

Frequently Asked Questions

1. What is 'Online Enrich Upgrade'?

'Online Enrich Upgrade' allows a member who purchases a confirmed Economy Basic or Flex revenue fare ticket on domestic flights purely operated by Malaysia Airlines to upgrade to Business Class using Enrich Points via the Enrich Online Portal.

2. Do I have to call the Call Center or visit your ticket office to proceed with 'Online Enrich Upgrade'?

'Online Enrich Upgrade' is applicable online via the 'Upgrade' platform. Members need to log in to <http://www.malaysiaairlines.com> to proceed with 'Online Enrich Upgrade'.

3. If I purchase a Lite fare and wish to upgrade to Economy Basic or Flex to be able to proceed with 'Online Enrich Upgrade', how do I do this?

Please call our Contact Centre at 1-300-88-3000 (outside Malaysia) or 603-7843 3000 (outside Malaysia) to check if it is possible to upsell the Lite fare ticket to Economy Basic or Flex before proceeding with Online Enrich Upgrade.

4. How do I know if I am eligible to redeem 'Online Enrich Upgrade'?

Members must have enough Points in their Enrich account and hold an eligible Basic or Flex Economy Class revenue ticket to be eligible for 'Online Enrich Upgrade'.

5. Is 'Online Enrich Upgrade' eligible on all Malaysia Airlines operated flights, domestic and international?

Online Enrich Upgrade is eligible on domestic sectors purely operated by Malaysia Airlines. Online Enrich Upgrade is not applicable on Malaysia Airlines international flights.

However, for International flights, members may still proceed with Online Enrich Upgrade using Enrich Points provided the revenue fare is eligible for upgrade by calling our Contact Centre at 1-300-88-3000 (within Malaysia) or 6-03-7843 3000 (outside Malaysia) or Malaysia Airlines Ticket Offices.

6. If I am holding a redemption ticket, am I eligible to upgrade to higher cabin class under 'Online Enrich Upgrade'?

Any form of redemption tickets is not eligible for 'Online Enrich Upgrade'.

'Online Enrich Upgrade' is only eligible upon purchase of a Basic or Flex fare ticket.

7. Will I be guaranteed a confirmed seat on Business Class for this 'Online Enrich Upgrade' redemption?

'Online Enrich Upgrade' will be subject to seat availability at time of request via 'Upgrade'. Your seat is not guaranteed.

8. Is 'Online Enrich Upgrade' applicable on codeshare flights, Maswings and Firefly?

'Online Enrich Upgrade' is available only on pure domestic flights operated by Malaysia Airlines. 'Online Enrich Upgrade' is not applicable on codeshare flights, Maswings, Firefly, charter flights, joint flights on Malaysia Airlines and flights which are not operated by Malaysia Airlines.

9. How many Enrich Points is required for a 'Online Enrich Upgrade'?

Enrich Points required for a 'Online Enrich Upgrade' will depend on the Basic or Flex fare type purchased for a selected sector. Members may view the Redemption Upgrade table at <https://www.malaysiaairlines.com/my/en/enrich/redeem->

[points/airlines/malaysia-airlines.html](https://www.malaysiaairlines.com/miles/points/airlines/malaysia-airlines.html) to obtain the Points required.

10. If I purchase a ticket from a travel agent, am I eligible for 'Online Enrich Upgrade'?

Members holding tickets issued by travel agents are not eligible for 'Online Enrich Upgrade'. However, members may contact our Call Center to proceed with normal redemption upgrade request subject to the ticket held being eligible for redemption upgrade.

11. Can I upgrade from Economy to Business Suite?

'Online Enrich Upgrade' is only eligible for upgrade from Economy to Business Class only.

12. If I'm travelling with an infant, will my baby be eligible for 'Online Enrich Upgrade' as well?

An infant will receive a complimentary upgrade upon successful 'Online Enrich Upgrade' for the adult passenger and must be on the same flight booked as the adult.

13. Will children be eligible for child discount for 'Online Enrich Upgrade'?

Yes. Points required for 'Online Enrich Upgrade' for children will be the same as an adult. There is no child discount. (Applicable for children ages 02 to 12 years old.)

14. If my domestic ticket is issued in conjunction with an international flight, am I eligible for 'Online Enrich Upgrade' throughout my journey?

- a. Member will be eligible for 'Online Enrich Upgrade' for the domestic sector only.
E.g. If member is holding a Penang/Kuala Lumpur/London ticket, member is eligible for 'Online Enrich Upgrade' for the Penang to Kuala Lumpur sector only.
Member will not be eligible for 'Online Enrich Upgrade' for the Kuala Lumpur to London flight sector.

15. If my travel is from Kota Bahru to Kota Kinabalu via Kuala Lumpur, am I eligible for 'Enrich Upgrade' for the entire journey? Will the Points be for a through upgrade from Kota Bahru to Kota Kinabalu?

Yes., Members will be eligible for 'Online Enrich Upgrade' for the Kota Bahru to Kuala Lumpur sector and Kuala Lumpur to Kota Kinabalu sector respectively. Enrich Points quote for 'Points Upgrade' is applied on per flight sector basis. Through points from Kota Bahru to Kota Kinabalu will not apply.

16. Are children travelling alone (unaccompanied minor) eligible for 'Online Enrich Upgrade'?

Unaccompanied Minors are not eligible for 'Online Enrich Upgrade' via the 'Upgrade' online platform.

Members however may proceed to redeem an upgrade for the unaccompanied minor via our Call Center at 1-300-88-300 (within Malaysia) or 6-03-5562 6330 (outside Malaysia), subject to seat availability.

17. Are Young Passengers Travelling Alone (YPTA) eligible for 'Online Enrich Upgrade'?

Young Passengers Travelling Alone are not eligible for 'Online Enrich Upgrade' via the Upgrade online platform.

Members however may proceed to redeem an upgrade for the Young Passenger Travelling Alone via our Call Center at 1-300-88-300 (within Malaysia) or 6-03-5562 6330 (outside Malaysia), subject to seat availability.

18. I hold a government ticket issued by a travel agent. Can I proceed with 'Online Enrich Upgrade' using my Points?

Government tickets or revenue tickets issued by travel agents and Online Travel agents (OTA) are not eligible for 'Online Enrich Upgrade' via the 'Upgrade' online platform. Members will need to contact our Call Center to proceed with the redemption upgrade.

19. I have requested for wheelchair service for my travel on economy due to weak legs. Can I proceed with 'Online Enrich Upgrade' to Business Class for my travel?

'Online Enrich Upgrade' via upgrade platform is not available for passengers who have requested for wheelchair service. The redemption upgrade can still be done by contacting our Call Center, subject to seat availability.

20. Are additional fees, taxes included in the 'Online Enrich Upgrade'?

Enrich Points quoted for the 'Online Enrich Upgrade' is only for the upgrade from Economy to Business Class cabin. 'Online Enrich Upgrade' does not include airport taxes/surcharges or any other charges imposed. Additional taxes, surcharges or any other fees impose will be collected separately via credit/debit card and is to be borne by the member.

21. What are the steps I need to purchase 'Online Enrich Upgrade'?

Step 1 : Visit www.malaysiaairlines.com.

Step 2 : Proceed to click at 'Upgrade' icon and then 'Online Enrich Upgrade' button.

Step 3 : Login as Enrich member using MH SSO.

Step 4 : Once signed in, redirect member to Upgrade tab.

Step 5 : Enter your booking reference and surname and click 'Submit'.

Step 6 : Click 'Check the offer' to continue.

Step 7 : Choose the flight sector you would like to upgrade, review the 'Points' required

Step 8 : Click "Continue" to proceed with the upgrade.

Step 9 : Review and submit your credit card payment details.

Step 10 : After completion, you will receive an Electronic Manual Document (EMD) receipt of your 'Online Enrich Upgrade' redemption. Please ensure that you keep the email for reference.

22. Will I earn Points for both my fare ticket and 'Online Enrich Upgrade'?

Members will earn Points for the revenue ticket purchased, subject to fare and flight eligibility. Members will not earn Enrich Points for 'Online Enrich Upgrade'.

23. Can I redeem for 'Online Enrich Upgrade' any time before my flight?

Members can redeem 'Online Enrich Upgrade' at least 06 hours before flight departure.

24. If it is less than 06 hours before flight departure, can I still redeem 'Online Enrich Upgrade'?

Members will need to call our Contact Centre at 1-300-88-3000 to redeem an upgrade for an eligible domestic flight purchased less than 6 hours but 3 hours before flight departure, subject to seat being available on the next higher cabin class.

25. If I am travelling with my family, do I have to redeem for all the passengers in the booking?

Yes. Splitting of bookings to redeem 'Online Enrich Upgrade' for one family member in the booking is not allowed.

If only one member of the family wants to redeem an upgrade, please contact our Call Center at 1-300-88-3000 for further assistance.

26. Can my family and I booked in one booking reference use our own Enrich accounts for 'Online Enrich Upgrade'?

Enrich Points from one Enrich account only can be used for 'Online Enrich Upgrade' for the entire family members in a single booking. Multiple Enrich accounts cannot be used for two or more passengers in a single booking.

Member may contact our Call Center at 1-300-88-3000 (within Malaysia) or 6-03-7556 6330 (outside Malaysia) if different Enrich accounts are to be used for the redemption upgrade, subject to seat availability.

27. What forms of payment are accepted for 'Online Enrich Upgrade' redemption?

Payment can be made via credit/debit card.

28. Can I cancel or change my 'Online Enrich Upgrade'?

Once the 'Online Enrich Upgrade' is successful, no changes are allowed. If the Member decides to cancel the flight, the Enrich Points are not refundable or reversible. Enrich Points redeemed will be forfeited.

29. If I want to change and use Enrich Points from another account for the 'Online Enrich Upgrade' after completing the 'Online Enrich Upgrade' using my Points, how can I do this please?

Once the 'Online Enrich Upgrade' is successful and accepted, the Member will not be allowed to make any changes.

30. After I have completed the 'Online Enrich Upgrade' and want to change to a later or earlier flight, can I carry forward my upgrade to the new flight?

Yes, you are allowed to carry forward the Online Enrich Upgrade to the next flight for the same destination and fare. Any penalties for the change in date of travel will follow the original ticket fare rules.

31. After I redeem 'Online Enrich Upgrade' and decide to cancel my revenue flight ticket and seek a refund

and the revenue ticket is refunded, will my Enrich Points be refunded too?

Enrich Points redeemed are non-refundable and will be forfeited.

32. I have successfully redeemed 'Online Enrich Upgrade'. What if my flight gets cancelled? Will my Points be refunded?

In the event of a flight cancellation, any Enrich Points refund will be subject to the original purchased ticket fare rules.

33. What is my baggage allowance if my 'Online Enrich Upgrade' is successful?

Member will be entitled to a Business Class baggage allowance if the 'Online Enrich Upgrade' is successful.

34. Can I proceed with web check-in once my 'Online Enrich Upgrade' is successful?

Yes, members may proceed with web check-in once the 'Online Enrich Upgrade' transaction is successful.

35. What fare rules apply to my 'Online Enrich Upgrade' booking?

The fare rules of your original economy fare ticket will apply for any changes to your flight. The 'Online Enrich Upgrade' terms and conditions will apply to the upgraded Business Class redemption portion of the ticket.

36. I have purchased my preferred seat selection, prepaid excess baggage, lounge excess under my original booking. Will this affect if I proceed with 'Online Enrich Upgrade' redemption?

The purchases made before the 'Online Enrich Upgrade' will be forfeited without any refund if member wishes to proceed with 'Online Enrich Upgrade'.

Ancillary purchases will be subject to its own terms and conditions. Members are advised to review the terms and conditions.

37. Who should I write to in case of any Enrich query I may have regarding this 'Online Enrich Upgrade'?

Members may email enrich@malaysiaairlines.com for any clarification required on 'Online Enrich Upgrade'.

38. If I wish to speak to someone regarding 'Online Enrich Upgrade', who do I contact?

Members may contact our Call Center at 1-300-88-3000 (within Malaysia) or 6-03-7556 6330 (outside Malaysia).