



BY MALAYSIA AIRLINES

FREQUENTLY ASKED QUESTIONS (FAQ)

1. When will the 15% off online redemption be discontinued?

The 15% off online redemption will no longer be applicable effective 1st August 2016.

2. How do I enjoy Enrich miles discount with the discontinuation of 15% off online redemption?

As our valued Enrich member, you will enjoy a better reward from Enrich through our redemption campaigns throughout the year.

3. Why is the 15% off online redemption discontinued?

With Enrich quarterly and frequent redemption promotion offers throughout the year, the 15% off online miles will no longer apply.

4. Is there a replacement for 15% off online redemption?

No. Prevailing redemption miles offer will apply from time to time.

5. Will there be other exclusive discounts I can enjoy on online redemption activity?

No. Prevailing redemption miles offer will apply from time to time

6. Does Enrich have the right to cease the 15% off online offer anytime?

Yes

7. Is the discontinuation of the 15% off online redemption permanent?

Yes as this has been offered since 2009.

8. Does it impact the Cash + Miles redemption?

Yes, member will no longer get the 15% off online discount for Cash + Miles redemption online.



9. Does it impact other Enrich services eg. Enrich Express, Enrich Transfer and Enrich Extension?

No, currently the 15% off online discount does not apply for this Enrich Services

10. Is there a difference in redemption miles if member perform redemption online or offline effective 00:00 on 1st August 2016, Malaysian Local time (GMT +8)?

No. Only the channel of redemption will be different as follows:

- a. Online redemption will have members logging in to his/her Enrich account to redeem.
- b. Offline redemption, members may contact our Call Center or approach our ticket office for the redemption.

11. What is the last date for members to redeem at 15% off online?

The 15% off online will end 23:59, on 31st July 2016 for all redemption booked and ticketed on Enrich online.

12. How do I get to know about the offers from Enrich?

You can find out on Enrich offers at <http://www.malaysiaairlines.com/my/en/enrich.html>

To receive Marketing email communication from Enrich, please log in to Enrich Online at enrich.malaysiaairlines.com and check your Update Profile is set-up with consent to receive emails from Enrich