

## Malaysia Airlines Implementation of MFA

To enhance security and safeguard Enrich member accounts, a Multi-Factor Authentication (MFA) will be introduced and take effect in December 2021.

### Q1. What is MFA?

MFA stands for Multi-Factor Authentication and is implemented to increase online protection by preventing unauthorized account access and safeguarding personal data. A time-sensitive randomly generated 6-digit code, also known as One-Time Password (OTP) will be sent to the member for identified Enrich transactions.

As a default, the OTP will be sent to the registered email address and mobile number to validate member's identity. As such please ensure that the email address and the mobile number indicated in Enrich profile belong to you, is up-to-date, and actively used.

### Q2. Why did Malaysia Airlines introduce MFA?

Malaysia Airlines is committed to the protection of Personal Data and takes the matter of protecting their privacy as high priority. MFA is introduced as part of Malaysia Airlines' ongoing efforts to enhance online security for the benefit of our customers and especially our Enrich members. MFA relies on:

- a. Information you know (that is your Enrich Account login ID and Password and mobile number)
- b. Information Malaysia Airlines provides to you (One-Time Password)

### Q3. When will the MFA requirement be implemented?

The MFA requirement goes into effect in December 2021.

### Q4: Is Enrich requiring members to enable MFA?

Enrich will require members to use MFA to access Enrich Online on web and mobile app. For first-time login after MFA implementation, member will be required to validate email address and mobile number. Follow these steps to enable MFA:

Existing member that has previously activated Single Sign-On	Existing member that has not activated Single Sign-On
<ol style="list-style-type: none"><li>1. Enter login ID and Password</li><li>2. Enter email address and validate with OTP sent to email inbox</li><li>3. Enter mobile number and validate with OTP sent via SMS</li></ol>	<ol style="list-style-type: none"><li>1. Click Forgot Password</li><li>2. Enter email address and validate with OTP sent to email inbox. (This will be your login ID).</li><li>3. Enter mobile number and validate with OTP sent via SMS</li><li>4. Create login Password</li></ol>

Kindly take note that this information will be updated in your Enrich profile as latest personal details.

### Q5. Do I need to enter MFA for every online transaction?

MFA will be required when a member carries out identified Enrich transactions on Malaysia Airlines web and Malaysia Airlines mobile app. These include:

- a. Accessing the Enrich Account/MHexplorer Account
- b. Updating Enrich Profile

**Q6. How do I update my contact details after MFA implementation?**

You can follow these steps to update your contact details:

1. Log in to your Enrich account
2. Click on the "Profile" tab
3. Click on the "Edit" button beside "Personal Details"
4. The mobile number can be edited under the "Contact Details" section
5. Click "Save"

Mobile number should be updated using format shown as per table below:

Country	Country Code	Mobile Number
Malaysia	60	9-10 digits
Singapore	65	8 digits
Indonesia	62	9-11 digits
India	91	10 digits
Australia	61	9 digits
United Kingdom	44	9 digits

**Q7: What should I do if my mobile number and/or email address are not updated after MFA implementation?**

Please call Malaysia Airlines Contact Center at 1-300-88-3000 (within Malaysia) or 6-03-7843 3000 (outside Malaysia) or email [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) to update the contact details.

Thereafter, member must perform the first-time login to authenticate the email address and mobile number (refer to Q4)

**Q8: Can I use or share a common mobile number or email address to receive the OTP?**

Enrich members are required to have a unique email address used as the login ID for Enrich Online and maintain individual mobile number since key notifications and sensitive information pertaining to the account are sent to the email address and/or mobile number recorded in the Enrich profile.

**Q9. What if I do not have a mobile number? Is email address sufficient?**

Mobile number is mandatory to receive the OTP. If you did not register your mobile number, you can perform Enrich transactions at any nearest Malaysia Airlines Ticketing Office.

**Q10: Will my Enrich account be locked if I enter the OTP wrongly during login?**

Enrich account will not be locked. After 3 unsuccessful OTP verification attempts, member will be redirected to Enrich login page to try again. Enrich member will not be able to access their account without this security clearance.

Enrich accounts will be locked at login only if the wrong Enrich login and/or password is entered after 5 consecutive tries.

**Q11: What happen if I enter the OTP wrongly during profile update?**

After 3 unsuccessful OTP verification attempts, you will be redirected to previous page to try again.

**Q12: Will I still receive my OTP if I nominated an international mobile number?**

If you are using an international mobile number, your mobile operator must be on GSM network and provides SMS service. Please contact them for further details on receiving SMS sent from Malaysia.

**Q13: What if the overseas mobile operator or the country I am in does not support GSM network or SMS technology? What happens if I am overseas with no access to data roaming?**

As you cannot receive the OTP, you will not be able to login to your Enrich Account and perform transactions online.

If you are travelling, you are encouraged to make all Enrich transactions before leaving. Alternatively, you may call our Contact Center at 6-03-7843 3000 (outside Malaysia) for assistance or email us at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com).

**Q14: How fast will I be able to receive the OTP?**

OTP is sent to the mobile number instantly and is normally received within seconds. As the OTP is delivered using SMS, it is dependent on the mobile operator's network and traffic condition, therefore, there may be some delays during peak periods such as public holidays.

**Q15: I requested for OTP by SMS but did not receive it. What should I do?**

If you did not receive the OTP within 2 minutes, select "Resend OTP" to request a new OTP. Note that there may be a lag time in receiving OTP via SMS if there is a weak mobile connection.

Alternatively, you can request via "Call Me". An automated message will direct you to complete an instruction which will validate the mobile number.

**Q16: I did not receive my OTP after multiple resends despite having the correct mobile number and email address in my records. What should I do?**

There could be several reasons why you did not receive an OTP:

- a. Service downtime from mobile operator  
You might receive the OTP delay. Click "Resend Code" to receive new OTP or restart the mobile device.
- b. Mobile connectivity issue  
Poor mobile connection might delay the OTP. You may try to switch between WIFI and MOBILE DATA
- c. SMS number (5-digits short code) is blocked in mobile device or by mobile operator  
Please check the mobile settings or refer to the mobile operator to verify
- d. OTP send to old mobile number  
The OTP will trigger to the registered mobile number in Enrich Profile. If you have changed mobile number, please reach out to us to update the contact details.

For urgent assistance especially related to upcoming flight, please call our Contact Center at 1-300-88-3000 (within Malaysia) or 6-03-7843 3000 (outside Malaysia).

**Q17: How do I request for a new OTP if the previous one has expired?**

Select "Resend Code" to request for a new OTP. Ensure that you enter the latest OTP sent to you within 3 minutes before it expires.

**Q18: What should I do if I receive an OTP without logging in to my account?**

Please call our Contact Center at 1-300-88-3000 (within Malaysia) or 6-03-7843 3000 (outside Malaysia) or email [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) to report the incident.

We also strongly recommend to change your Enrich Online password immediately to cease any unauthorized account usage. [Click here to Reset Password.](#)

**Q19: Do I pay anything for the OTP?**

This service is currently offered free of charge, but you may incur standard SMS charges the mobile operator for receiving SMS.

**Q20: I do not see the MFA screen to enter my OTP despite receiving the OTP SMS. What should I do?**

Please clear the browser cache and try again.