



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 (Single Travel) / 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. Promotion period: From 17 December 2024 until further notice.
2. "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.
3. Designated redemption code cannot be refunded nor exchanged for cash or other products for whatever reason.
4. Delay must be officially announced by the airline as outlined and reported to the flight status data service provider of Collinson.
5. You must have access to a device that has internet access and can open PDF files.
6. 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.
7. 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.