

FREQUENTLY ASKED QUESTIONS (FAQs)

1. How do I register an account on Thriwe?

If you're already a registered user, you can log in using your email or phone number. If you haven't registered yet, follow these steps:

- Visit [Thriwe Membership Registration](#) and click on 'Sign Up.'
- Complete registration and verify your phone number or email with the OTP sent to you.
- Enter your Membership Pass number. You can add multiple passes if eligible.
- After verification, you'll be redirected to your home page dashboard, where you can view your available benefits.

2. Where can I find my Membership Pass number?

Please check the Gift EDM sent by MSIG for your Membership Pass number. If you have not received the gift EDM, please contact your MSIG representative or email us at service@sq.msia-asia.com.

3. How do I add my Membership Pass to the Thriwe platform?

To add your Membership Pass, enter the pass number into the Thriwe platform before the expiry date listed in the Gift EDM. Follow these steps:

- Click "Redeem now" in the Gift EDM.
- Create an account on the Thriwe Platform. (For detailed steps on how to create an account, refer to Thriwe's FAQs page [here](#) under "How do I create an account and activate my Membership Pass?")
- Enter your Membership Pass Number before the expiry date mentioned in the email.

4. How do I add my Grab voucher to the Grab app?

Please refer to the GrabGifts redemption guide [here](#) for instructions on adding Grab vouchers to your account.

5. What are the types of Grab vouchers available?

You can choose from Grab Transport, Grab Food, Grab Mart, or Grab Express services. Simply select your preferred voucher after adding the Grab code to your Grab app.

6. How do I redeem the 7-Eleven voucher?

To redeem your voucher, visit the nearest 7-Eleven store and present the voucher page on your mobile device to the cashier. Please note that printouts or screenshots will not be accepted, and ensure that dark mode is turned off on your phone.

7. How do I redeem my lounge access voucher?

1. Open the MSIG Gift EDM and click on "Redeem now" button in EDM.
2. Log onto the Thriwe platform.
3. Click on your eligible lounge voucher. You will be shown a LoungeKey code.
4. Click on 'Take me to website' to visit the Collinson LoungeKey website.
5. Enter your unique LoungeKey code, provide your name (as per your passport) and email address.
6. Click on submit and you will receive a PDF lounge voucher to the email address you entered.
7. Present the lounge voucher at the lounge for lounge access.

8. What is the list of participating airport lounges?

[Click here](#) to find the list of airport lounges available at your travel destination.

9. Do I need to book the airport lounge ahead of time?

No advance booking is necessary. You can make a reservation on the day of your visit before entering the lounge.

10. Where can I find the voucher I've redeemed before?

Visit the Thriwe home page dashboard and click on the History tab in the top right menu. You can click on each header to view your vouchers or gift cards.

11. My Membership Pass has expired, and I can't add it to the Thriwe platform. Can I extend the validity?

No, Membership Pass validity cannot be extended. Please be mindful of the expiry dates and add your Membership Pass before the expiry dates shown in Gift EDM.

12. My airport lounge, Grab, or 7-Eleven voucher has expired. Can I extend its validity?

No, the validity of vouchers cannot be extended. Please pay attention to the expiry dates on the vouchers and use them before they expire.

- Upon activation, airport lounge passes are valid for 6 months for Single Trip plans and 1 year for Annual Plans.
- Grab and 7-Eleven vouchers validity ranges from 6 to 12 months.
- Expiry dates are shown in the vouchers generated.

13. Can I bring additional guests into the lounge?

No, guests are not allowed in the lounge. Each lounge voucher grants access for one person only. Walk-in rates apply for additional guests.

14. Can I bring children and infants into the airport lounge for free?

Children's access to lounge may vary for each lounge. Please check the specific terms of each lounge when making your booking.

15. Is there a maximum duration for staying in the lounge?

Each lounge has its own policies regarding stay duration, typically ranging from 3 to 4 hours.

16. What is included in airport lounge access?

Lounges provides amenities such as refreshments, television, complimentary internet, shower facilities, and flight status updates. Please note that facilities may vary based on airport and lounge.

17. I can't find my Gift EDM from MSIG. Who can I contact to resend the Gift EDM?

Please reach out to MSIG to request a resend of your Gift EDM.

18. I can't log into Thriwe platform. Who should I contact?

Your default login method is the email or mobile number that received the OTP during sign-up.



For assistance with your account, please contact the Thriwe team contact details are provided below.

19. How do I use the vouchers?

The terms of use for each voucher are provided on the Thriwe platform during redemption. Please read them carefully before claiming, as redeemed vouchers cannot be refunded or replaced. For assistance with voucher usage, please contact the Thriwe team.

20. Who can I contact if I'm denied access to the lounge or if I'm having issues with my vouchers?

For assistance, please reach out to the Thriwe team (available Mon-Fri, 9 AM to 7:30 PM):

- Email: customer.care@thriwe.com
- Toll-free hotline: 800 492 2404
- WhatsApp: [+91-9717176899](https://wa.me/919717176899)

21. How can I get help with voucher issues or other questions?

For more information, please visit Thriwe's FAQs page [here](#). For assistance, please reach out to the Thriwe team (available Mon-Fri, 9 AM to 7:30 PM):

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