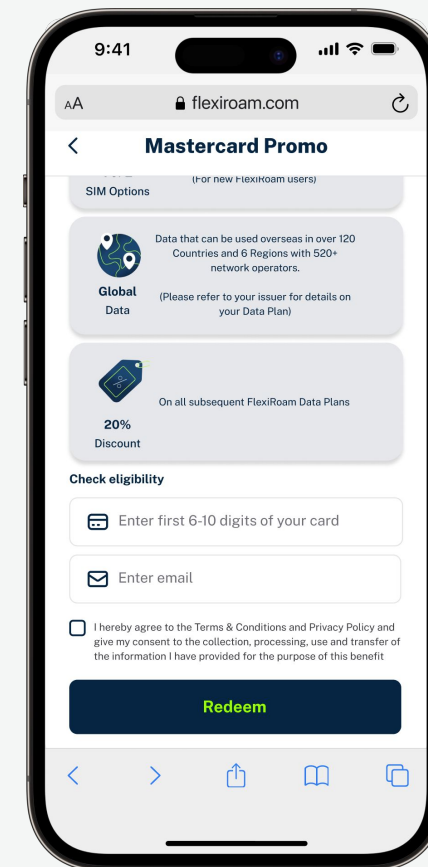
Tap the “**Check Eligibility**” button on the homepage banner or “” on top navigation bar.



Step 2

Input Credit Card Details

Input your credit card number and email to proceed with the eligibility check. You will see a prompt if you can redeem the Mastercard benefit.



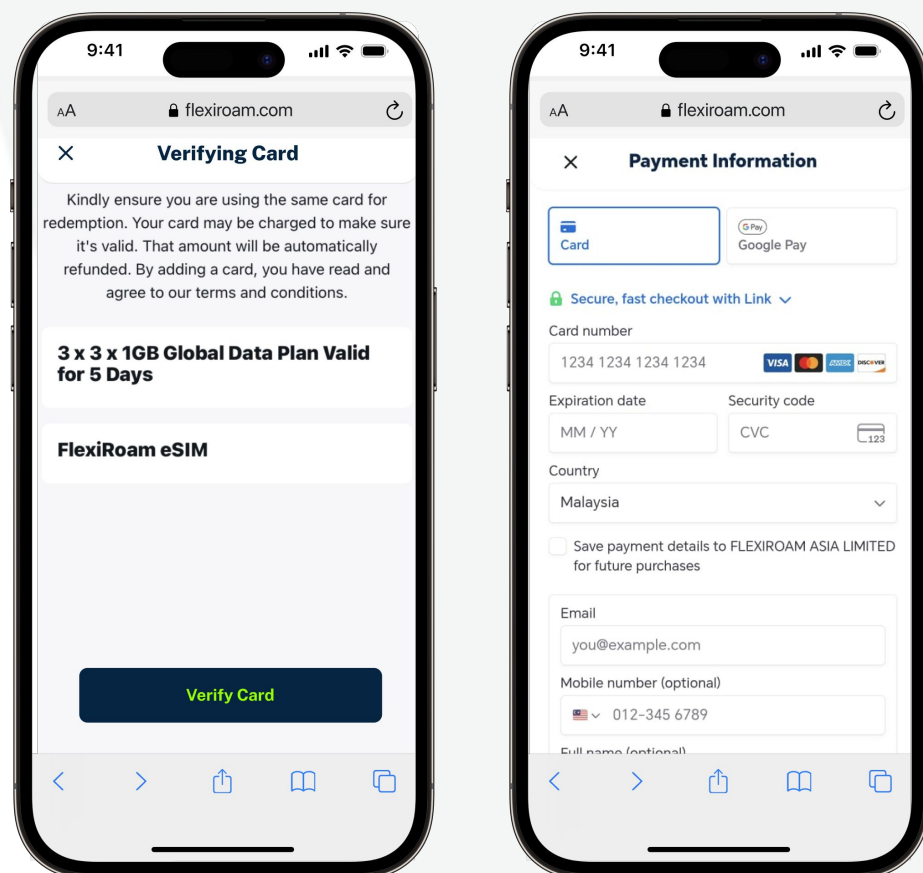
Redeem Mastercard Benefit

Website Redemption

Step 3

Verify Card (Pre-Authorisation)

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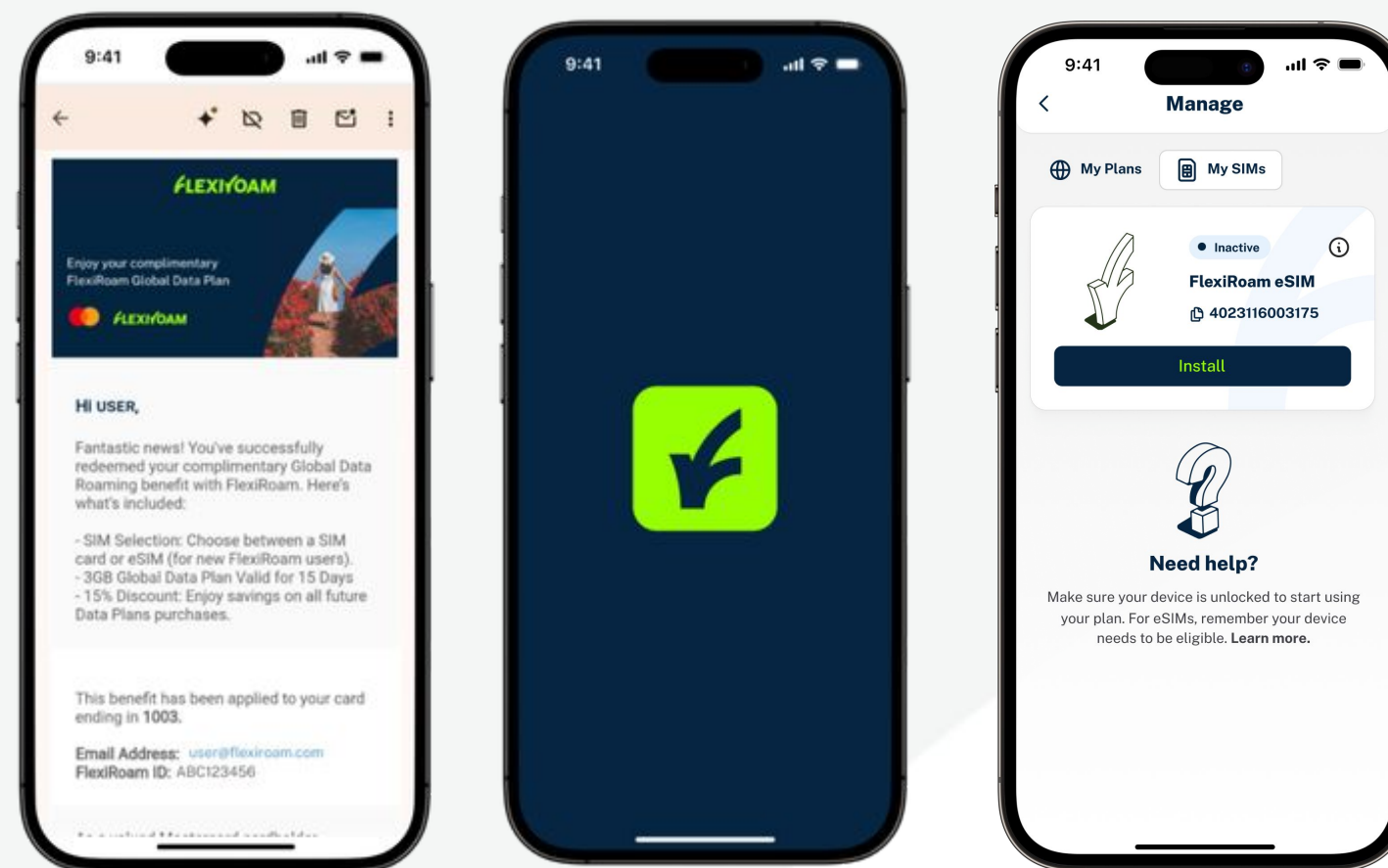
Remember, this is not an additional charge – it's simply a temporary hold for verification.

Note: For Middle East & Africa (MEA) Region, pre-authorisation not required.

Step 4

Check Email and Download App

Once all verification are completed, you will receive an email about the benefit you have just redeemed. You can also check the app to see the eSIM reflected in your account.



Redeem Mastercard Benefit

Website Redemption

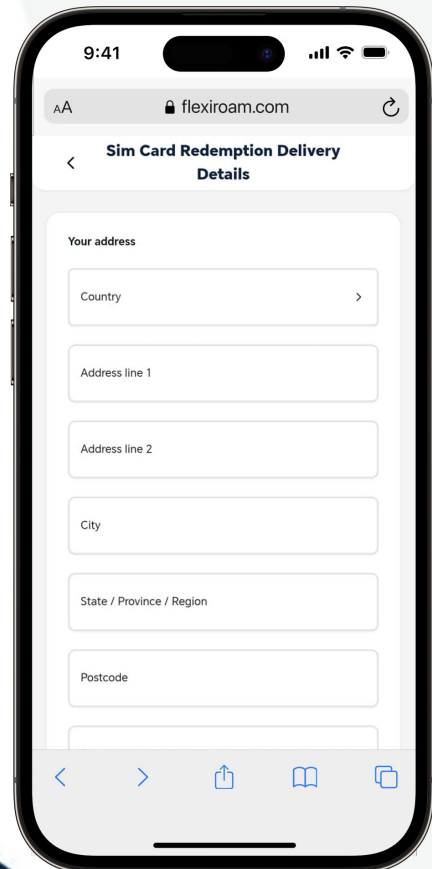
Step 5

FOR SIM CARD OPTION

Input Physical SIM Delivery Address

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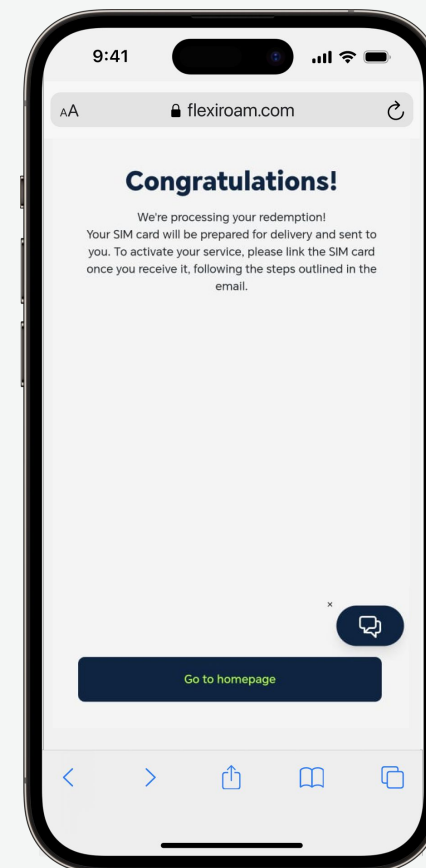
Step 6

FOR SIM CARD OPTION

Order Confirmation

Click on '**Confirm Redemption**' to complete.

Once redemption has been confirmed, Physical SIM card will be posted to you and will arrive within 7 days.



Redeem Mastercard Benefit

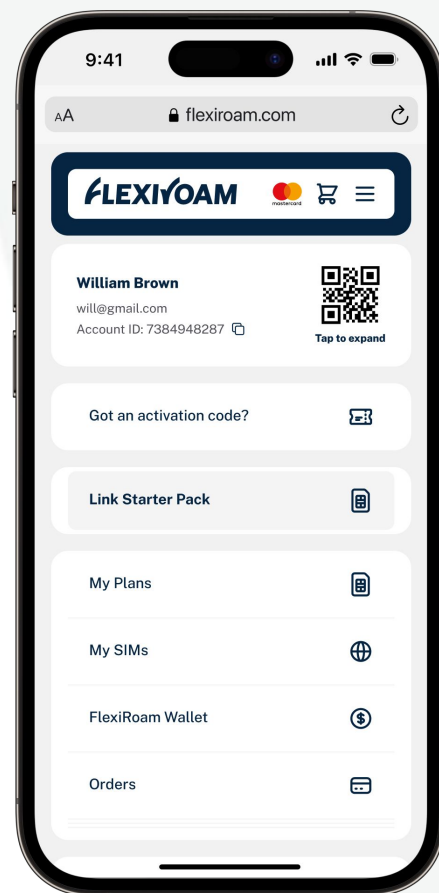
Website Redemption

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Link Starter Pack

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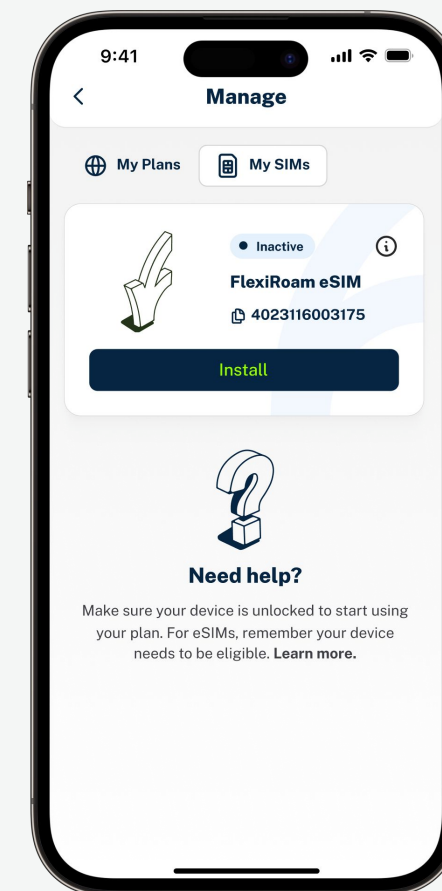


Step 8

FOR SIM CARD OPTION

Setup SIM Card

“**Account**” > “**Manage**” > “**My SIMs**” you can check if your SIM card was correctly activated. Then, install the SIM in your phone by ejecting your current one and replacing it with Flexiroam SIM or installing Flexiroam SIM in an additional slot.





Microsite Redemption (EU)

A horizontal brushstroke underline in a teal color, positioned below the main title.

Redeem Mastercard Benefit

Microsite Redemption

Step 1

Visit Microsite & Check Eligibility

Visit the Mastercard microsite and enter your card number to check your eligibility for the FlexiRoam benefit.



Global Data Roaming Powered by FlexiRoam

Global Data Roaming powered by FlexiRoam gives you access to over 520 network operators in over 120 Countries.

Benefits & Highlights

- eSIM
- One-time Setup
- Eliminate the hassle of buying and changing SIMs in every country or carrying pocket Wi-Fi devices.

Program Eligibility & Enrollment

Global Data Roaming by FlexiRoam (the "Program") offers Client's Cardholders a FlexiRoam eSIM and a selected Global Data Roaming Plan at no additional cost. Eligible Mastercard Cardholders can access the Program Benefit by using their eligible Mastercard payment card. To enroll, enter your Mastercard card number to check eligibility. Once your eligibility is verified, complete follow the user guide to install eSIM.

Mastercard Global Data Roaming Powered by FlexiRoam Program

Stay connected across the globe with up to 3GB of complimentary data, tailored to your Mastercard.

Check eligibility

Enter first 16 digits card number

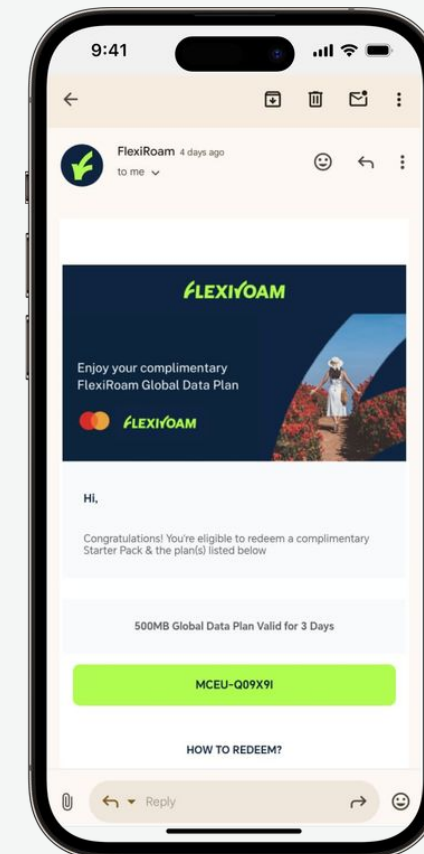
I hereby agree to the [Terms and Conditions, Privacy Policy and Terms of Use](#) and give my consent to the collection, processing, use and transfer of the information I have provided for the purpose of this benefit.

Check Card Eligibility

Step 2

Check Email

Once all verification are completed, you will receive an email about the benefit you have just redeemed. Simply head to FlexiRoam App and tap on “**Activation Code**” and enter the code to activate.



Redeem Mastercard Benefit

Microsite Redemption

Step 3

Download the App

Scan the QR Code to download the FlexiRoam App.

Alternatively, you can download from App Store or Google Play.

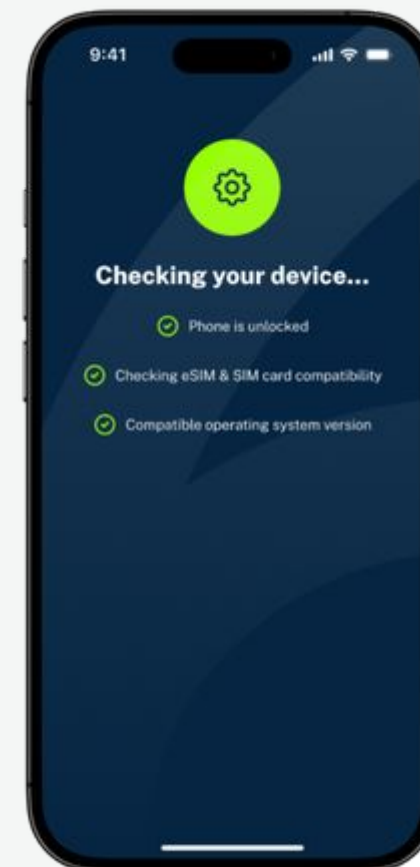
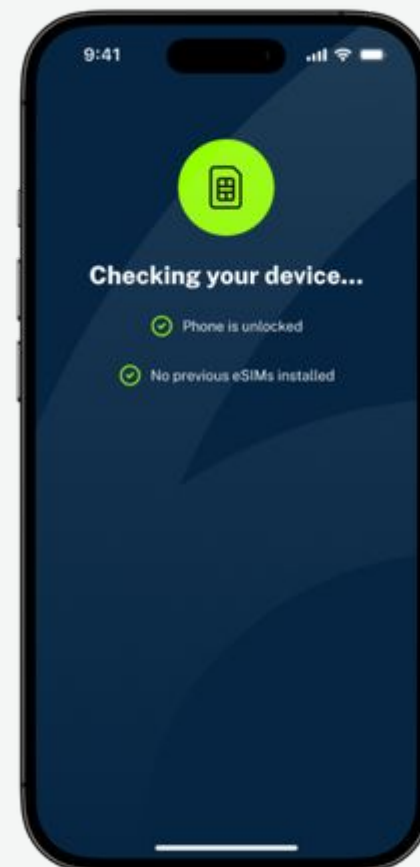


Step 4

Launch the FlexiRoam App

FlexiRoam App will automatically check if your device is eSIM compatible.

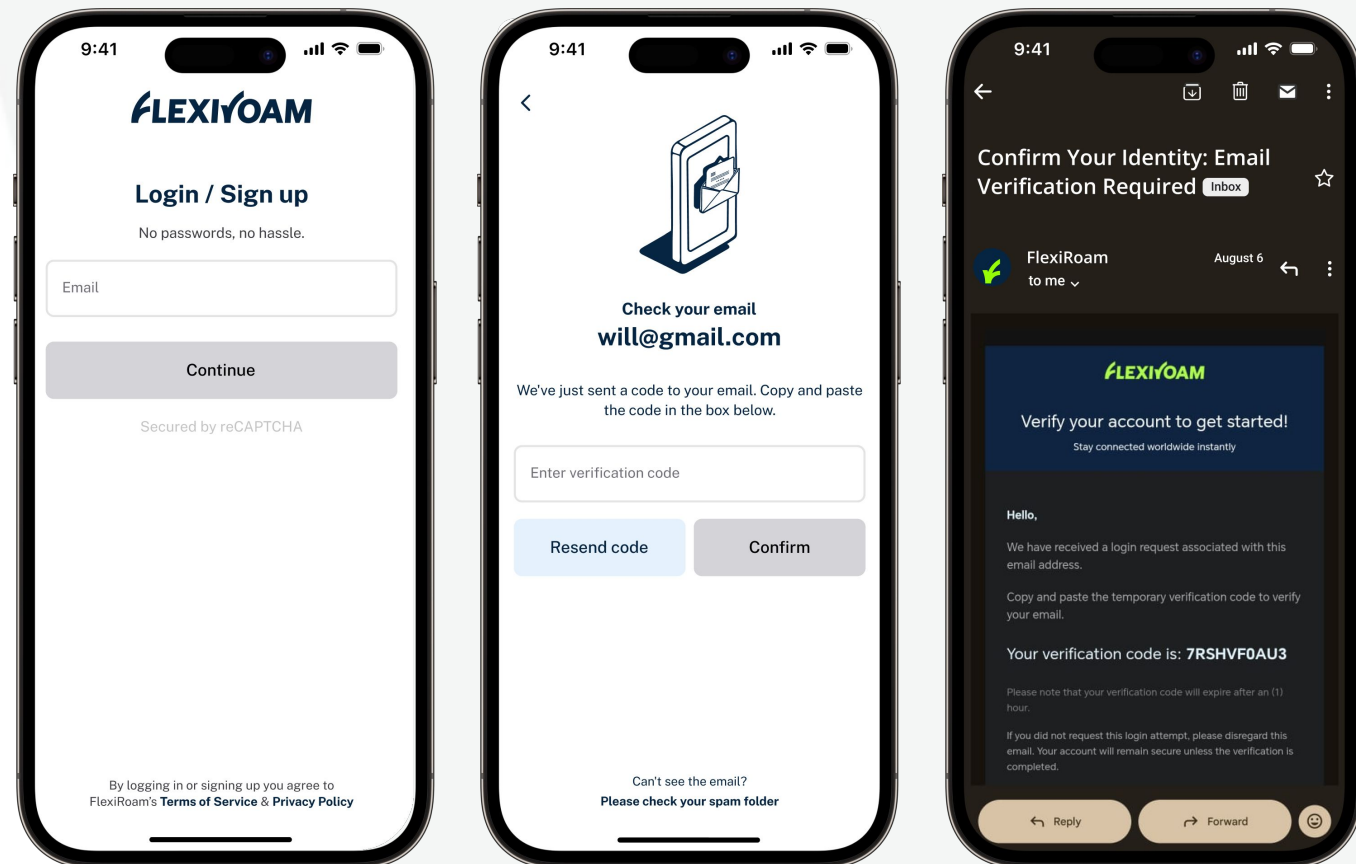
Alternatively, you can purchase a FlexiRoam SIM Card if your device is not SIM compatible.



Step 5

Login / Sign Up

You can create an account or access your FlexiRoam profile using the passwordless login. Verify your email with the verification code sent.



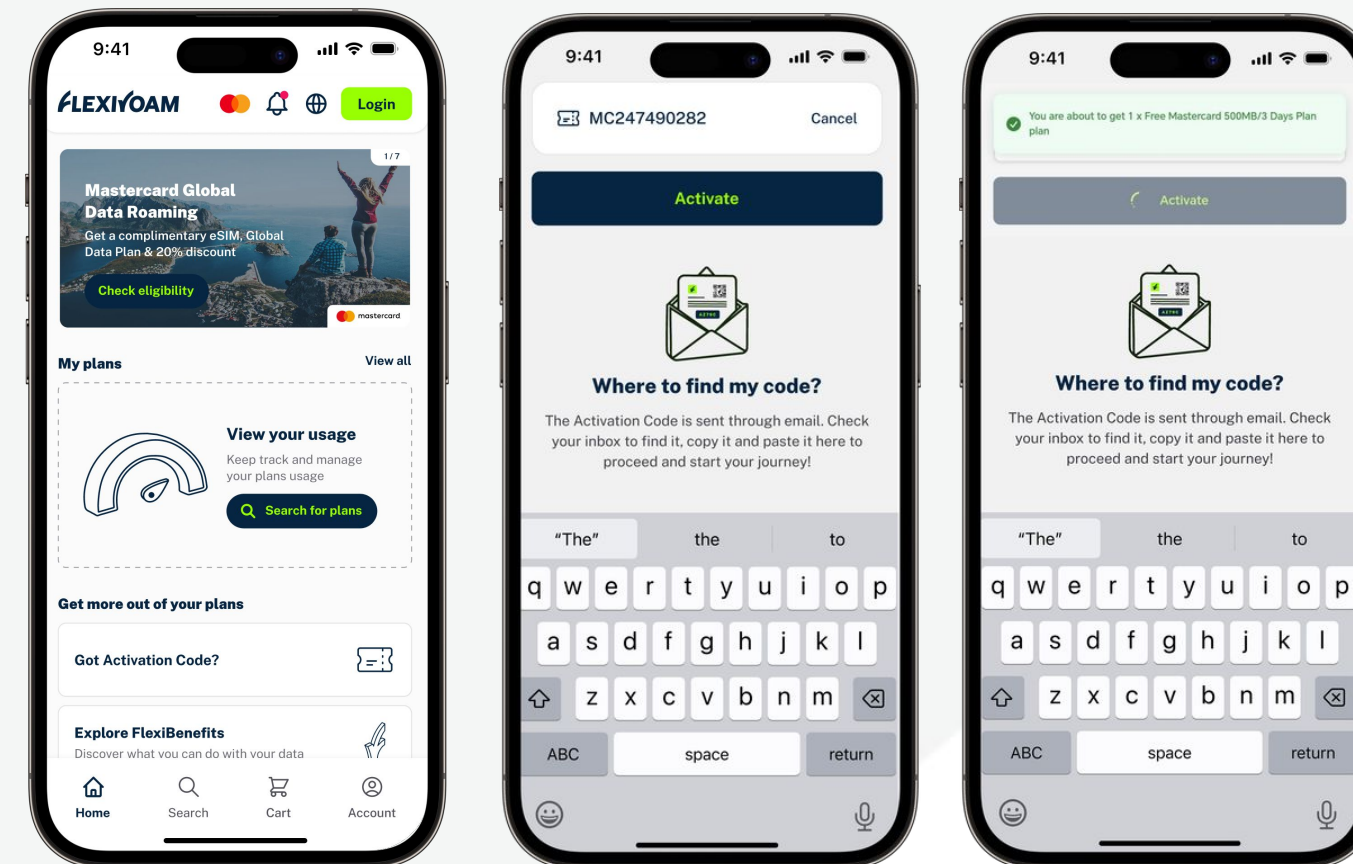
Redeem Mastercard Benefit

Microsite Redemption

Step 6

Copy/Paste Activation Code

Once all verification are completed, you will receive an email about the benefit you have just redeemed. Simply head to FlexiRoam App and tap on “**Activation Code**” and enter the code to activate.



Supports activation codes from Mastercard, banks, and authorized partners.

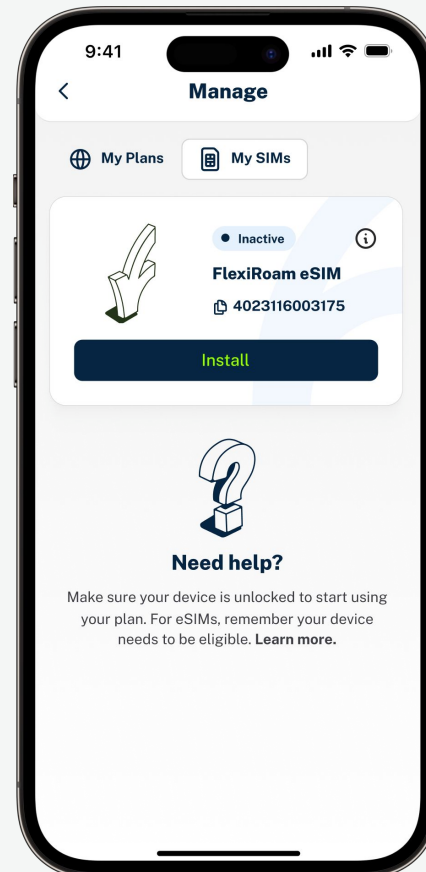
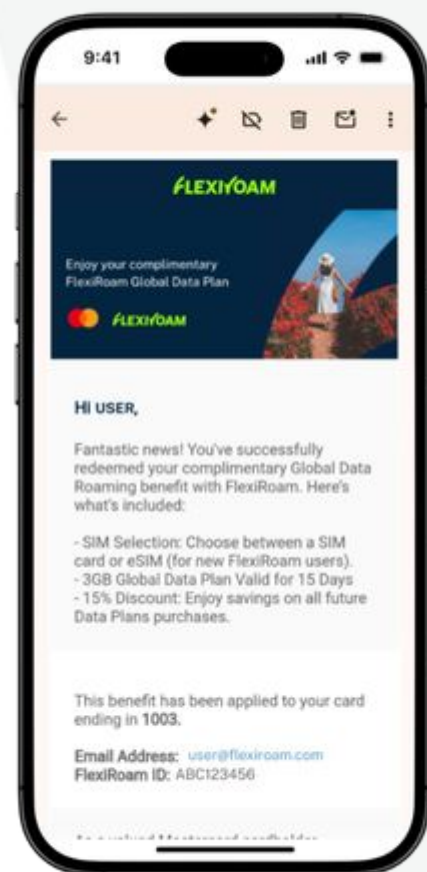
Redeem Mastercard Benefit

Microsite Redemption

Step 7

Check Email and App

Once all verification are completed, you will receive an email about the benefit you have just redeemed. You can also check the app to see the eSIM reflected in your account.



Redeem Mastercard Benefit

Microsite Redemption

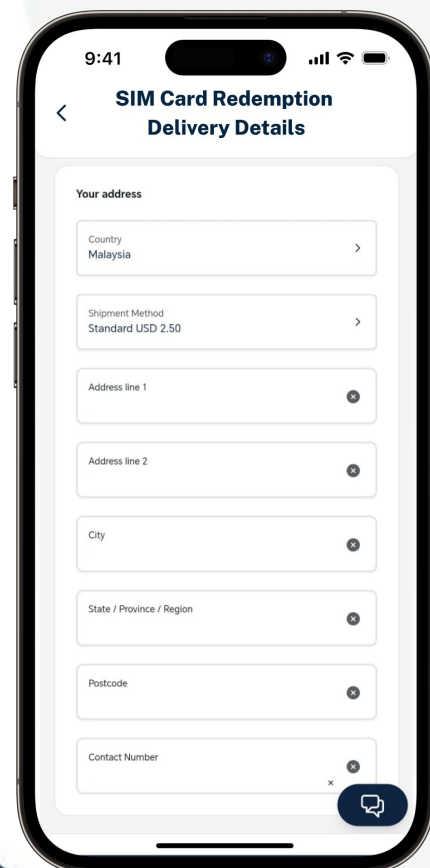
Step 8

FOR SIM CARD OPTION

Input Physical SIM Delivery Address

A shipping address is required by default for all Mastercard redemptions via the website and for all non-eSIM compatible devices.

User needs to input the details for the delivery of the Physical SIM.



The screenshot shows a mobile app interface for 'SIM Card Redemption Delivery Details'. The form includes the following fields: Country (pre-filled with Malaysia), Shipment Method (Standard USD 2.50), Address line 1, Address line 2, City, State / Province / Region, Postcode, and Contact Number. Each field has a small 'x' icon for clearing the input. A back arrow is visible at the top left, and a chat icon is at the bottom right.

SIM card delivery are only available for Asia Pacific, Middle East, Eastern Europe & Africa regions.

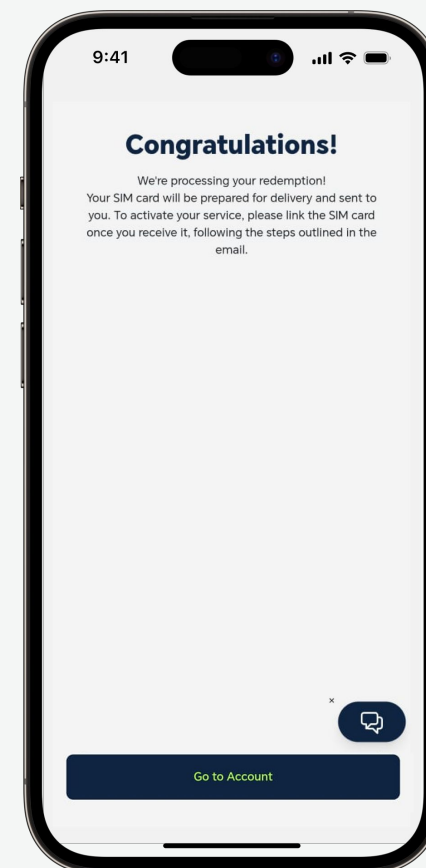
Step 9

FOR SIM CARD OPTION

Order Confirmation

Click on '**Confirm Redemption**' to complete.

Once redemption has been confirmed, Physical SIM card will be posted to you and will arrive within 7 days.

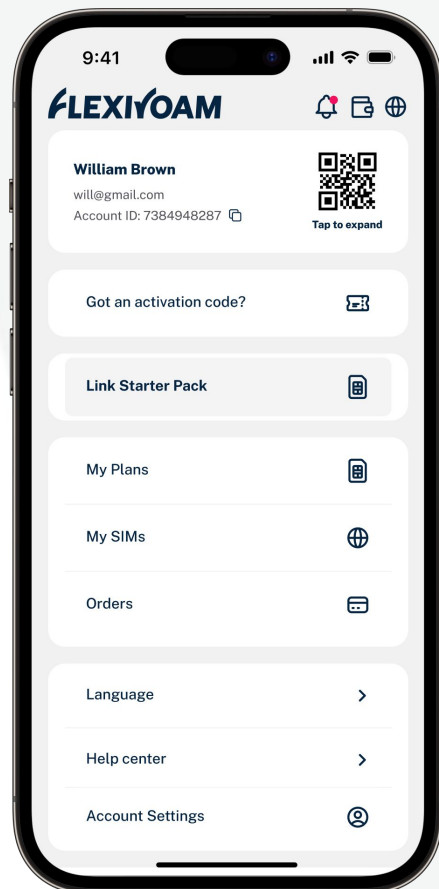


Step 10

FOR SIM CARD OPTION

Link Starter Pack

On **Account** > **Link Starter Pack**, scan the barcode of your Physical SIM card or enter the code manually to activate.



Redeem Mastercard Benefit

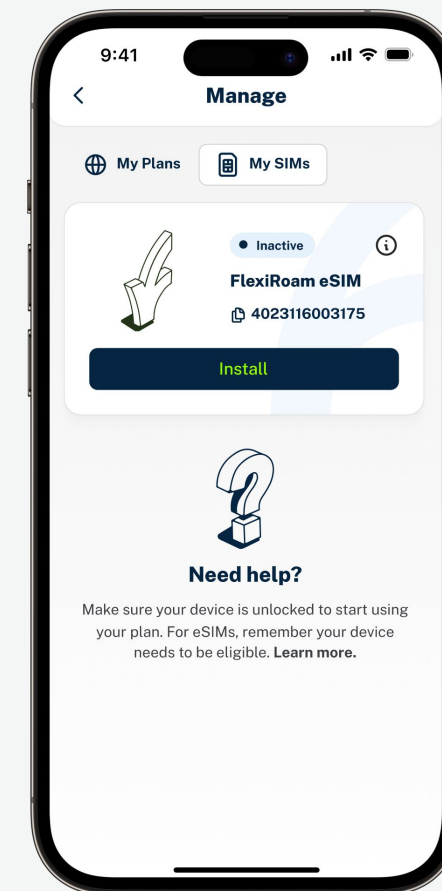
Microsite Redemption

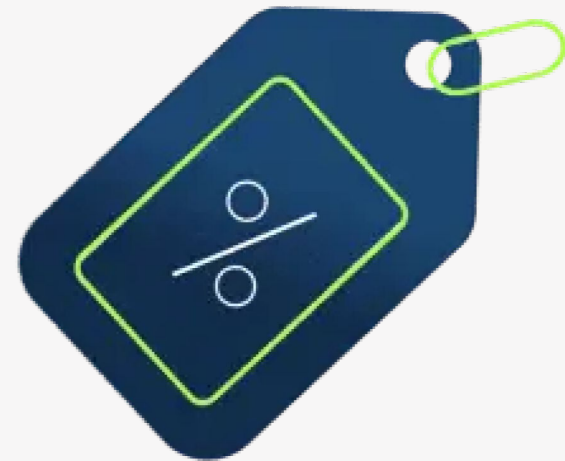
Step 11

FOR SIM CARD OPTION

Setup SIM Card

“Account” > **“Manage”** > **“My SIMs”** you can check if your SIM card was correctly activated. Then, install the SIM in your phone by ejecting your current one and replacing it with Flexiroam SIM or installing Flexiroam SIM in an additional slot.





REDEEM

Create an account in the FlexiRoam app and check your eligibility to redeem the complimentary Mastercard x FlexiRoam Global Data Roaming Plan

[See Detailed Redemption Steps](#)



INSTALL

FlexiRoam eSIM

Follow the prompts on your device to install your new FlexiRoam eSIM

[See Detailed Steps for iOS](#)

[See Detailed Steps for Android](#)

[See Detailed Steps for Physical SIM](#)



ACTIVATE

Data Roaming Plan

Activate your complimentary Mastercard x FlexiRoam Global Data Roaming Plan

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Get 20% OFF on Subsequent Purchase



eSIM - iOS Devices

A horizontal teal brushstroke underline is positioned below the main title.

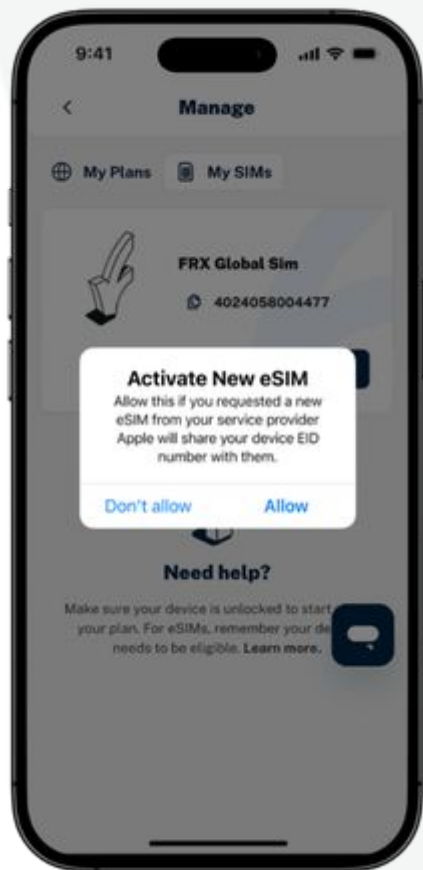
eSIM Installation on iOS Devices

Step 1

Initiate eSIM installation

Make sure you have completed the eligibility check and benefit redemption.

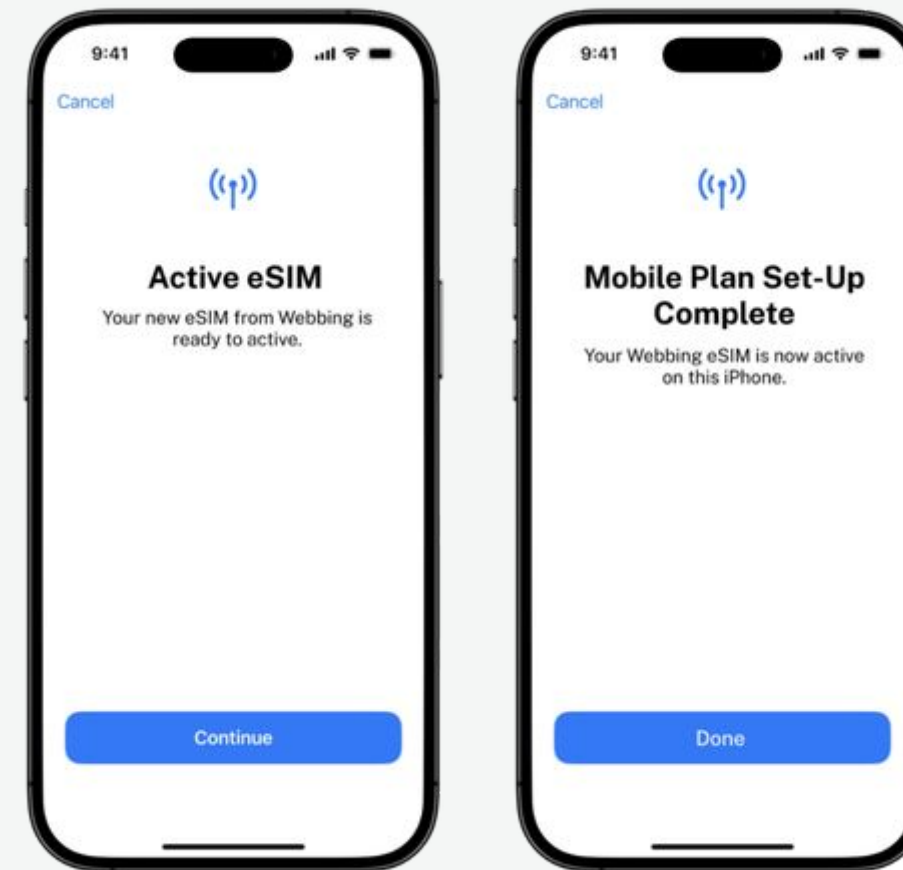
Go to **“Accounts”** > **“My SIMs”**. Choose the desired SIM and tap **“Install”**. Follow the prompts on your device.



Step 2

Activate your eSIM

Once prompted, click **“Continue”** to Activate eSIM and Mobile Plan Set-up on iOS.



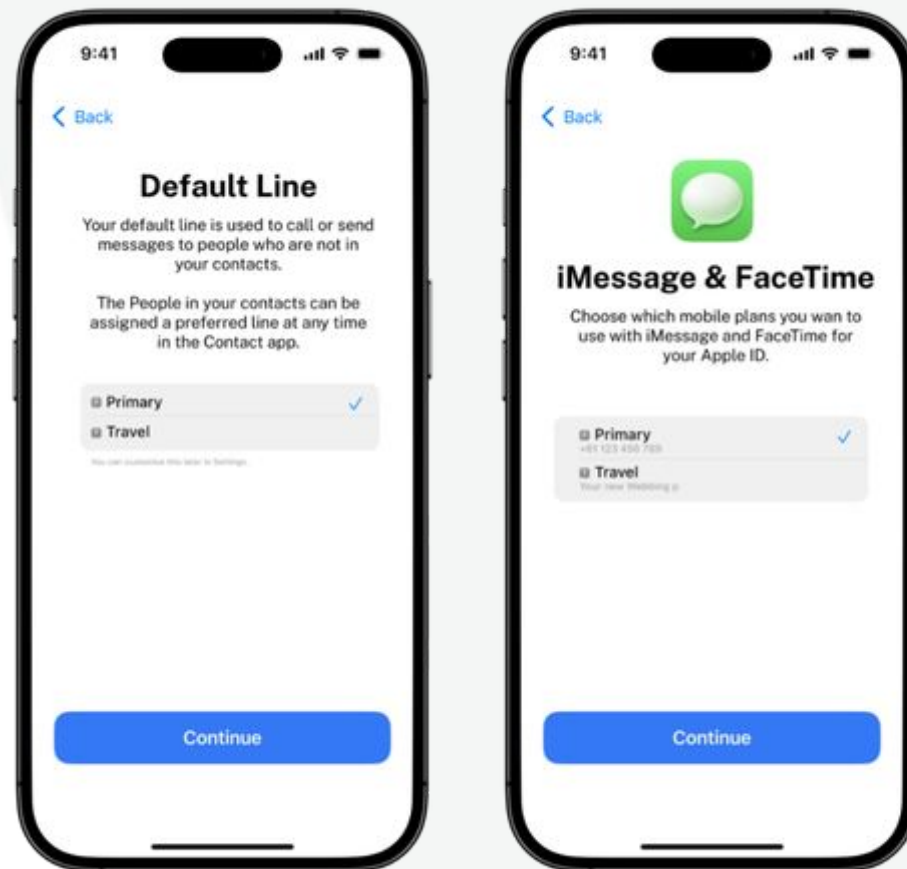
eSIM Installation on iOS Devices

Step 3

Default Line Set Up

Select “**Primary**” to keep your usual number as the default line for calls and text. Similarly, choose “**Primary**” to retain your associated number for iMessage and FaceTime.

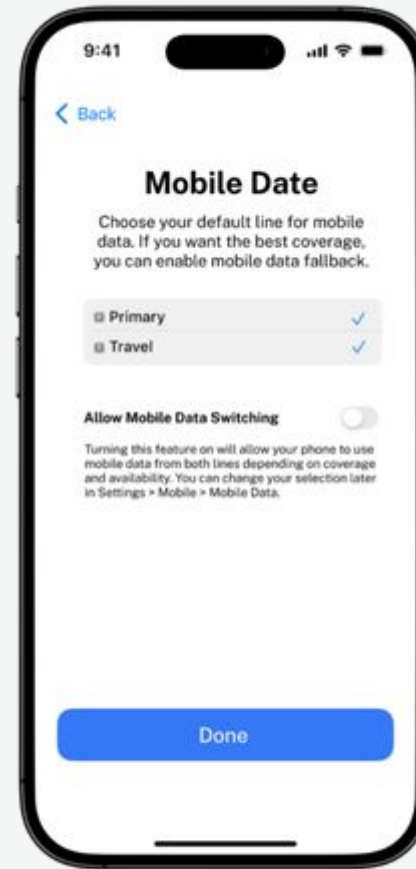
**This setting will not affect data usage*



Step 4

Mobile Data Set Up

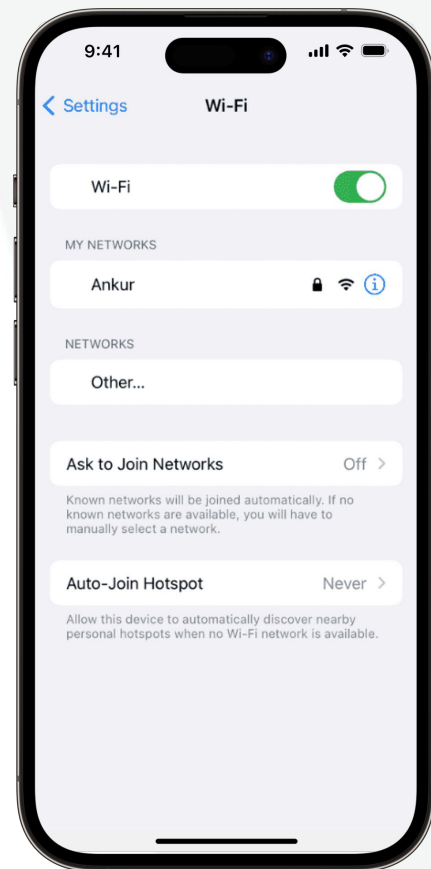
We recommend selecting “**Travel**” once you’ve arrived at your destination. Please note, on some devices, this option may be labeled as “**Business**” or “**Cellular**”. To avoid roaming charges is recommended to disable “**Allow Mobile Data Switching**”.



Step 5

Turn off your WiFi

Go to your quick “**Settings**” > “**Wi-Fi**” and toggle WiFi off. This ensures your device connects directly to the FlexiRoam network.





eSIM - Android Devices

eSIM Installation on Android Devices

Step 1

Initiate eSIM installation

Make sure you have completed the eligibility check and benefit redemption.

Go to **“Accounts”** > **“My SIMs”**. Choose the desired SIM and tap **“Install”**. Follow the prompts on your device.



Step 2

Activate your eSIM

Follow the prompts and complete all the steps to activate your eSIM. It will take a few minutes for your eSIM to be downloaded.

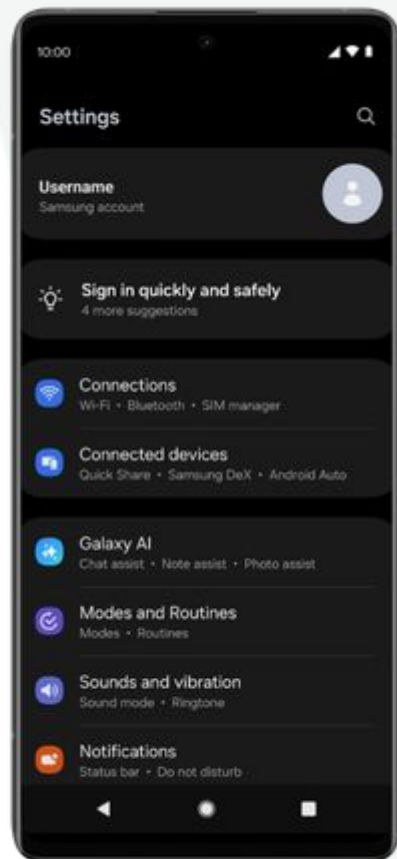


eSIM Installation on Android Devices

Step 3

Android Device's Settings

Go to your Android device's Settings, then tap **"Connections"** / **"Network & Internet"**.

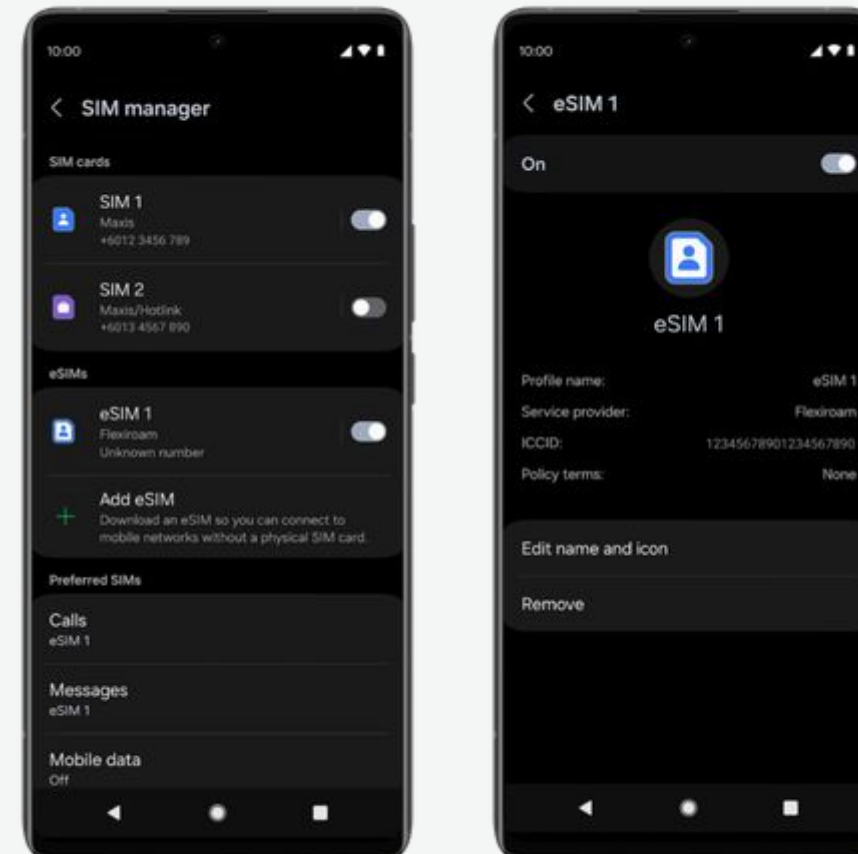


Step 4

Turn on your FlexiRoam eSIM

Tap SIM Manager, Select your FlexiRoam eSIM from SIM Manager and toggle it on.

Pro Tip: Rename your **"eSIM 1"** to FlexiRoam to distinguish it easily.

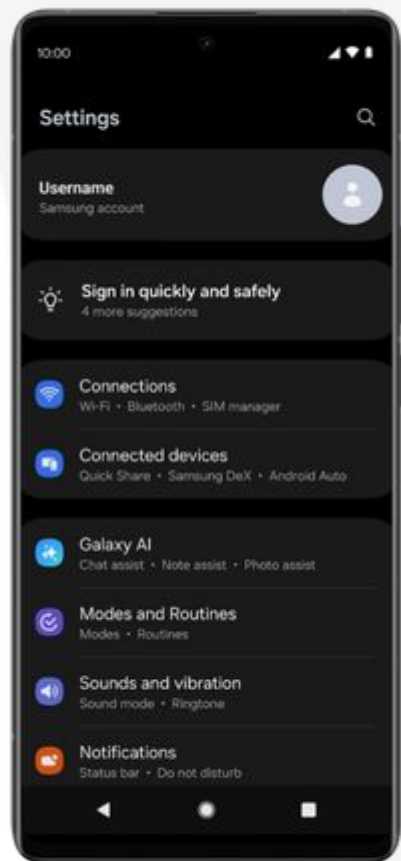


eSIM Installation on Android Devices

Step 5

Turn on Data Roaming

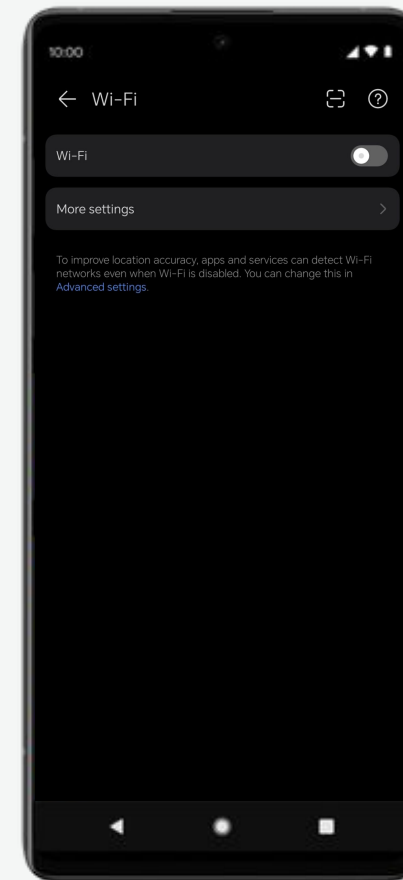
Go back to “**Connections**” / “**Network & Internet**”, select “**Mobile Networks**”, then toggle on “**Data Roaming**”.

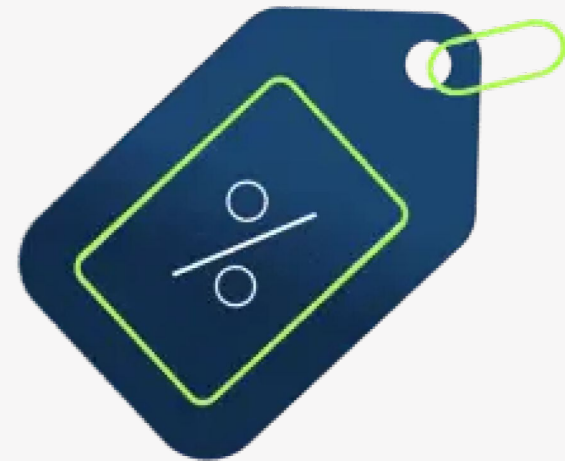


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Data Roaming Plan

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Activate Data Roaming Plan

Step 1

Restart Device

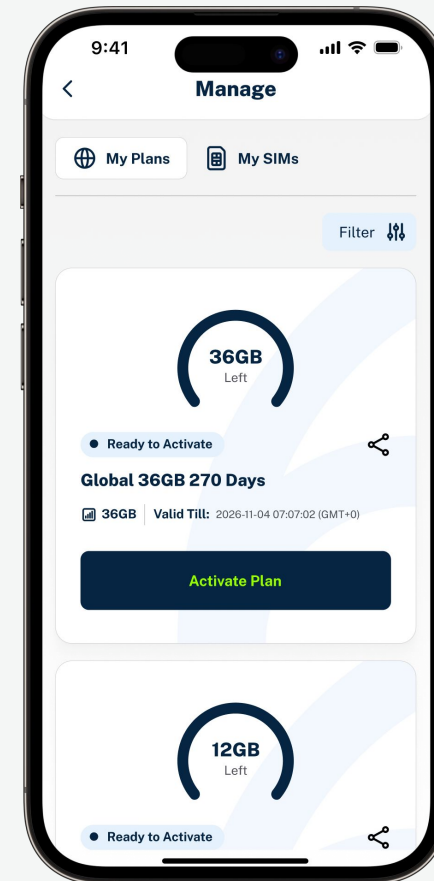
We recommend restarting your device after completing eSIM the installation.



Step 2

Activate your Data Roaming Plan

Log in to the FlexiRoam App and go to “Accounts” > “My Plans” to see available plans. Click “Activate Plan” to activate desired plan.

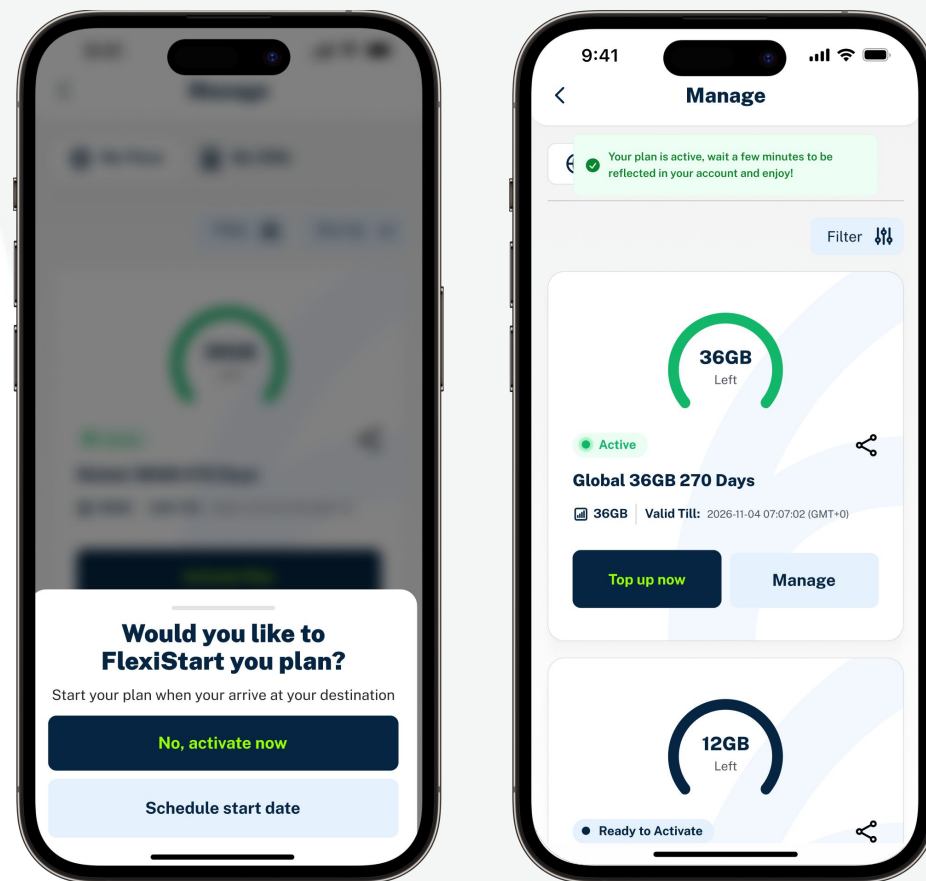


Activate Data Roaming Plan

Step 3

Select Plan to Start

With FlexiStart, you are given an option to activate your plan immediately or schedule an activation start date.



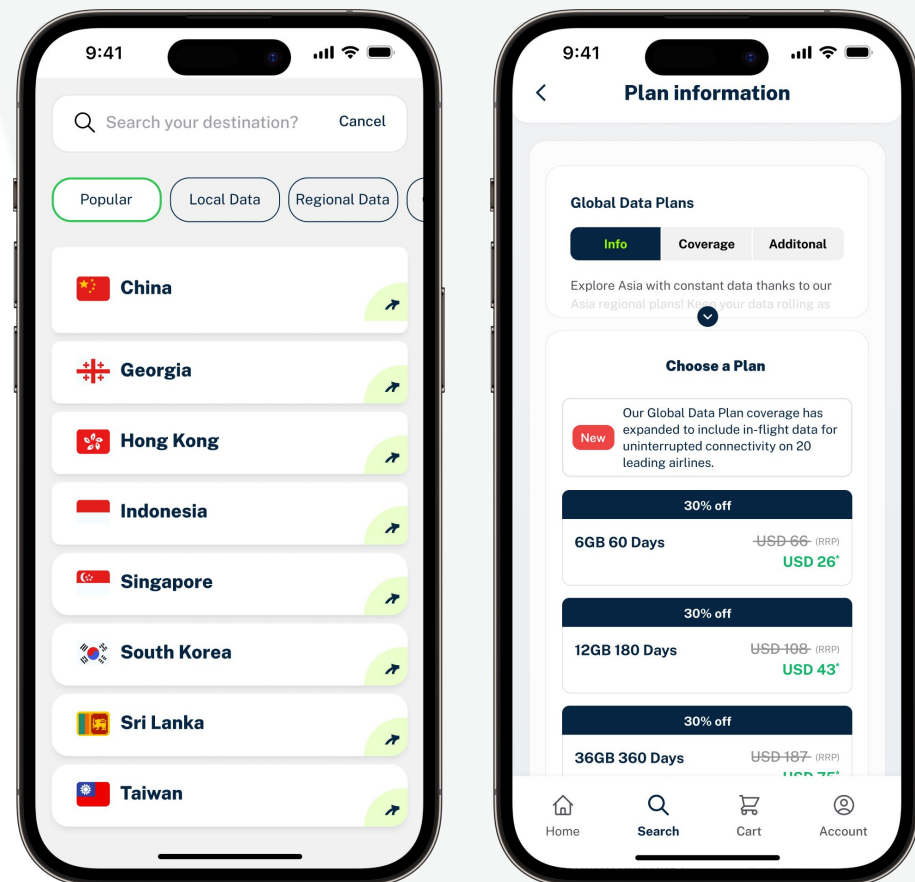
Activate Data Roaming Plan

Subsequent Purchases

Step 1

Select a Data Roaming Plan

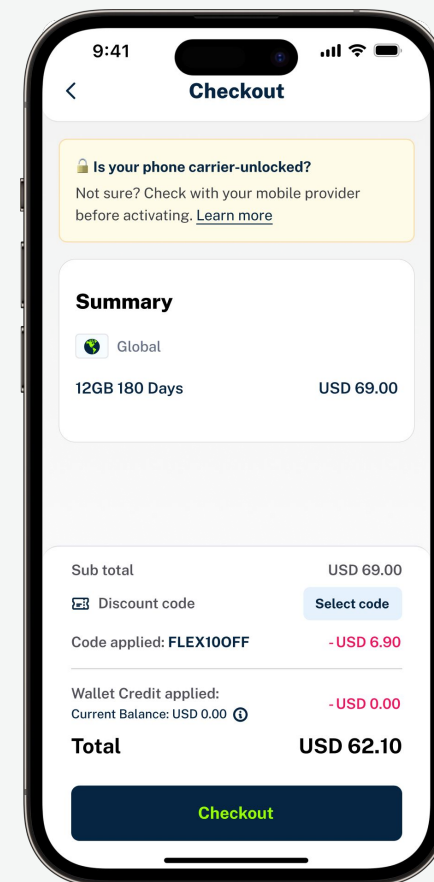
Input your destination and select a Data Roaming plan that suits your needs. Choose from a variety of Local, Regional, and Global Data Plans. You can even customise whether you want a fixed number of GB or get an Unlimited Data!



Step 2

Checkout and Enjoy 20% OFF

Once you've selected a Data Roaming Plan, head on to the Checkout page and you will automatically be given a 20% discount as a Mastercard cardholder.



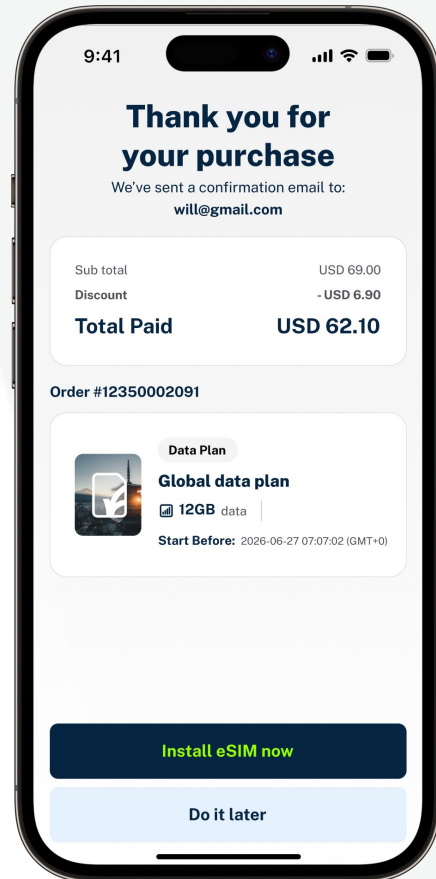
Activate Data Roaming Plan

Subsequent Purchases

Step 3

Complete Purchase

Once you've completed your purchase, you will be given a prompt to activate your newly purchased plan.





Troubleshooting

A horizontal teal brushstroke underline is positioned below the word "Troubleshooting".

Troubleshooting

Common issues and how to resolve them quickly.

Still need help?

Email: mastercard@flexiroam.com

WhatsApp: +6013 204 7800

Line: @flexiroamsupport

1. My card is not showing as eligible.

Double-check that you are entering the first 6-10 digits correctly. Ensure your card is a Mastercard. Some card types or regions may not be included in the programme. Contact mastercard@flexiroam.com if the issue persists.

2. The eSIM is not appearing in my account after redemption.

Wait up to 5 minutes and refresh the app. Check your email for a redemption confirmation. If the eSIM is still missing after 10 minutes, contact support with your FlexiRoam ID.

3. My phone says 'eSIM not supported' or the install fails.

Your device may not be eSIM compatible, or it may be carrier-locked. Visit flexiroam.com/device-compatibility to check. If locked, contact your home carrier to unlock before retrying.

4. I do not have data connection (cellular/mobile data) after the installation.

Ensure Data Roaming is turned ON in your phone's settings. Turn off WiFi to force a cellular connection. On iOS, disable '**Allow Mobile Data Switching**'. Restart your phone after making changes.



FAQs



FAQs

Checkout on our FAQs : [Service FAQs](#)

Still need help?

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1. Who is eligible for this benefit?

The Global Data Roaming by FlexiRoam program is provided to selected cardholders. To find out if you are eligible simply download the FlexiRoam App and in the “**Search**” section you can click on the “**Mastercard Check Eligibility**” button. You will be required to type your Mastercard credit card details.

2. How does it work?

Eligible Mastercard cardholders will have to check your card eligibility, download the FlexiRoam App, register an account and log in to redeem your benefit. If you are eligible, you will receive the following:

1. Choice of an eSIM or a physical SIM card (for users new to FlexiRoam only)
2. Global Data Plan
3. 20% discount on all subsequent Data Plans purchases

3. How many redemptions am I entitled to?

Cardholders are entitled to 1 redemption per eligible card, per calendar year.

4. Can I change the account I redeem the benefit under after redemption is complete?

Once redemption is complete, the account will have received the benefit, this is final and will not be changeable.

FAQs

Checkout on our FAQs : [Service FAQs](#)

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5. Why would my redemption fail?

Redemption will fail if any of these things happen:

- You have entered an invalid card number
- You have entered a card number that is not enrolled in the program by the issuer
- You have entered a card number that has already been used to redeem the benefit

6. What is I do not have an eSIM supported device?

If your device is not eSIM-compatible, the FlexiRoam App will automatically detect this and offer you a physical SIM card instead. During the process, you'll be prompted to provide your shipping details. Once you receive the SIM card, you'll need to link and activate it in your account.

For eSIM-compatible devices, the app will provide you with an eSIM. Your Plan details will be sent to you via email and will also be reflected in the app under the “**Account**” > “**My SIMs**” section.

If you are redeeming your benefit on the webpage, you will be able to select between a Starter Pack with a SIM or an eSIM.

7. How do I redeem if I have multiple eligible cards?

To redeem with a different eligible card, please return to the home page on the FlexiRoam App and click on the banner to redeem again.

Please note: If you are redeeming the benefit for the second time onwards, only the Promotional Data Plan will be allocated to your account. Starter Packs (SIM or eSIM + Data Plan) will only be provided to new FlexiRoam account without an active SIM or eSIM activated and linked to the account.

Mastercard Programme Site

Mastercard Programme Details:

 <https://mastercard.flexiroam.com>

Terms & Conditions:

 <https://mastercard.flexiroam.com/terms>

Basic Guides:

 <https://mastercard.flexiroam.com/faq>

Support Channels:

 mastercard@flexiroam.com

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 @flexiroamsupport

Thank you!

