

## Frequently Asked Questions

- 1) **Can I earn Enrich Miles by flying with Firefly flights?**  
Yes, you may earn Enrich Miles when flying on Firefly operated flights. For accurate mileage tracking, member must quote their Enrich membership number during purchasing flight online and presenting the Enrich membership card upon check-in at the counter.
- 2) **How many Enrich miles can I earn for my Firefly flight?**  
Miles earned will depend on the qualifying fare category purchased and the flight distance.
- 3) **Do I get Elite Miles/sectors for Elite tier qualification with Firefly flights?**  
No, Enrich member will only earn Enrich Miles.
- 4) **If I forget to update my membership number upon purchasing a Firefly flight, can I still earn miles?**  
Yes, you may update your Enrich membership number by using "manage my booking" available in Firefly website or upon check-in with the attending Agent.
- 5) **If my miles did not get tracked into my account, how do I proceed with claiming the miles?**  
Members may claim any miles not tracked within six months from the date of travel. Members must submit their Firefly booking reference and provide the flight details when making the claim.
- 6) **Can I earn Enrich Miles for Firefly flights taken before I enrolled as an Enrich member?**  
Members are only allowed to earn miles on flights flown after enrolling as an Enrich member. Flights taken before enrolment are not eligible to earn Enrich Miles.
- 7) **What is the validity of Enrich Miles earned on Firefly flights?**  
Enrich Miles earned will be valid for 3 years.
- 8) **What should I do if Enrich Miles are not credited to my account?**  
First, log in to the Enrich site, <https://www.enrich.malaysiaairlines.com/EnrichWebsite/index> then fill in the relevant details under "Claim Missing Miles". Be sure to retain your original travel documents (i.e. boarding pass and ticket stubs) as you will need this in order to complete the Missing Enrich Miles Claim Form.
- 9) **What are the ineligible classes for Enrich Miles accrual?**  
The ineligible classes are G, N, P, Z, E and A
- 10) **Can I redeem if I do not have the required number of Enrich Miles in my account?**  
You must have sufficient Enrich Miles in your account before any redemption booking can be done.

- 11) **Are codeshare flights eligible for Travel Award?**  
No, all codeshare flights are not eligible for Award Travel.
  
- 12) **What is the validity period for an Award Travel ticket on Firefly flight?**  
Award Travel ticket on **Firefly** is valid for six months from the first outbound travel date.
  
- 13) **Can I extend the ticket if I am not able to travel within the validity?**  
No.
  
- 14) **How can I make redemption on Firefly flight?**  
Enrich member may contact Firefly Call Centre at the general hotline: +603 7845 4543 or +65 3158 8279 within Singapore.
  
- 15) **Where can I have more information with regards to Enrich?**  
Please visit Malaysia Airlines website at <http://www.malaysiaairlines.com/hq/en/enrich.html>.