

We are moving to hi by Singtel!

At Singtel, we're always looking ahead to bring you better experiences. That's why heya is moving to the newly rebranded hi by Singtel!, offering even more value, flexibility and seamless connectivity.

heya has offered customers a flexible and affordable mobile plan with local and roaming data. With the new hi by Singtel!, we're taking things further. This rebrand is more than just a name change, it reflects our commitment to upgrading our systems and services to serve our customers better. Starting **1 December 2025**, existing heya customers will enjoy a smooth transition to hi by Singtel!. Our customers will be notified via SMS.

hi by Singtel! is another way of saying hello to possibilities, whether you're staying connected locally or exploring the world. More details on hi by Singtel!: www.singtel.com/hi

1. What will happen to my heya plan subscription?

We will **automatically** move your heya plan to hi by Singtel!. You don't need to do anything until your next top-up.

- If you are on a **heya monthly plan**, your plan and auto-payment will continue on hi by Singtel! with the same benefits.
- If you are using a **one-time heya plan**, your current plan will continue on hi by Singtel! with the same remaining validity, data and minutes. After it ends, just top up a hi by Singtel! Plan.
- If you are **60 years old and above**, you can top up the **\$5 hi! Senior Plan/\$7 hi! Senior Plan**. Please ensure your NRIC age is updated correctly.

Download the **new hi by Singtel! app** (<https://hiapp.singtel.com>) to check your balance or buy plans/add-ons, or visit any **hi by Singtel! Retailer** to buy a hi by Singtel! Plan.

2. What will be moved over to the hi by Singtel!?

Your active plan entitlements, balance wallet credits, registered details, and preset payment will be moved over to hi by Singtel! .

3. Will I be able to continue using my heya app?

We will officially move from heya app to hi by Singtel! app starting from 1 December 2025. Please retrieve all your past heya bills from heya app by then.

4. How do I check my heya bills?

Unfortunately, after moving to the new hi by Singtel! app, only new transactions made within the app will be visible. We recommend taking screenshots of your past bills in the heya app before 1 December 2025.

5. How to download the new hi by Singtel! app?

Yes, you may download hi by Singtel! app via Apple App Store or Google Play Store (<https://hiapp.singtel.com>) to manage your account.

6. Can I change my heya one-time plan to a monthly plan before the migration?

Yes, you may subscribe to any heya monthly plan on the heya app before 1 December 2025 if you wish to continue enjoying your heya plan benefits after the move to hi by Singtel!.

7. Do I need to change SIM card or my mobile number?

No, this transition to hi by Singtel! is seamless, just download the new app and we will do the rest.

8. I am on the SG60 free 6 months heya plan promotion. What will happen to my mobile plan?

We will notify you when your free 6-month period is ending. After that, you can top up the \$5 hi! Senior Plan/\$7 hi! Senior Plan on the hi by Singtel! app (<https://hiapp.singtel.com>) or at any hi! retailer.

9. What are the plans available on hi by Singtel!?

Do check out our plans at www.singtel.com/hi

10. Will the heya rollover feature still be available when moving to hi by Singtel!?

We will maintain the heya rollover feature in hi by Singtel!.