

TERMS AND CONDITIONS
Redemption of Enrich Points for Touch 'n Go eWallet Reload PIN

The Enrich and Touch 'n Go eWallet Reload PIN Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)) a company incorporated in Malaysia of having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to "Organizer")

And

TNG Digital Sdn Bhd (Registration No 201701042478 (Company No 1256651-M)), a company incorporated in Malaysia and having its registered office at Level 3A, Tower 6, Avenue 5, The Horizon, Bangsar South, No. 8, Jalan Kerinchi, 59200, Kuala Lumpur (hereinafter referred to as "TNG")

Redemption Period : **13 September 2021 to 31 October 2021** (11:59 PM, Malaysia Time)

Usage Period : **13 September 2021 to 30 November 2021** (11:59 PM Malaysia Time).

[A] Redemption of Touch 'n Go eWallet Reload PIN

1. The Touch 'n Go eWallet Reload PIN (s) is available for redemption during the campaign period published in the Enrich Website in a denomination offered with the amount of Enrich Points required as specified in the campaign terms and conditions.
2. The amount of Enrich Points required for this Campaign are as below:
 - 1,000 Enrich Points** for one (1) Touch 'n Go eWallet Reload PIN worth **RM10**
 - 2,000 Enrich Points** for one (1) Touch 'n Go eWallet Reload PIN worth **RM20**
 - 5,000 Enrich Points** for one (1) Touch 'n Go eWallet Reload PIN worth **RM50**
3. The campaign period is as follows:
 - **Redemption period : 13 September 2021 – 31 October 2021**
 - **Usage period : 13 September 2021 – 30 November 2021**
4. The Touch 'n Go eWallet Reload PIN can only be redeemed at Enrich Online (www.enrich.malaysiaairlines.com) and may not be redeemed or purchased with cash or credit card directly at any participating TNG's merchant outlets.
5. Once redeemed, the Touch 'n Go eWallet Reload PIN (s) is non-refundable and cannot be exchanged for cash in part or full. However, the Touch 'n Go eWallet Reload PIN is transferable and may be utilized by Enrich member's family and/or friends.
6. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances. Once the Touch 'n Go eWallet Reload PIN (s) is redeemed, it is considered utilized even if not used.
7. Enrich Member must have sufficient Points in their Enrich account to redeem the Touch 'n Go eWallet Reload PIN (s). In the event, member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
8. The Redemption is on full Points term only; no Points + Cash terms is allowed.
9. There is no limit to the number of Touch 'n Go eWallet Reload PIN (s) to be redeemed if member has sufficient Enrich Points in the Enrich account.

10. Once the redemption is successful, a Redemption Confirmation Order Email containing the Touch 'n Go eWallet Reload PIN (s) will be sent to the member's registered email address in the Enrich profile.
11. Redemption for this Touch 'n Go eWallet Reload PIN (s) is subject to availability.

[B] Usage of Touch 'n Go eWallet Reload PIN

1. The Touch 'n Go eWallet Reload PIN (s) is valid at Touch 'n Go eWallet and can be used one-time only.
2. In order to utilize the Touch 'n Go eWallet Reload PIN (s), Enrich member is required to follow below steps:
 - Step 1:** Click on "+Reload Wallet" from home screen
 - Step 2:** Click on "TNG eWallet Reload PIN" at the bottom of the screen
 - Step 3:** Key in your 10-digit TNG eWallet Reload PIN, click "RELOAD NOW"
3. The Touch 'n Go eWallet Reload PIN (s) is good for a one-time purchase only.
4. The Touch 'n Go eWallet Reload PIN (s) is not refundable/exchangeable.
5. There will be no re-issuance of the Touch 'n Go eWallet Reload PIN (s) upon the expiry date. No replacements or extension will be allowed for expired or lost voucher.
6. TNG Digital Sdn Bhd and Organizer reserves the right to cancel or modify any order or revoke the use of the Touch 'n Go eWallet Reload PIN (s) for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
7. TNG Digital Sdn Bhd and Organizer will not be liable and/or be required to offer refund, replacement of Touch 'n Go eWallet Reload PIN (s), discounts, credits, cash or compensate customers for:
 - Incorrectly redeeming this voucher;
 - discontinued or cancelled voucher;
 - improper use of, or inability to redeem, a voucher; or
 - the inability to use a voucher due to technical issues
8. TNG Digital Sdn Bhd and Organizer reserves the right at any time to change, modify or cancel the Promotion rules prior without notice including regulations, benefits, and conditions of participation.
9. Member to contact TNG Digital Sdn Bhd Customer Service at +603 5022 3888 for any enquiries relating to the purchase.
10. Member may email the Organizer at enrich@malaysiaairlines.com to report any issues pertaining to the voucher redemption.
11. All reports or queries will be accepted within two (2) months after the campaign ended.
12. All other applicable terms and conditions shall apply.

[C] General

1. The Organizer, 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 Campaign. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and TNG Digital Sdn Bhd. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for TNG Digital Sdn Bhd failure or delay in providing the goods or services to Enrich Member.
3. The Organizer shall not be liable for any disruption to the Campaign, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of

disruption to the Campaign, reasonable efforts shall be used to rectify the disruption and resume the Campaign on a fair and equitable basis to the Enrich Members

4. The Organizer and TNG Digital Sdn Bhd reserve the right at any time to change, modify or cancel the Campaign rules prior without notice including regulations, benefits, and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
5. The Terms and Conditions of the Campaign 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 Campaign.
6. 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.
7. By participating in this Campaign, it is deemed that the Enrich Member has read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at the Organizer's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organizer shall not be liable for any claim whatsoever resulting from the Member's participation in this Campaign.
8. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.