

FREQUENTLY ASKED QUESTIONS

FAQ ENRCH RM 50 VOUCHER- NEW MILES REQUIREMENT

1. How many miles do I need to redeem one Enrich RM50 voucher?
Effective 01 April 2018, to redeem an Enrich RM50 voucher requires 5,000 Enrich miles.
2. Is there any reason for this increase in miles?
The increase in miles to redeem an Enrich RM50 voucher is aligned with the current market conditions/changes.
3. Will there be an increase to the courier charges with the increase in miles to redeem an Enrich RM50 voucher?
No. The courier charges remain the same.
The number of Enrich Miles required for processing and courier charges is dependent on the address stated by Member. Applicable GST may apply.

| Country | Charges in Miles | **Payment in cash/credit card temporarily not available until further notice** |
|---------------------------------------|------------------|--------------------------------------------------------------------------------|
| Malaysia | 750 | RM14.00 |
| Singapore | 1,200 | RM35.00 |
| South East Asia | 2,800 | RM82.00 |
| North & South Asia | 3,300 | RM96.00 |
| Australia & New Zealand | 3,300 | RM96.00 |
| America / Africa | 3,500 | RM96.00 |
| United Kingdom / Europe / Middle East | 4,800 | RM140.00 |

4. When is the last date for members who wish to redeem the Enrich RM 50 voucher at 3,500 Enrich miles?
The last date to redeem an Enrich RM50 voucher at 3,500 miles is before 31 March 2018.
5. What is the validity of an Enrich RM 50 voucher redeemed?
An Enrich RM 50 Voucher (s) is valid for six (6) months from the date of issue.
6. Can I extend the vouchers if I am not travelling?
The validity of the Enrich RM 50 Voucher (s) is not extendable.
7. Is the Enrich RM50 voucher refundable if I wish to cancel it?
The Enrich RM 50 voucher (s) once redeemed is not refundable.
8. What can I do with the Enrich RM 50 voucher?
An Enrich RM 50 voucher can be used:
 - (a) To purchase Temptation In-flight shopping items on Malaysia Airlines solely operated flights where, inflight sales is available
 - (b) Adhoc dining and shopping promotions as may be announced by Enrich from time to time.
9. What is the maximum number to redeem Enrich RM 50 voucher online?
Enrich member is allowed to redeem 10 Enrich RM 50 vouchers online and can use up to a maximum of 10 Enrich RM 50 Vouchers amounting to RM500 for per Temptations Item purchase.
10. Can I use the Enrich RM50 voucher(s) to redeem for items on Malaysia Airlines codeshare or oneworld or partner airline flights?
The Enrich RM50 voucher(s) cannot be redeemed for inflight items on Malaysia Airlines codeshare or oneworld or partner airline flights.
11. Is the Enrich RM50 voucher transferable?
Yes, the Enrich RM50 voucher is transferable provided the person the voucher is being transferred to is also an Enrich member.

FAQ ENRICH GOLDEN LOUNGE ACCESS VOUCHERS - NEW MILES REQUIREMENT

1. What are new miles requirement to redeem for Golden Lounge Access Vouchers (s) :

| Redemption Options | Redemption Details | Redemption Rates (Enrich Miles) | |
|---------------------------------|-----------------------------------|---------------------------------|--------|
| | | Current | New* |
| Golden Lounge Access e-Vouchers | International | | |
| | London | 15,000 | 20,000 |
| | Kuala Lumpur (Satellite/Regional) | 8,000 | 10,000 |
| | Kota Kinabalu | 8,000 | 10,000 |
| | Domestic | | |
| | Kuala Lumpur | 5,000 | 7,000 |
| | Kota Kinabalu | 5,000 | 7,000 |
| | Penang | 5,000 | 7,000 |
| | Kuching | 5,000 | 7,000 |

2. When is new Miles effective?
The new miles are effective 01 April 2018.
3. Is there any reason for this increase in miles?
The increase in miles to redeem the Golden Lounge Access Vouchers is aligned with the current market conditions/changes.
4. When is the last date for members who wish to redeem the Golden Lounge Access Vouchers at the current Enrich Miles?
The last date to redeem the Golden Lounge Access vouchers with the current miles is before 31 March 2018.
5. What is the validity of the Golden Lounge Access Voucher redeemed?
The Golden Lounge Access Voucher (s) is valid for six (6) months from the date of issue.
6. Can I extend the vouchers if I am not travelling?
The validity of the Golden Lounge Access Voucher (s) is not extendable.
7. Is the Golden Lounge Access Voucher refundable if I wish to cancel it?
The Golden Lounge Access Voucher (s) once redeemed is not refundable

8. Can I use the Golden Lounge Access Voucher (s) if I am travelling on Malaysia Airlines codeshare or oneworld or partner airline flights?

The Golden Lounge Access Voucher (s) cannot be used if travelling on Malaysia Airlines codeshare or oneworld or partner airline flights.

The Golden Lounge Access Voucher is strictly valid on Malaysia Airlines operated flights and at Malaysia Airlines operated lounges.

9. Is the Golden Lounge Access Voucher transferable?

Yes, the Golden Lounge Access Voucher is transferable provided the person the voucher is being transferred to is also an Enrich member.

10. I redeemed a domestic Golden Lounge Access Voucher to use at the Malaysia Airlines Kuching Lounge. Can I change and use it at the Malaysia Airlines Kota Kinabalu Lounge instead?

The Domestic Golden Lounge Access Voucher (s) redeemed can be used at any Malaysia Airlines domestic lounges