

Roamin Travel eSIM

Frequently Asked Questions ("FAQ")

No.	Question	Answer
1.	What is a travel eSIM?	A travel eSIM is a digital SIM you install on your mobile phone (no physical SIM card needed). It lets you connect to local networks overseas instantly, so you can use data and stay online while travelling.
2.	Which countries are available for the travel eSIM?	Our travel eSIM partner works in many popular destinations worldwide, up to 97 countries. For the full list of countries, click here .
3.	How can I buy the travel eSIM via Maybank2u?	You can buy a travel eSIM directly with us. Just follow these steps: Step 1: Visit https://mae.roamin.global Step 2: Select the country or countries where you would like to use the eSIM Step 3: Choose a plan of your choice and the duration of the eSIM required Step 4: Key in your email address and mobile number Step 5: Pay via Maybank2u and you're done!
4.	What do I do if the eSIM is not supported on my device?	Unfortunately, the eSIM cannot be used if it is incompatible with your device. It is highly recommended that you check your device's compatibility before purchasing the eSIM. Check it by going to the Roamin website > click on 'info' in the bottom tab > click 'Supported Device Check'.
5.	Can I use social media with the eSIM in China?	Yes, you can use common social media apps (Instagram, Whatsapp, Google, Facebook, Telegram, etc.) with the China plan and it does not require a VPN.
6.	How can I access the customer support?	You can contact Roamin's 24/7 support via their WhatsApp AI Chatbot, which can assist you immediately with common issues. 24/7 Whatsapp Chat : +6011 5758 5608 Email : hello@roamin.global