



**MSIG**

Insurance  
that sees  
the heart in  
everything

Successfully apply for any MSIG Travel Insurance products, you can enjoy **MSIG Easy Lounge service**.

If your flight is delayed for 60 minutes or more, you can **enjoy complimentary access to designated airport lounges regardless of the reason**, easing flight delay frustration in an instant.



You and up to **5 travel companions** can access the airport lounge for free



You can register up to **4 flights** for Single Travel and **20 flights** for Annual Travel



Complimentary food and drink



Free Wi-Fi access and device charging stations



Applicable to over **1,600 airport lounges** worldwide



Apply **MSIG Travel Insurance** now to experience the convenience and comfort of **MSIG Easy Lounge**, and let us turn your travel delays into a pleasant experience.



## How it works

1

After successfully applying for travel insurance, you will receive an MSIG Easy Lounge redemption letter with a designated redemption code.



2

Enter the redemption code and register your flight details for up to 6 travellers at [msig.smartdelay.com/msig-hkst](https://msig.smartdelay.com/msig-hkst) (Single Travel) / [msig.smartdelay.com/msig-hkat](https://msig.smartdelay.com/msig-hkat) (Annual Travel) 24 hours before the scheduled departure of your flight.



3

A confirmation email will be sent to acknowledge your flight registration.



4

We will track your flight status, and if a delay of 60 minutes or more occurs, an SMS will be sent to your registered mobile phone number notifying you to check your email for the complimentary digital airport lounge access voucher.



5

You and up to 5 travel companions can access the airport lounge for free, providing a convenient, quiet and comfortable environment to wait for your flight.



### Terms and Conditions:

1. "MSIG Easy Lounge" is provided and managed by Collinson Insurance Services Limited ("Collinson") on behalf of MSIG Insurance (Hong Kong) Limited. "MSIG Easy Lounge" Terms and Conditions apply.
2. Designated redemption code cannot be refunded nor exchanged for cash or other products for whatever reason.
3. Delay must be officially announced by the airline as outlined and reported to the flight status data service provider of Collinson.
4. You must have access to a device that has internet access and can open PDF files.
5. Not all flights are covered by MSIG Easy Lounge. MSIG Easy Lounge is provided at the discretion of Collinson and only selected scheduled commercial flights are eligible for registration. Charter flights are not eligible for registration.
6. Entry to the designated airport lounge is subject to the capacity and availability of the lounge, entry might be delayed or denied at the discretion of the lounge.



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成功投保任何MSIG旅遊保險，可享

**MSIG Easy Lounge**航班延誤貴賓室通行證服務。

如您的航班延誤超過60分鐘或以上，不論任何原因，  
您可免費使用指定機場貴賓室，讓航班延誤即時變得  
輕鬆。



您與**5位**同行旅伴  
可免費使用  
機場貴賓室



單次旅遊可登記  
最多**4個**航班，  
全年旅遊可登記  
最多**20個**航班



免費食物  
和飲品



免費使用  
Wi-Fi服務和  
充電設備



適用於全球超過  
**1,600個**機場  
貴賓室



立即投保MSIG旅遊保險，體驗MSIG Easy Lounge的便利和舒適，讓我們將您的航班延誤變成愉快的經歷。



## 如何使用

1

成功投保旅遊保險後，您將收到MSIG Easy Lounge航班延誤貴賓室通行證服務兌換信，兌換信內含專屬兌換碼。



2

航班預定出發24小時前於指定網站 [msig.smartdelay.com/msig-hkst](https://msig.smartdelay.com/msig-hkst) (單次旅遊) / [msig.smartdelay.com/msig-hkat](https://msig.smartdelay.com/msig-hkat) (全年旅遊) 使用您的兌換碼及為最多6位乘客輸入有關航班資料以登記航班。



3

成功登記後，您將會收到確認電郵以確認您已登記的航班資料。



4

我們將追蹤您的航班狀態，如果發現您所登記的航班延誤超過60分鐘或以上，我們便會發送短訊至您所登記的手提電話號碼，通知您查閱電子郵件以取得您的機場貴賓室電子通行證。



5

您和最多5位同行旅伴可免費進入機場貴賓室享用服務，於方便、安靜和舒適的環境下休息。



### 條款及細則：

1. 「MSIG Easy Lounge」是由Collinson Insurance Services Limited「Collinson」代表MSIG Insurance (Hong Kong) Limited提供及管理，受「MSIG Easy Lounge」條款及細則約束。
2. 專屬兌換碼在任何情況下均不可退款或兌換現金或轉換其他產品。
3. 航空公司需要正式宣布航班延誤，並準確地向Collinson之航班追蹤系統服務供應商報告。
4. 您必須持有具網路存取功能並能打開PDF檔案格式文件的設備。
5. MSIG Easy Lounge並未涵蓋所有航班。所提供之服務由Collinson提供及決定，並且只有指定的預定商用航班才符合登記資格，而包機的航班將不符合登記資格。
6. 進入指定機場貴賓室需視乎貴賓室的容量及安排而定，貴賓室亦會因應其使用條款及細則而自行決定延遲或拒絕客戶入內。