

Travel Insurance Voucher Redemption – Terms & Conditions

Revo Financial Pte. Ltd. (“Revo Financial”) is offering this voucher redemption promotion (the “Promotion”) in connection with eligible travel insurance policies. By participating in the Promotion and/or redeeming any voucher, you agree to these Terms and Conditions.

1. Promotion Period

1.1 This Promotion applies only to travel insurance policies purchased between **22 December 2025 and 31 December 2025**, inclusive.

1.2 Policies purchased outside this period are **not eligible**, even if the travel period or policy expiry falls within or after the Promotion Period.

2. Rewards and Redemption Period

2.1 Rewards per policy are as follows:

Qualifying Criteria (Per Policy)	Reward
Minimum qualifying spend of S\$50	S\$20 FairPrice vouchers
Minimum qualifying spend of S\$150	S\$50 FairPrice vouchers

2.2 The Redemption Letter will be **issued within 14 days** after the end of your travel period.

2.3 You must redeem the voucher **within 30 days from the date of issuance**.

2.4 If you do not redeem within 30 days, the voucher will expire and cannot be reissued.

3. Eligibility

3.1 The Promotion is **only valid** for policies purchased through Carousell’s official email link.

3.2 Customers and insured persons on policies purchased elsewhere are **not eligible**.

3.3 Policies purchased through other channels, links, or platforms are automatically disqualified.

4. Issuing the Redemption Letter

4.1 Only eligible policyholders will receive a Redemption Letter.

4.2 It will be sent to the email address registered with your policy within **14 days after the travel period ends**.

4.3 Revo Financial is **not responsible** if the email is not received due to incorrect details, spam/junk filters, system errors, or other technical issues.

4.4 We may verify eligibility and withhold the Redemption Letter if criteria are not met.

5. How to Redeem

5.1 Redemption is **in person only** at:

1 Kung Chong Road, #02-00, Singapore 159139

5.2 You must present the **original Redemption Letter with Revo Financial's official company stamp**.

5.3 Copies, screenshots, or altered versions will **not** be accepted.

5.4 Failure to present a valid original letter will make redemption invalid.

6. Validity and Expiry

6.1 Redemption is valid **only in Singapore** and for **one transaction**.

6.2 Redemption Letters expire at **23:59 hours on the expiry date**.

6.3 Redemption must be completed by the stated expiry date. No extensions, replacements, or revalidation will be given.

7. Restrictions

7.1 The Redemption Letter is **not refundable, not exchangeable for cash**, and cannot be replaced if lost, damaged, expired, or voided.

7.2 If your policy is **cancelled, refunded, reversed, or endorsed** (including premium adjustments) and falls below the qualifying spend, Revo Financial may withdraw, reduce, void, or reclaim the reward.

7.3 Vouchers obtained from **unauthorized sources** will not be accepted.

7.4 Misuse, tampering, or forgery may be a **criminal offence**, and Revo Financial may report this to authorities.

8. Data and Consent

8.1 By redeeming a voucher, you agree that Revo Financial may collect and use your personal information for administering the Promotion, including communication about your redemption.

9. Liability

9.1 Revo Financial is **not liable** for any loss, damage, or claims arising from the voucher, including indirect or consequential losses.

10. Promotion Administration

10.1 Revo Financial may **change, suspend, or end** the Promotion or these T&Cs at any time without notice.

10.2 Verification of identity or documents may be required before redemption.

10.3 The Promotion **cannot be combined** with other offers unless stated.

10.4 All decisions by Revo Financial regarding eligibility, issuance, and redemption are **final**.

11. Governing Law

11.1 These T&Cs are governed by the laws of Singapore.

12. Force Majeure

12.1 Revo Financial is not responsible for delays or failures caused by circumstances beyond our control, including acts of God, pandemics, government action, strikes, system failures, or closure of premises.

13. Platform and Partner Alignment

13.1 This Promotion is **administered independently of Carousell**. Carousell is not responsible for fulfilment or disputes.

13.2 Travel insurance policies are governed by **Income Insurance policy** [terms and conditions](#).

13.3 Separate [terms and conditions](#) may apply for other travel promotions or discounts under Income Insurance Limited.

13.4 For enquiries, contact Revo Financial via: <https://www.revof.com/contact>