

FREQUENTLY ASKED QUESTIONS (FAQ)

1. When is the effective date for Alitalia partnership termination?

- Effective 1st January 2018, the partnership between Alitalia and Malaysia Airlines is terminated. The last date for Enrich members to earn and redeem Enrich Miles on Alitalia is 31st March 2018.

2. Can I claim missing miles after 1 April 2018?

- Yes, up to 6 months from the flight date. The last date to claim missing miles with Alitalia is 30th September 2018.

3. When is the last date to redeem my miles for Alitalia tickets?

- The last date for redemption booking and ticket issuance on Alitalia is by/on 31st March 2018 for travel up to 31st March 2019 only.

4. If I have just redeemed Alitalia tickets and flying on the 31st August 2018, will I earn Enrich Miles?

- No. Enrich members cannot earn miles when travelling on an Award Ticket.

5. Can I change my date of travel or reroute once I had redeemed a ticket on an Alitalia flight?

- Yes, you are allowed to change your date of travel within the six month ticket validity from the original first outbound departure date subject to a date change fee.
- No rerouting is allowed once redeemed.

6. I have just redeemed an Alitalia ticket for travel in December 2018.

(a) Is the ticket still valid?

(b) Can I change my date of travel?

(c) Can I reroute my ticket?

- (a) Yes, the ticket is still valid. Your redemption ticket will be valid until 31 March 2019 only. This is the last date for members to complete their entire return journey on an Alitalia redemption ticket.
- (b) Yes, you can change your date of travel but the journey must be completed by/on 31 March 2019.
- (c) No, rerouting is not allowed.

7. If I have redeemed an Alitalia ticket for travel in 15 June 2018, am I allowed to postpone it to a later date in Oct 2018?

- Yes, you are allowed to make changes to a redemption booking within the 06 months ticket validity from first outbound departure date with a change fee of USD 20. **For example:**
 - i. Member redeems on/before 31/03/2018 to travel on 03 June 2018 (first outbound departure date). The award ticket is valid up to 03 December 2018 (6 months from first outbound departure date), hence the member is allowed to make changes within that period with a change fee of USD 20. **No further extension allowed.**
 - ii. As the last Award Ticket validity is till 31 March 2019, any redemption for travel on AZ must be completed by/on 31 March 2019. Thus if a member redeems a ticket for travel in October/ November/December 2018, the validity of the Award ticket will be till 31 March 2019 only. The six months validity will NOT apply.

8. If I purchase Alitalia tickets by cash or credit card on 31st March 2018, will I receive Enrich Miles?

- Yes, you are able to earn miles if you purchase and complete the travel before/on 31st March 2018. For flights taken after 1st April 2018, you will not be eligible for Enrich Miles.

9. I want to claim my missing miles with Alitalia before and after the partnership is terminated. Where can I do this?

- You may claim missing Enrich Miles through Enrich Online via the “Claim Missing Miles” function or contact the Call Centre at 1300 88 3000 (within Malaysia) or 603-5562 6300 (outside Malaysia). Please take note the last date to claim missing miles with Alitalia is 30th September 2018.

10. Will I be able to redeem on other partner airlines tickets through Enrich Online?

- No. Enrich Online is strictly for Malaysia Airlines flights. Please contact the Call Centre at 1300 88 3000 (within Malaysia) or 603-55626300 (outside Malaysia) for other partner airlines redemption.