

TPXtra Travel Beyond “Data? We belanja.” eSIM Campaign

– Terms and Conditions

Organiser & Campaign Period

1. This Campaign is organised by White Label Sdn Bhd (571620-00) (“Organiser”), the distributor of Travel Beyond on TPXtra.
2. The Campaign will commence on 16 October 2026 at 12:00 AM (GMT +8) and end on 30 November 2026 at 11:59 PM (GMT +8) (“Campaign Period”).
3. The Campaign Period refers to the date of purchase. The travel dates of a qualifying policy may fall after the Campaign Period, subject to the terms of the policy.

Eligibility

4. The Campaign is open to Malaysian citizens, Permanent Residents of Malaysia, and holders of a valid Work Permit, Employment Pass, Dependent Pass, Long-Term Social Visit Pass or Student Pass who are legally residing in Malaysia, and who are between 18 and 80 years old at the start of cover (“Eligible Customers”).
5. The Campaign applies only to international trips that start from Malaysia, to a destination for which the eSIM is offered on TPXtra at the time of purchase. The eSIM covers 151 destinations. Where the eSIM is not offered for the selected destination, the Campaign does not apply.
6. Participation in the Campaign constitutes acceptance of these Terms and Conditions.

Campaign Mechanics

7. To enjoy the Campaign Offer, Eligible Customers must fulfil all of the following conditions:
 - I. Purchase Travel Beyond travel insurance on TPXtra at tpxtra.tuneprotect.com/travel-beyond within the Campaign Period;
 - II. Include travel insurance and an eSIM in the same purchase, through one of the following qualifying options:
 - A. “Customise Your Own”, with Travel Insurance and either the 5GB / 15-day eSIM or the 10GB / 30-day eSIM selected;
 - B. “Recommended Plan” PLUS; or
 - C. “Recommended Plan” ELITE;
 - III. Purchase for one (1) traveller only in the booking; and
 - IV. Enter the promo code XTRADATA in the “Enter Promo Code” field on the “Your Order Summary” page and click APPLY before making payment.
8. The following are not eligible for the Campaign Offer:
 - A. “Recommended Plan” VALUE;
 - B. An eSIM purchased without travel insurance in the same purchase;
 - C. Bookings with more than one (1) traveller;
 - D. Travel insurance purchased via the Tune Protect website (shop.tuneprotect.com), the Tune Protect app, agents or any third-party platform; and
 - E. Purchases made outside the Campaign Period.
9. Customers travelling with others must make a separate booking for each traveller. Each booking is subject to these Terms and Conditions.

10. The promo code must be applied at the point of purchase. The Campaign Offer will not be applied retrospectively after payment has been completed.
11. Only purchases with successfully completed payment are eligible. The Organiser will not be responsible for any failure to complete payment or purchase successfully for whatever reason.

Campaign Offer

12. The promo code XTRADATA deducts up to RM14.00 from the total amount payable ("Campaign Offer"), as follows:

eSIM plan	Selling price	Campaign Offer
5GB / 15-day eSIM	RM14.00	The eSIM is free of charge.
10GB / 30-day eSIM	RM25.00	RM14.00 is deducted and the customer pays the balance of RM11.00.

13. The 3GB / 5-day eSIM plan is not available during the Campaign Period and does not form part of the Campaign.
14. The Campaign Offer shall not exceed the selling price of the eSIM in the same purchase and does not apply to the travel insurance premium.
15. The Campaign Offer is limited to one (1) redemption per policy. There is no limit on the number of qualifying policies a customer may purchase, provided each is a separate single-traveller purchase that meets these Terms and Conditions.
16. The Campaign Offer cannot be combined with any other promo codes, promotions or discounts.
17. The Campaign Offer is not exchangeable for cash, credit or any other form of compensation, is non-transferable, and any unused portion of the Campaign Offer will not be refunded.

Cancellation & Refunds

18. The eSIM is non-refundable once the purchase is completed, including where the travel insurance policy is subsequently cancelled, in line with the ancillary terms accepted by the customer at the point of purchase.
19. Where a qualifying travel insurance policy is cancelled and a premium refund applies, the value of the Campaign Offer (RM14.00) will be deducted from the refund amount.
20. Cancellation of, and refunds for, the travel insurance policy are otherwise subject to the policy wording.

eSIM Activation & Use

21. eSIM setup instructions and activation details, including a QR code or manual set-up option, will be provided to the customer after a successful purchase. The eSIM can be set up through WhatsApp or a web portal.
22. Customers are responsible for ensuring their mobile device is eSIM-compatible and not locked to a network before purchase. The eSIM will not be refunded if the customer's device is not compatible.
23. The eSIM must be installed and activated using a stable Wi-Fi connection, and customers are advised to do so before departure. Upon arrival at the destination, customers must switch off their primary line, select the eSIM line and turn on data roaming. Once installed, the eSIM cannot be transferred to another device.
24. The eSIM is valid for 15 days (5GB plan) or 30 days (10GB plan) from activation. Any data not used within the validity period will be forfeited and will not be refunded or extended.

eSIM Service Provider Responsibility

25. eSIM connectivity is supplied by a third-party eSIM service provider ("eSIM Provider"). Network availability, coverage, speed and quality depend on the eSIM Provider and the local network operators at the destination.
26. The Organiser acts solely as the distributor and promoter of the eSIM. Tune Insurance Malaysia Berhad underwrites the travel insurance only and is not involved in the supply of the eSIM. Neither shall be responsible or liable for any loss, damage, claim or dispute arising from network outages, gaps in coverage, connection speed, device compatibility or activation issues.
27. Use of the eSIM is subject to the eSIM Provider's prevailing terms and conditions.

Fraud & Misuse

28. The Organiser reserves the right to reject, cancel or reverse the Campaign Offer, or to suspend any customer's participation, where it suspects:
 - A. Fraudulent activity;
 - B. Abuse of the Campaign mechanics, including repeated purchase and cancellation of policies to obtain free eSIMs;
 - C. Unauthorised use of the promo code; or
 - D. Breach of these Terms and Conditions.

Amendment & Termination

29. The Organiser reserves the right to amend, suspend or terminate the Campaign at any time before, during or after the Campaign has commenced, with or without any prior notice and reason. For the avoidance of doubt, amendment, suspension or termination of the Campaign by the Organiser shall not entitle customers to any claim or compensation against the Organiser for any losses, damages and/or costs suffered or incurred as a direct or indirect result of such amendment, suspension or termination.
30. The Organiser reserves the right to change the Campaign mechanics or any of these Terms and Conditions at any time without prior notice.

31. All decisions made by the Organiser regarding the Campaign shall be final and binding.

Personal Data Protection Act 2010

32. By participating in the Campaign, customers confirm that they have read, understood and accepted Tune Protect's Privacy Policy at <https://www.tuneprotect.com/my/privacy-policy/>.
33. By participating in the Campaign, customers are deemed to agree to be bound by these Terms and Conditions. These Terms and Conditions shall prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional or advertising materials for the Campaign. In the event of any inconsistency, conflict, ambiguity or discrepancy between the English version and any other language version of these Terms and Conditions, the English version shall prevail.

Liability & Responsibility

34. The Organiser shall bear no responsibility for any damage, loss (including but not limited to direct, indirect and consequential loss), expenses, liability, injury or disappointment incurred or suffered by customers in connection with the Campaign, the promotion of the Campaign or the use of the eSIM, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).
35. Customers shall be responsible for any additional costs, duties, taxes and/or other incidental expenses incurred in connection with their participation in the Campaign or use of the eSIM, including any charges from their home network operator.

Governing Law

36. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia, and all parties agree to submit to the exclusive jurisdiction of the courts of Malaysia.

Distributor & Underwriter Statement

Travel Beyond on TPXtra is distributed by White Label Sdn Bhd (571620-00), a registered agent of Tune Insurance Malaysia Berhad (197601004719 (30686-K)) ("TIMB"). The travel insurance is underwritten by TIMB, which is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia. Commission is payable to White Label Sdn Bhd. The travel insurance is protected by PIDM up to specified limits; please refer to the PIDM information brochure or contact TIMB or PIDM.

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