

TERMS AND CONDITIONS

The Enrich Points Conversion to BonusLink Points

1. The Enrich Points Conversion to BonusLink Points is a partnership between Enrich by Malaysia Airlines Berhad and BonusKad Loyalty Sdn Bhd (hereinafter be referred to as “Conversion” or “Redemption”).
2. Enrich by Malaysia Airlines Berhad is managed by **MALAYSIA AIRLINES BERHAD (Company Reg No. 201401040974 (1116944-X))**, a company incorporated in Malaysia and having its registered office at Level 1, Administration Building, South Support Zone, KLIA, 64000 Sepang, Selangor (“Enrich”).
3. BonusLink is managed by **BONUSKAD LOYALTY SDN BHD (Company No. 199701022703 (438200-T))**, a company incorporated in Malaysia and having its registered office at Level 8, Block C, Menara Glomac, Kelana Business Centre, Jalan SS7/2, Kelana Jaya 47301 Petaling Jaya, Selangor, Malaysia (hereinafter referred to as “BonusLink”) of the other part.
4. BonusLink Points is referred to Points awarded by BonusLink to a BonusLink Member for purchase of product and services at BonusLink’s participating business partner outlets.

[A] Redemption of Enrich Points to BonusLink Points

1. The Conversion shall be applicable to all Enrich Members who are eligible to convert their Enrich Points to BonusLink Points with effect from **25 April 2022** until **31 May 2023** (“Redemption Period”).
2. The application for Conversion shall be published in Enrich Website in a denomination of BonusLink Points offered with the amount of Enrich Points required specified in these terms and conditions.
3. The Enrich Account must be an active account at the time of the Conversion.
4. A **minimum of 1,200** Enrich Points is required for an Enrich member to convert to BonusLink Points in the denomination published in the Enrich’s website. Enrich Member who do not have sufficient Enrich Points balance in their Enrich account shall not be eligible for any Conversion.
5. In any event such Conversion is made, the Conversion will not be processed and any additional purchase of Enrich Points via cash or credit card is strictly prohibited and will not be accepted.
6. There is no maximum number of Conversion applied to Enrich Members throughout the Redemption Period.
7. The application for Conversion is available in the Enrich Website at <http://enrich.malaysiaairlines.com/login>.
8. During the Redemption Period, Conversion is the only option made available for Enrich Members. Any purchase or conversion of Enrich Points made via cash or credit card will not be accepted.
9. The Enrich Points conversion into BonusLink Points will be processed within 24 hours. However, should a system failure or technical glitch occurs, it may take seven (7) working days for the conversion to be processed.
10. Enrich shall not be held responsible for any delays caused by inaccurate submission of the details provided by Enrich Member. In the event where inaccurate details are submitted, the Conversion shall become null and void.
11. Once the Conversion is successful, the appropriate number of Enrich Points will be deducted from the Enrich member’s account and will not be refunded or reversible under any circumstances except for technical glitches.
12. The Enrich Points are non-refundable, non-transferable and cannot be exchanged for cash in part or full.
13. The Conversion is strictly for Enrich Members who hold a valid BonusLink account registered with BonusKad Loyalty.
14. The Conversion is only applicable to the Enrich Member who is the BonusLink cardholder. Enrich Member must ensure the name in the Enrich Account matches with the name registered with BonusLink account. If the Enrich and Bonuslink name registered do not match, the transaction will be rejected and the Enrich member is required to

contact the BonusLink Customer Service at 03-7626 1000 or email to MemberServices@bonuslink.com.my to check further.

15. Enrich members are not allowed to convert and transfer Enrich Points to other BonusLink cardholders. The conversion applies only to the Enrich member's account with BonusLink under same member name.
16. The BonusLink account number provided during the Conversion request or transacting through Enrich member's account must be owned by the Enrich member. Each member shall be solely responsible for keeping the BonusLink Account Number and all details in connection with the account, always confidential and secured and shall immediately notify Enrich of any unauthorised access to the account.
17. Enrich accepts no liability for the disclosure of the Account Identification to any third party, whether intentionally or otherwise. Enrich reserves the right to suspend or protect an Account from being accessed if Enrich have reasonable grounds to believe that the security of the Account has been breached or is at the risk of exposure. Enrich member shall be responsible for maintaining the security of the Account and maintaining settings that reflect member preferences.
18. Member is responsible to check and verify the accuracy of all the records and activities in connection with member Account regularly and member shall immediately notify Enrich at enrich@malaysiaairlines.com of any inaccurate records or activities.
19. Enrich reserves the right to change the redemption Conversion rate without prior notice to Enrich Members.
20. Enrich reserves the right at its sole discretion to deduct or change any Points redeemed from the Enrich Members for the purpose of correcting any errors or inaccuracies in the Conversion.
21. Enrich shall not be held responsible for any lost, stolen, unused or expired BonusLink Points which have been received by Enrich Members.
22. Enrich reserves the right to cancel the Conversion by any Enrich Member who is in breach of these terms and conditions.
23. The Conversion displayed in the catalogue and Enrich website are correct at published time and is subject to change from time to time.

[B] Usage of Points Conversion To BonusLink Points

1. Enrich reserves the right to cancel or revoke the Points conversion for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
2. Any Points recorded in error to any Points related to a transaction which is cancelled, Enrich has the right to deduct any such Points as stated above without notifying the member.
3. Enrich and BonusLink reserve the right to change the terms and conditions of the conversion program at any time without prior notice to Enrich Cardmembers and BonusLink Cardmembers.
4. Enrich and BonusLink will not be liable and/or be required to offer replacement of Enrich Points redemption for:
 - discontinued or cancelled Enrich Points conversion to BonusLink Points;
 - improper use of, or inability to convert the Enrich Points; or
 - the inability to convert Enrich Points due to technical issues.
5. All other applicable terms and conditions shall apply.
6. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>.
7. Member can direct to <https://www.bonuslink.com.my/EN/ContactUs.aspx> for any enquiries on BonusLink.

[C] General

1. Enrich, its agents and employees shall not be liable for any loss or damage whatsoever suffered (including but not limited to indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from either participation in this Promotion. Any dispute concerning goods or services received under this Promotion shall be settled between the Member and BonusLink. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
2. Enrich reserves the right at any time to change, modify or cancel the Enrich Points Conversion Programme rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>.
3. The Terms and Conditions of the Enrich Points Conversion Programme shall be construed, governed and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Enrich Points Conversion Programme.
4. The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. Should there be any discrepancies between the English Terms & Conditions and the translated version, the English Terms & Conditions shall prevail.
5. By participating in this Enrich Points conversion Programme, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Enrich's absolute discretion, result in forfeiture of any of the goods or services rendered. Enrich shall not be liable for any claim whatsoever resulting from the Member's participation in this Promotion.
6. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.