

USER GUIDE

Powered by **FLEXIVOAM**

Complimentary 3GB 15 Days GDR Plan

Your step-by-step guide to claiming your card benefit and getting your eSIM up and running — before you even leave home.

Effective 1 October 2026

For eligible Card Account Holder

Takes about 10 minutes to set up

BEFORE YOU START

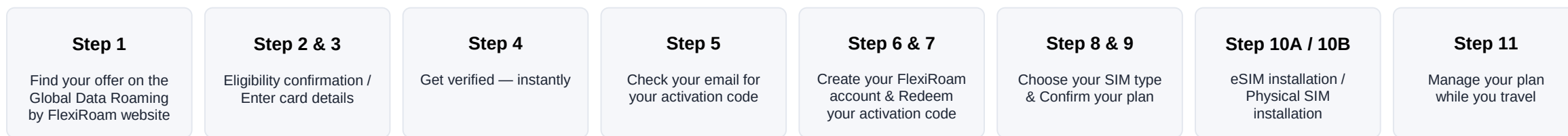
Welcome to your Complimentary 3GB 15 Days GDR Plan benefit

As an eligible Card Account Holder, you receive a Complimentary 3GB Global Data Roaming plan, valid for 15 consecutive days, powered by FlexiRoam, so you can stay connected in over 150 countries without hunting for local SIMs or paying roaming fees. This guide walks you through how to claim and start using your Global Data Roaming benefit.

WHAT YOU'LL NEED

- Your eligible card (physical or digital)
- A smartphone, whether eSIM-compatible or non-eSIM-compatible. Most iPhones from XS onward and many recent Android devices support eSIM.
- Access to the email address linked to your card
- Wi-Fi or mobile data to complete sign-up before you travel

YOUR JOURNEY AT A GLANCE



Good to know: Steps 1–5 happen on the Global Data Roaming program website and in your email. Steps 6–11 happen inside the FlexiRoam app on your phone. We recommend completing all of it — and installing your eSIM — a day or two before you fly, so it's ready the moment you land.

Find your offer on the Global Data Roaming by FlexiRoam website

Start on the Global Data Roaming by FlexiRoam website— your exclusive entry point as a Card Account Holder.

- 1 **Go to the Global Data Roaming by FlexiRoam redemption website.** It's presented as an exclusive card benefit, powered by FlexiRoam.
- 2 **Look for the eligibility widget** on the right-hand side of the page.
- 3 **Enter the 16 digits** of your eligible card into the verification field.
- 4 **Tick the Terms & Conditions checkbox**, then select Check Card Eligibility.
Your entitlement is verified automatically in the background — no waiting required.
- 5 **Once verified**, check your email for your activation code and tap the **Google Play** or App Store download button to install the FlexiRoam app.

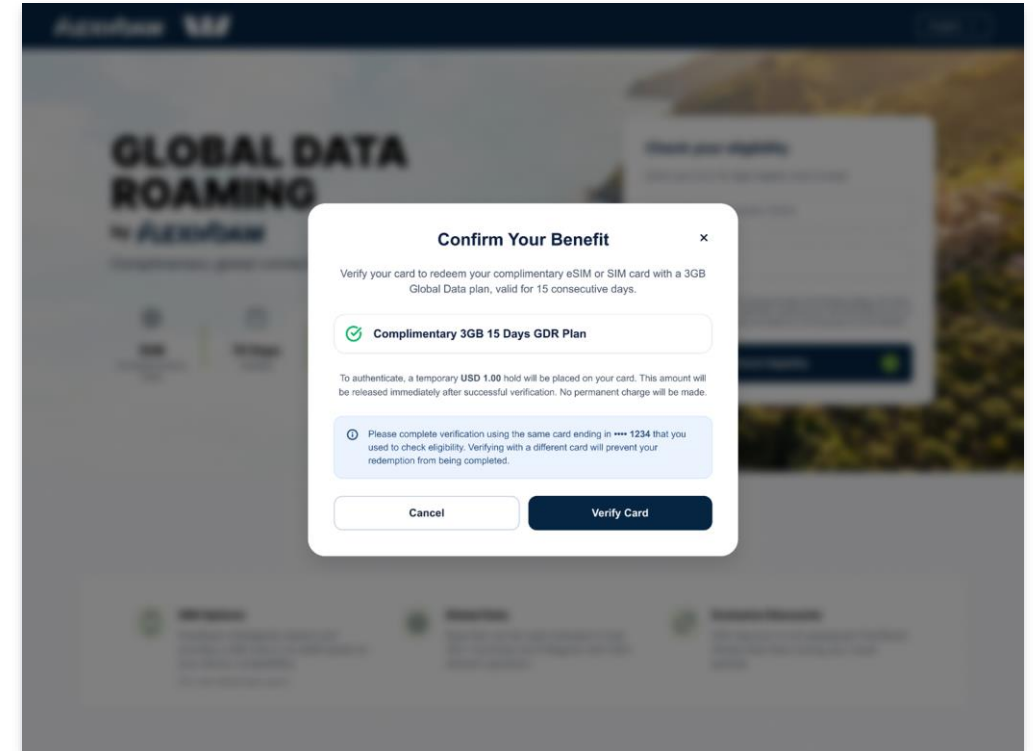
The screenshot displays the 'GLOBAL DATA ROAMING by FLEXIROAM' website. The header includes the FlexiRoam logo and a language selector set to 'English'. The main heading 'GLOBAL DATA ROAMING by FLEXIROAM' is prominently displayed, followed by the text 'Complimentary global connectivity for eligible card account holders.' Below this, four key benefits are listed: '3GB Complimentary Data', '15 Days Validity', '150+ Countries', and '20% Off Subsequent Data Plans'. On the right side, an 'Eligibility widget' is shown, featuring a card number input field (with a hand cursor pointing to it), an email field (containing 'you@example.com'), a checkbox for terms and conditions, and a 'Check Eligibility' button. Below the main content, a section titled 'Your Global Data Roaming Benefits' lists three items: '1 of 2 SIM Options' (FlexiRoam intelligently selects and provides a SIM card or an eSIM based on your device compatibility), 'Global Data' (Data that can be used overseas in over 150+ Countries and 6 Regions with 520+ network operators), and '20% Discount' (20% discount on all subsequent FlexiRoam Global Data Plans).

Global Data Roaming by
FlexiRoam redemption page

Eligibility confirmation

You'll see if you are eligible or not eligible for this redemption.

- 1 **Review your eligibility status prompt:**
 - **If eligible:** A prompt will appear confirming your complimentary benefits (e.g., Complimentary 3GB 15 Days GDR Plan). Select **Verify Card** to proceed to the card verification step.
 - **If not eligible:** A prompt will notify you that the entered card number does not qualify for the complimentary offer.



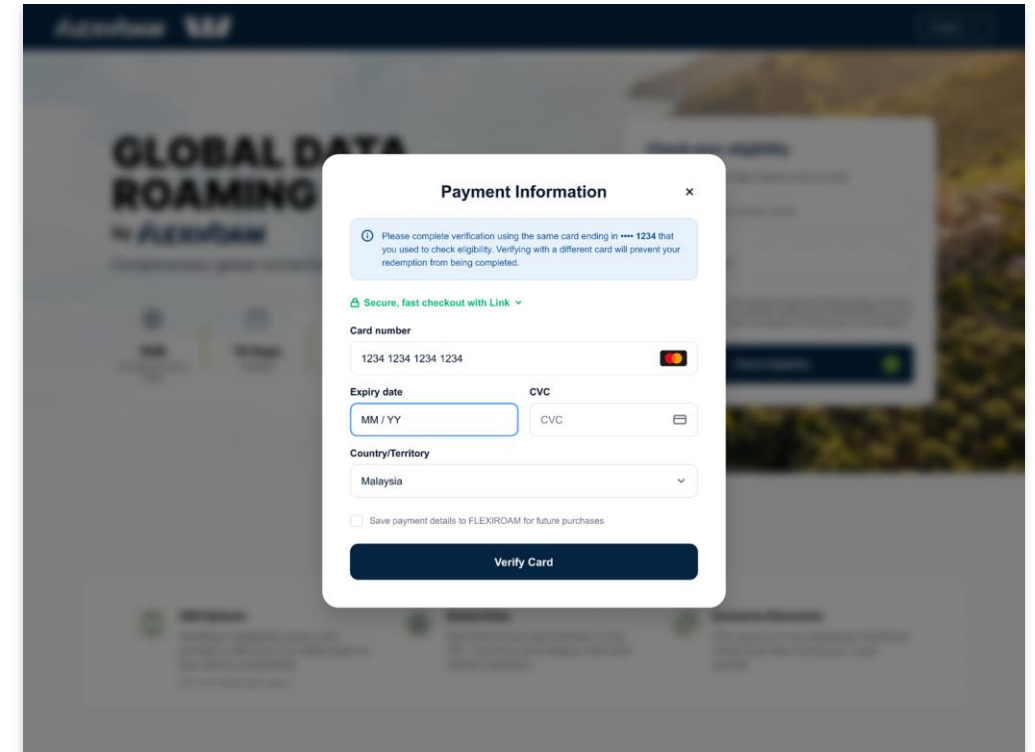
Eligibility confirmation

Verify your card

After confirming your eligibility, you'll be asked to verify your card with a quick pre-authorisation step.

- 1 **Tap Verify Card** when prompted, then enter your card details.
- 2 **A temporary hold is placed on your card** — this is pre-authorisation, not a charge.
- 3 **Once verified**, you'll move straight on to choosing your SIM type.

Remember: This is not an additional charge — pre-authorisation is a standard security practice that temporarily holds funds to confirm your card, then releases them.

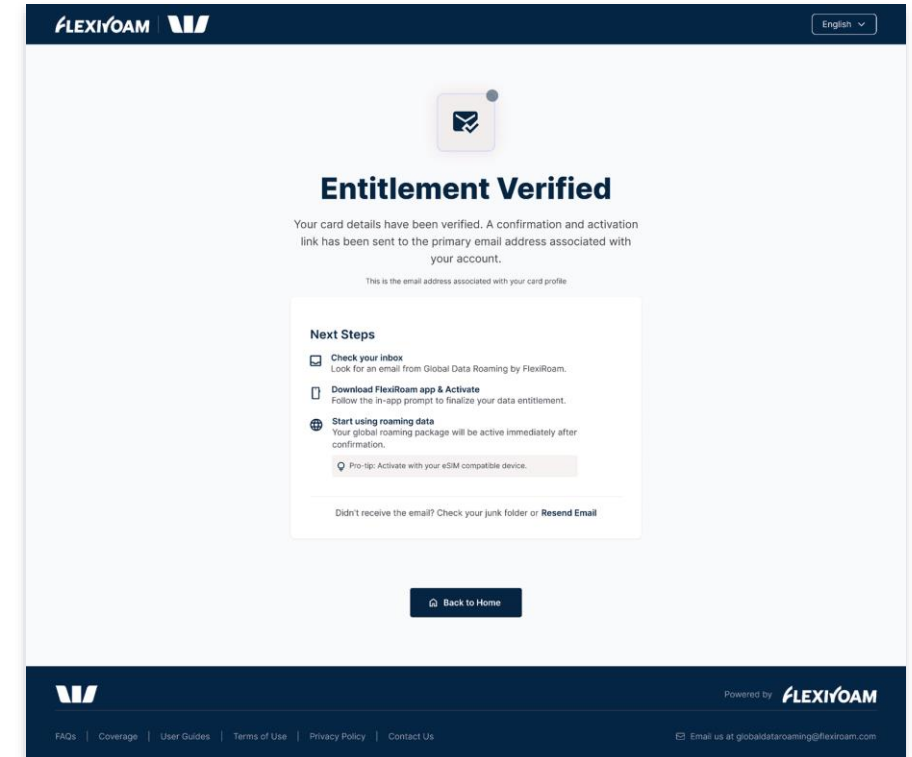
A screenshot of the FlexiRoam app interface. In the background, a blurred card shows 'GLOBAL DATA ROAMING by FlexiRoam'. Overlaid on this is a white modal titled 'Payment Information' with a close button (X) in the top right. Inside the modal, there is a blue informational box with a circular icon and text: 'Please complete verification using the same card ending in 1234 that you used to check eligibility. Verifying with a different card will prevent your redemption from being completed.' Below this is a green link: 'Secure, fast checkout with Link'. The form fields include: 'Card number' (1234 1234 1234 1234) with a Mastercard logo; 'Expiry date' (MM / YY) and 'CVC' (CVC) fields; and a 'Country/Territory' dropdown menu set to 'Malaysia'. At the bottom, there is a checkbox for 'Save payment details to FLEXIROAM for future purchases' and a dark blue button labeled 'Verify Card'.

Card Pre-Authorisation

Get verified — instantly

There's nothing extra for you to do here — just a quick confirmation that you qualify.

- 1 **No documents needed.** Your card details are checked automatically the moment you select Check Card Eligibility.
- 2 **You'll land on the Entitlement Verified screen,** confirming your card qualifies and that an activation email is on its way.
- 3 **Follow the on-screen Next Steps checklist:** check your inbox, download the FlexiRoam app, sign up, and enter your activation code.



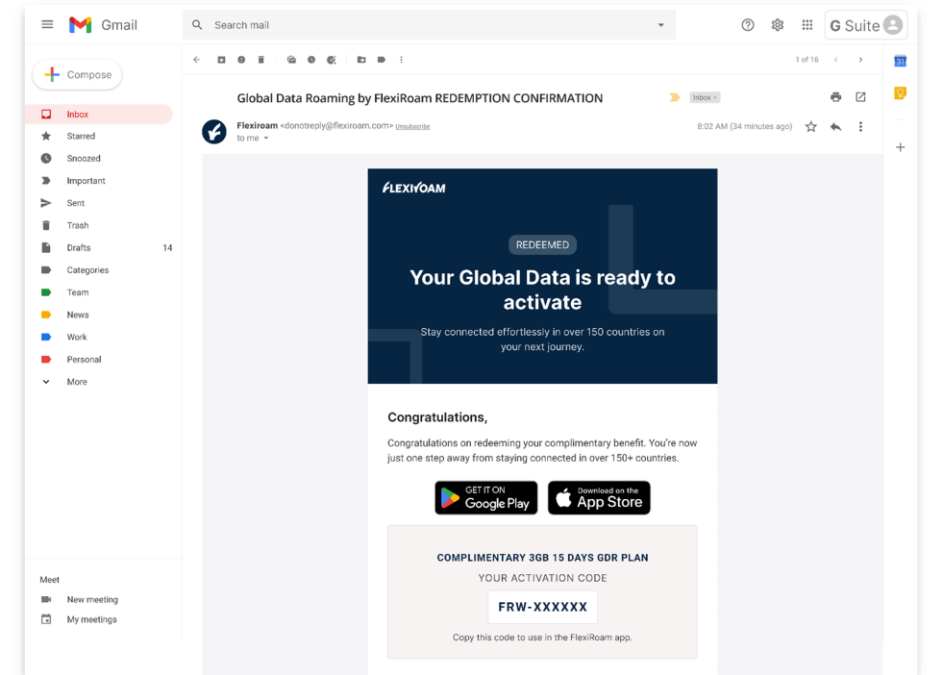
Entitlement Verified confirmation

Check your email for your activation code

A confirmation email lands in your inbox within moments of verification.

- 1 **Look for an email titled 'Global Data Roaming by FlexiRoam — Redemption Confirmation.'**
- 2 **Your unique activation code** — in the format FRW-XXXXXX — is front and centre, formatted so it's easy to copy on a mobile screen.
- 3 **Save the code**, then Tap the **Google Play** or **App Store** download button below to install the FlexiRoam app.

Can't find the email? Check your spam or junk folder. Still nothing after a few minutes? Contact FlexiRoam support (details on the last page).

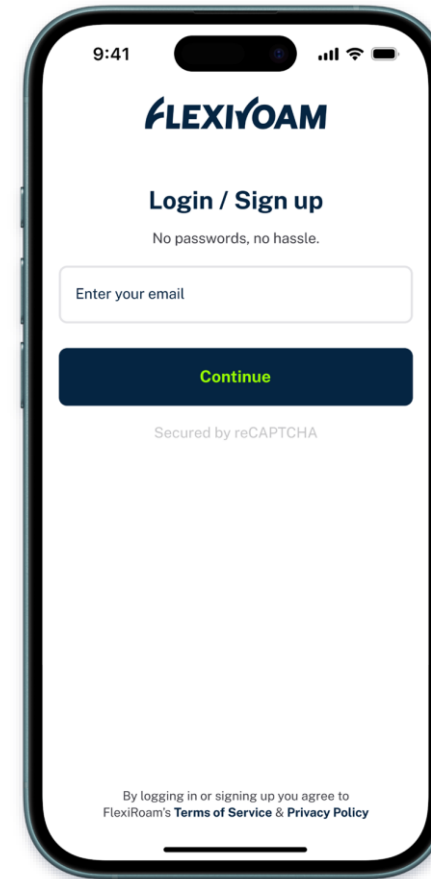


Redemption confirmation email

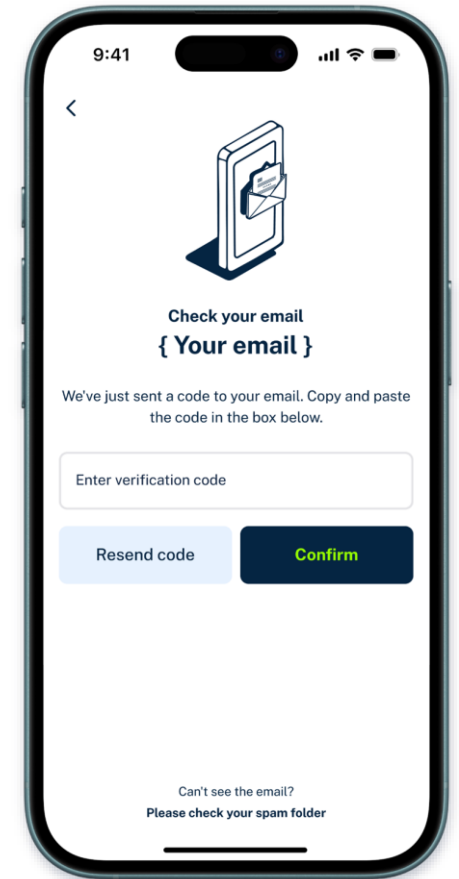
Create your FlexiRoam account

No passwords, no hassle — just your email address.

- 1 **Open the FlexiRoam app** and enter your email address on the Login / Sign-up screen.
- 2 **We'll send a one-time verification code** to that email — this confirms it's really you.
- 3 **Copy the code** from the email and paste it into the app to finish signing up.



Login

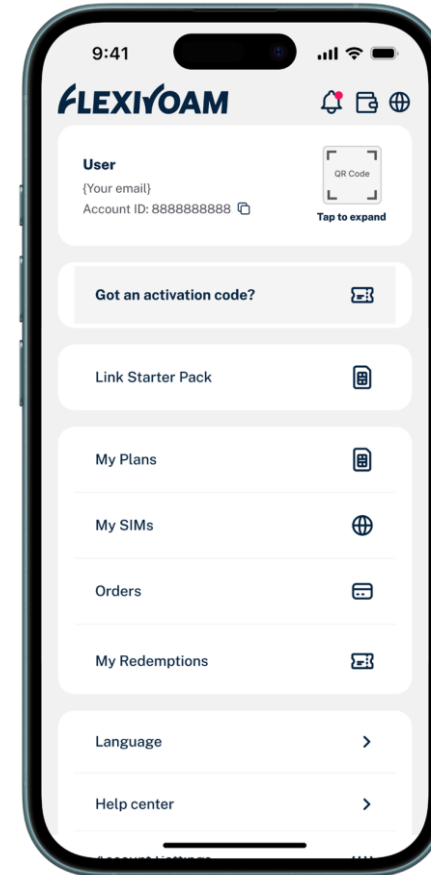


Enter your verification code

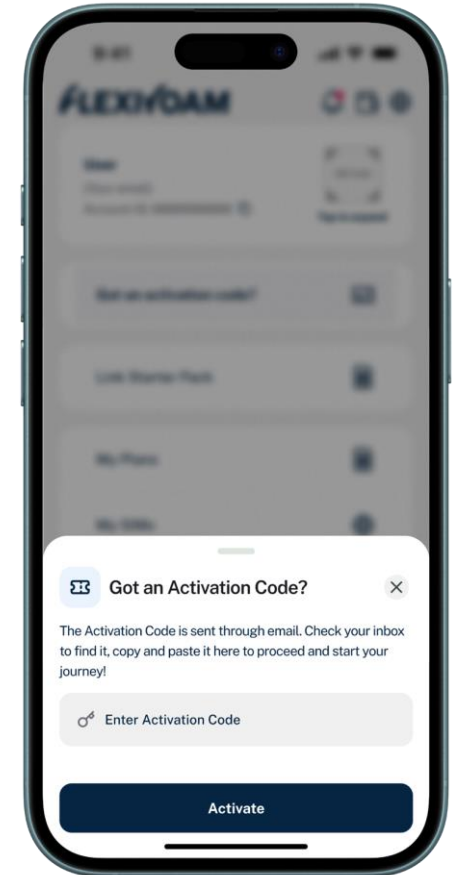
Redeem your activation code

Now bring in the code from your confirmation email.

- 1 On the FlexiRoam account screen, find the 'Got an activation code?'
- 2 Enter your FRW-XXXXXX code from Step 5, then confirm.



Go to 'Account' > 'Got an activation code?'



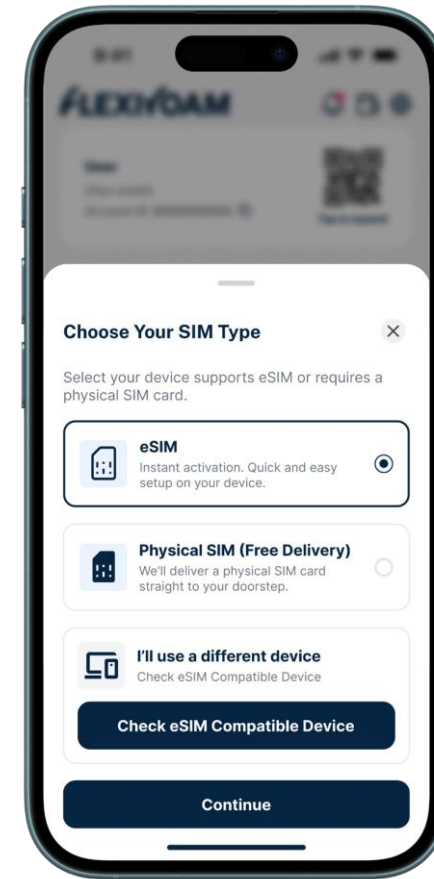
Enter your Activation Code

Choose your SIM type

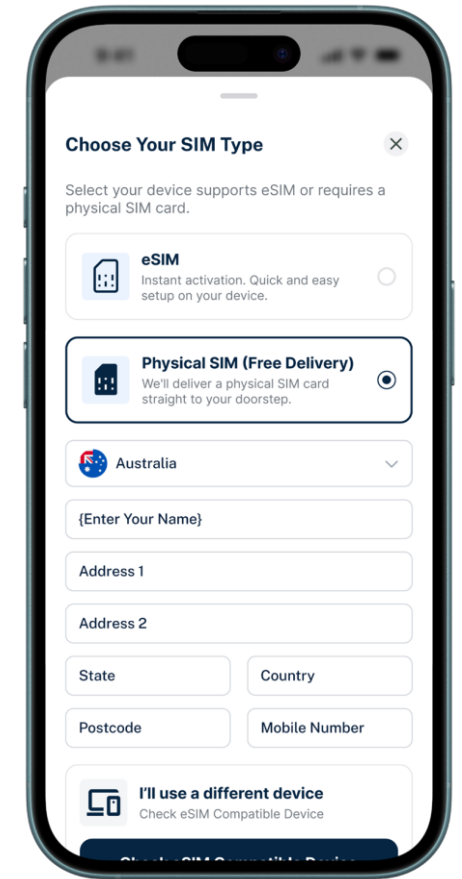
Once activated, you'll see your offer confirmed. Decide how you'd like to get connected.

- 1 **Review your offer.** You're eligible for Complimentary 3GB 15 Days GDR Plan.
- 2 **Select eSIM** for instant activation, if your device supports it — the quickest option.
- 3 **Or select Physical SIM (Delivery)** if you'd prefer a physical SIM, or your device doesn't support eSIM. Your shipping address form appears right in the same window.
- 4 **Select Confirm**, to complete the redemption process.

Not sure if your device supports eSIM? Use the "Check device compatibility" link right in the window before you decide.



Select SIM option based on your device compatibility

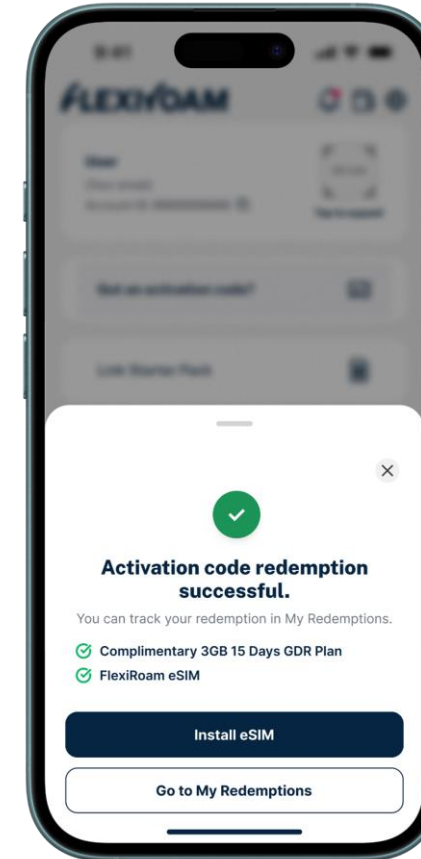


Choose eSIM for instant activation or Physical SIM with delivery

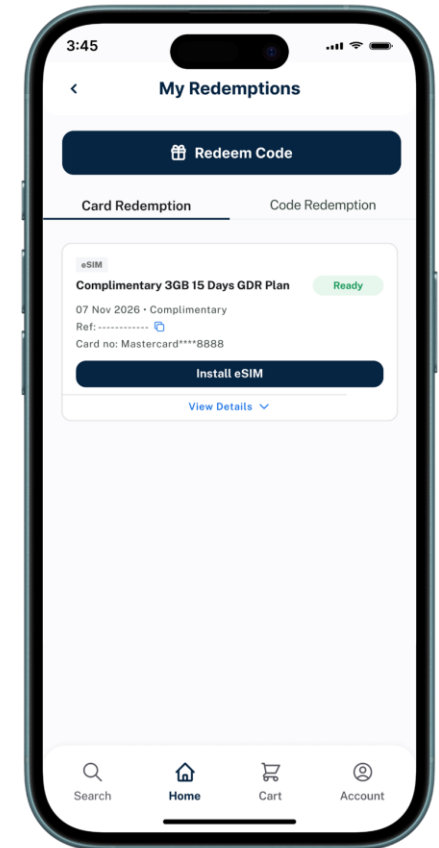
Confirm your plan

You're almost set — just review your benefit and choose when to install it.

- 1 **The Redemption Successful screen** confirms your claimed plan (e.g. Complimentary 3GB 15 Days GDR Plan) and let you know a confirmation email is on its way.
- 2 **Review the summary card** — your data allowance and validity period are shown clearly.
- 3 **For eSIM:** choose 'Install eSIM' now to continue straight away, or come back to install it later under 'My Redemption' before you travel.
- 4 **For Physical SIM:** once your redemption is confirmed, your physical SIM will be posted to you and will arrive within 7 days. Download the app to activate your plan when your card arrives.
- 5 **Once eSIM installation is completed,** Tap on 'My Plans' and proceed with Plan Activation. You can choose to Start Immediately to use the data services now, or select Schedule Future Date according to your Travel dates.



Redemption Successful



Alternatively, you can go to 'My Redemption' > 'Card Redemption' to install eSIM

For FlexiRoam user: Complimentary data plan will be automatically shown in "My Plans".

STEP 10A OF 11

eSIM Installation

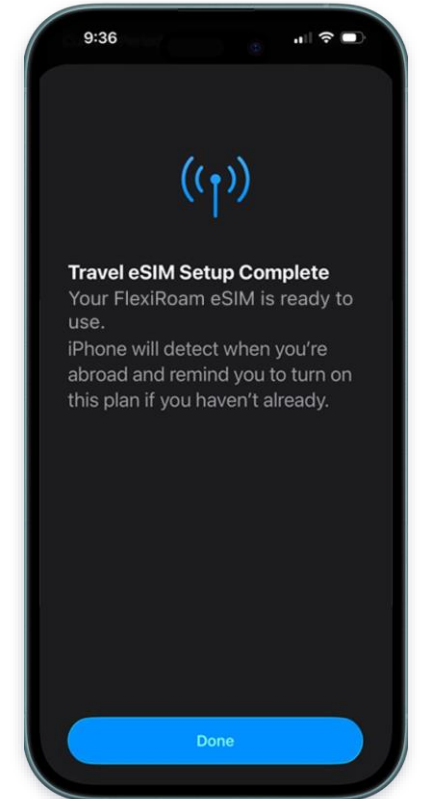
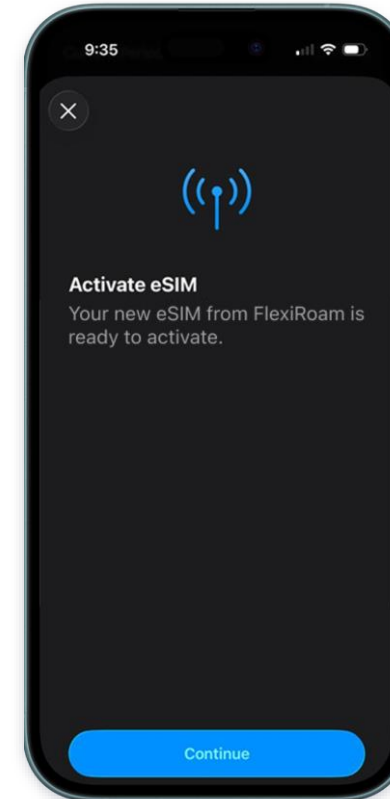
What happens when a Card Account Holder redeems on an eSIM-compatible device
- 4 steps, from install to activation

Install your eSIM (iOS Devices)

We'd recommend doing this before you leave home, while you're on reliable Wi-Fi.

- 1 **Tap Activate** to begin — your FlexiRoam eSIM is ready to install.
- 2 **Select where you'll use it:** choose 'Abroad' for travel, so your phone manages the line correctly.
- 3 **Confirm your plan type** — 'Data Only' is selected by default (covers browsing, maps, and apps; no calls or texts).
- 4 **Setup finishes automatically.** Your phone will detect the network and start roaming as soon as you arrive.

A short pause is normal: between the first two steps, you may see "Connecting to your network provider... this may take a few minutes." Just leave the app open and wait it out.

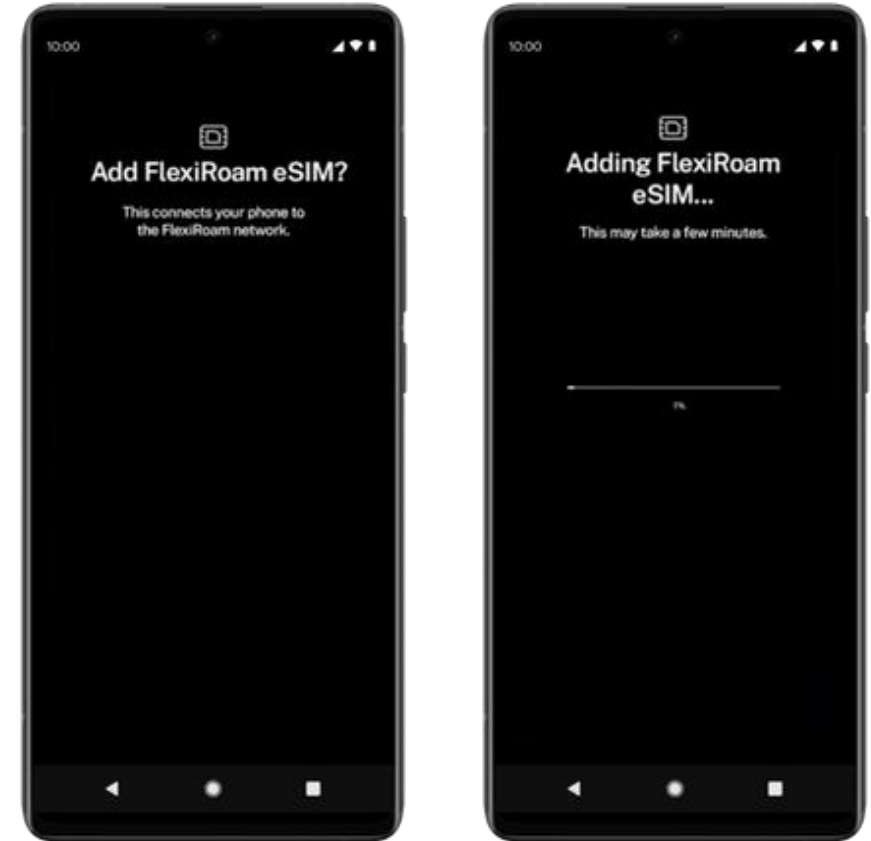


Install your eSIM (Android Devices)

We'd recommend doing this before you leave home, while you're on reliable Wi-Fi.

- 1 **Tap "Install eSIM" to begin** — your FlexiRoam eSIM setup will launch automatically.
- 2 **Confirm installation** — tap Allow or Download when prompted to download your new eSIM profile to your phone.
- 3 **Set as Mobile Data** — once installed, go to your phone's **Settings > Network & internet (or Connections) > SIMs** and set FlexiRoam for Mobile data.
- 4 **Setup is complete** — turn on Data Roaming for your FlexiRoam line, and your phone will connect automatically as soon as you arrive.

A short pause is normal: after tapping download, you may see "Downloading your SIM..." or "Connecting to carrier..." for up to a minute. Keep your connection active and stay on the screen until it completes.



STEP 10B OF 11

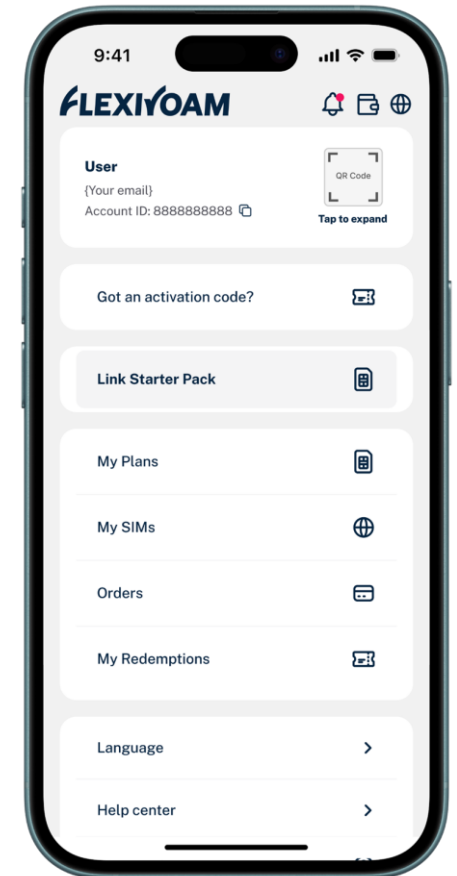
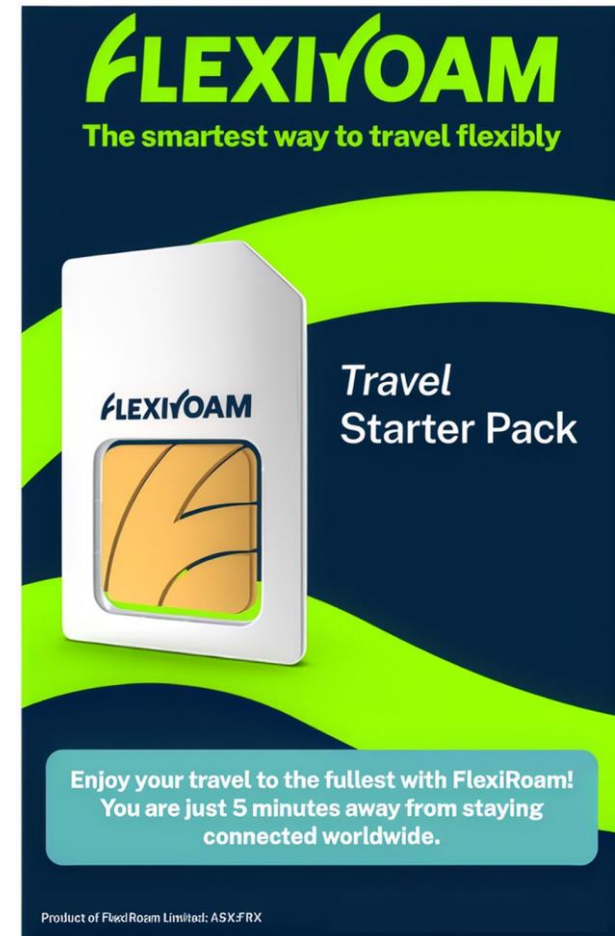
Physical SIM Installation

What happens when a Card Account Holder redeems on a non-eSIM compatible device — from SIM delivery to activation.

Install your SIM (Physical SIM)

Once your SIM arrives, activate it in the FlexiRoam app.

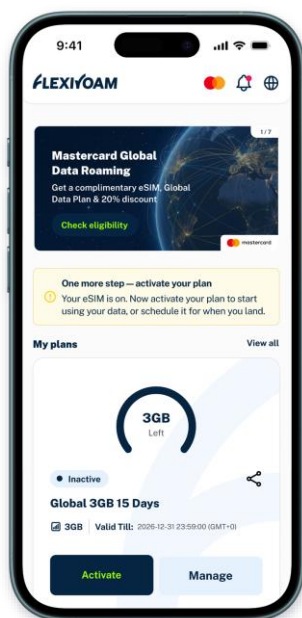
- 1 **Login to the FlexiRoam app.**
- 2 **Tap on 'Link Starter Pack' under Account.**
- 3 **Scan the barcode** on your physical SIM or enter the code manually if scanning doesn't work.
- 4 **Confirm** to activate your starter pack.
- 5 **Go to Account > Manage > My SIMs** to check that your SIM card activated correctly.
- 6 **Insert your FlexiRoam SIM** in its place or into an additional slot, if your phone supports dual SIM.
- 7 **Once eSIM installation is completed**, Tap on 'My Plans' and proceed with Plan Activation. You can choose to Start Immediately to use the data services now, or select Schedule Future Date according to your Travel dates.



Tap 'Link Starter Pack' under Account

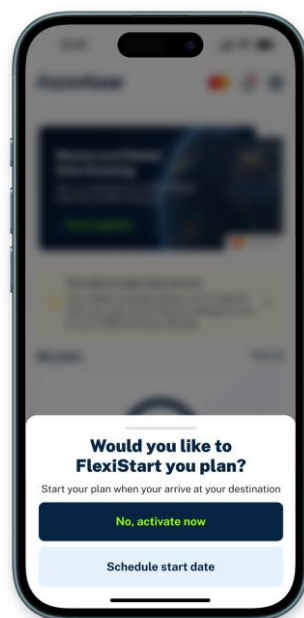
Manage your plan while you travel

Here's what to expect as your plan moves from installed to connected — and how to fix the most common snag.



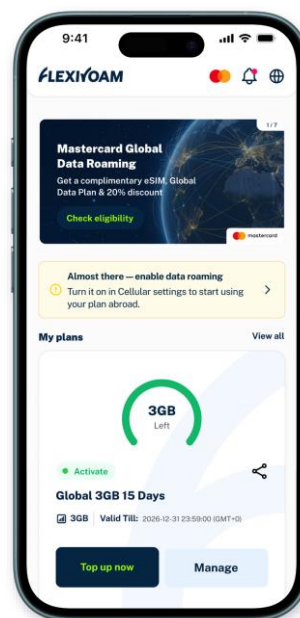
Activate plan

Tap Activate to begin



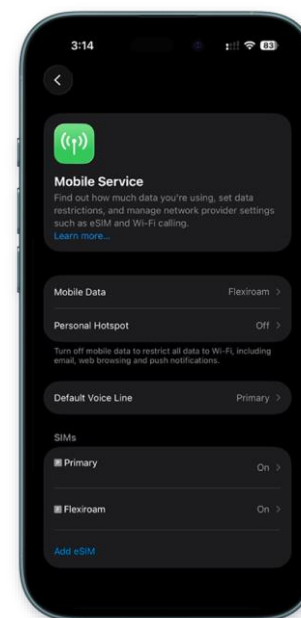
Start now or later

Activate now, or schedule your start date



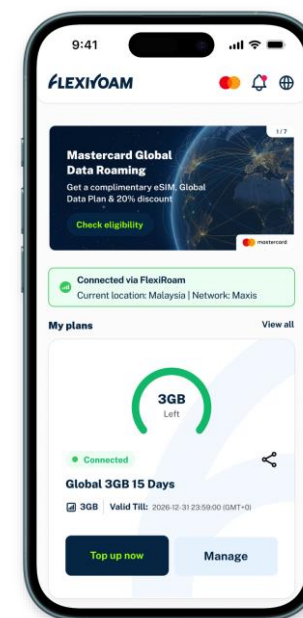
Active, roaming off

Turn on Data Roaming in Settings



Check settings

Confirm the FlexiRoam line and Data Roaming are on



Connected

Activation is complete

Most common fix: if your plan shows as active but you're still not connected, open your device's Settings → Mobile/Cellular Service and check that both the FlexiRoam line and Data Roaming are switched on.

Get connected, stay connected

A quick refresher on getting online — plus what to expect once your complimentary data is used up and it's time to top up.

USUAL STEPS TO GET CONNECTED

- 1 **Restart your device** after installing your eSIM or SIM card — this helps your phone register the new line.
- 2 **Activate Data Roaming** in your phone's settings.
- 3 **Select your plan** in the FlexiRoam app to get connected.

ONCE YOUR COMPLIMENTARY DATA IS USED UP

- 1 **Your subsequent data plan** is entitled to 20% off, applied automatically — no code needed.
- 2 **No need to change or replace your eSIM or SIM card.** It's a global eSIM that works across every destination.
- 3 **Check out the data plan** from the Store in the FlexiRoam app.
- 4 **Once your purchase is complete,** you'll get a prompt to activate your newly purchased plan.

No swapping required: because it's a single global eSIM, every new plan you buy activates on the same profile already installed on your device.

Subsequent Purchases

How Card Account Holder top up once their complimentary data is used — with an automatic 20% discount on every plan after.

Staying connected, plan after plan

Once your complimentary plan is used up, every future data plan you buy through FlexiRoam comes with an exclusive Card Account Holder discount — automatically.

- 1 **Applied automatically** — there's no code to enter and nothing to activate. The discount shows up at checkout the moment your complimentary data runs out.
- 2 **No expiry.** This isn't a one-time promo — it's a standing benefit for as long as you hold an eligible credit card.
- 3 **Works wherever you travel next.** Top up from the same FlexiRoam app you already use, for any destination in the FlexiRoam network.

20%

OFF ON ALL SUBSEQUENT DATA PLANS

For eligible Card Account Holder

Heads up: the 20% discount applies to data plan purchases only, and is calculated off FlexiRoam's standard pricing at the time of purchase.

Frequently asked questions

1 Am I eligible for Complimentary 3GB 15 Days GDR Plan?

Each Card Account Holder is eligible to redeem one complimentary Global Data Roaming plan per calendar year, and you must hold one of the below card accounts that is valid and active:

- Altitude Rewards Black Mastercard ®
- Altitude Qantas Black Mastercard
- Altitude Velocity Black Mastercard

2 Where can I use my Complimentary 3GB 15 Days GDR Plan?

Visit the FlexiRoam coverage website to view the current list of supported destinations.

3 When does my Complimentary 3GB 15 Days GDR Plan expire?

Once activated, your Complimentary 3GB Global Data Roaming plan, valid for 15 consecutive days.

4 How do I purchase additional data?

1. Select a roaming plan in the FlexiRoam app.
2. Complete your purchase using your eligible card.
3. Receive a 20% discount on eligible FlexiRoam data plans.
4. Activate your newly purchased plan through the FlexiRoam app.

5 How long does it take to receive a physical SIM?

Please allow up to seven (7) days for your physical SIM to arrive at your nominated postal address.

6 How do I redeem my Complimentary 3GB 15 Days GDR Plan?

To redeem your complimentary Global Data Roaming plan:

1. Go to gdr.flexiroam.com
2. Enter the 16 digits of your eligible Westpac credit card to check eligibility.
3. If eligible, confirm your benefit and complete card verification.
4. Check your inbox - Look for an email from FlexiRoam with your Activation code.
5. Download the FlexiRoam App.
6. Open the FlexiRoam App, enter your activation code and choose your SIM option.
7. Activate your benefit through the FlexiRoam App before you travel.

Things you should know

- 1 Limited to one complimentary 3GB data plan per calendar year.
- 2 Additional data usage may incur charges.
- 3 Destination availability and coverage may vary.
- 4 Device compatibility requirements apply.
- 5 Terms, conditions, exclusions and eligibility criteria apply.

Eligible Card Account Holder are entitled to data roaming benefits provided by FlexiRoam. Terms, conditions, and data usage limits apply.
For full details, please review the official terms at <https://gdr.flexiroam.com/terms-of-use>.

WE'RE HERE TO HELP

Need a hand at any step?

If anything doesn't go to plan — a missing email, a tricky install, or a question about your data — FlexiRoam support is on hand.

Need assistance?

Our customer support team is available 24/7. Feel free to reach out anytime via:

EMAIL

globaldataroaming@flexiroam.com

LIVE CHAT

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