Q : I redeemed my ticket on 01 December 2019 for travel in April 2020 on Malaysia Airlines but now with the COVID-19 pandemic, I don't want to travel. Can I cancel my booking and get my Miles back? What about my expired Miles that I used for this redemption?

A : Award Ticket is not refundable. For tickets redeemed before/on 10 April 2020, members may re-book or re-route to other destinations and complete the journey by 30 June 2021. Change/service is waived. Any fare difference will apply for booking to a higher fare class or new destination, if fare is higher.

Q: My family and I redeemed 05 tickets to Australia on 15 January 2020. We want to change our flights. Do I have to pay any penalties?

A : With the flexibility to change, members will not be charged any penalties for change of travel date subject to availability of the same fare class. Any fare difference will apply for booking to a higher fare class.

Q : I redeemed a ticket on British Airways using my Enrich Miles. I want to cancel my flight. Can I get a refund?

A : No, the ticket is not refundable. For unused **one**world or Enrich partner airline tickets, members may change the date of travel or re-route to other destinations on the same airline which is valid for redemption within the 06 months from the 1st leg of travel date. The one-time USD20 change fee will be waived.

Alternatively, members are allowed to have the tickets extended for one year from the 1st leg of travel. A USD40 extension fee will apply.

Q: I arrived at Kuala Lumpur on 03 January 2020 and I am supposed to return to London on 29 March 2020 but with the pandemic, I want to change my flight but have not confirmed my return date. How long is my ticket valid for? Do I have to pay any penalties?

A : For tickets redeemed before/on 10 April 2020, the ticket validity has been extended to 30 June 2021. Travel must be completed by 30 June 2021. No penalty will be charged to travel date change.

Q: I redeemed my ticket on 01 January 2020 to travel to Perth on 05 April 2020. I want to cancel my flight now and refund the ticket.

A : Award Ticket is not refundable. For tickets redeemed before/on 10 April 2020, the ticket is valid for re-booking and travel must be completed by 30 June 2021. No penalties will be imposed for change in date of travel. Any fare difference will apply for booking to a higher fare class or change to new destination, if fare is higher.

Q: **Who do I call to check on my redemption ticket since your ticket office is closed?**
A : Members may call our Call Centre at 1-300-88-3000 (within Malaysia) or 6-03-5562 6330 (outside Malaysia) or members may submit their requests via the
online Assistance Request Form at :
https://www.malaysiaairlines.com/hq/en/advisory/coronavirus-entry-restrictions.html

Q: Can I convert the Miles refunded due to COVID-19 into cash?
A : No. Miles cannot be converted into cash.

Q: Can I leave my redemption ticket open to be used later?
A : For all tickets redeemed before/on 10 April 2020, the ticket validity has been extended till 30 June 2021. Members may rebook and complete the journey to the same destination and same fare class by 30 June 2021. Any fare difference will apply for booking to a higher fare class.

Q : I redeemed a Domestic Golden Lounge Access Voucher on 10 October 2019 and this voucher will expire on 10 April 2020. I am unable to utilise this voucher because of the Movement Control Order until 15 April 2020 and the lounge is also closed temporarily. What should I do?
A : All Golden Lounge Vouchers expiring in March, April and May 2020 have been extended for six (6) months. This means your Golden Lounge Access voucher which expires on 10 April 2020 has been extended until 10 October 2020.

Q: I just checked my account online and noticed that I have 2,500 Miles expiring on 31 May 2020. Can the Miles be extended?
A: Due to the travel restrictions extended until 14 April 2020, Enrich Miles earned in March, April and May 2017 and expiring in March, April and May 2020 will be extended for 06 months respectively.

E.g.: Miles earned in March 2017, expiring in March 2020 will be extended till 30 Sep 2020.
     Miles earned in April 2017, expiring in April 2020 will be extended till 31 Oct 2020.
     Miles earned in May 2017, expiring in May 2020 will be extended till 30 Nov 2020.

Your 2,500 Miles expiring in May 2020 will be extended to 30 November 2020. Kindly log on to your Enrich account online for the new Miles expiry date.

Q : I redeemed a ticket on Emirates, but I no longer want to travel due to the pandemic. I want my ticket refunded and to get back my Miles.

A: Ticket redeemed on **one**world or partner airlines is not refundable. Members have the following options:

- For unused ticket, re-book or re-route on the same airline and same booking class redeemed within the 06-month validity of the ticket from the 1st leg of original booked travel date.

- Extend the ticket to one year from the original 1st leg of booked travel date. USD40 extension fee will apply. For any Miles difference for booking to a higher fare class or change to new destination, additional Miles will be deducted.

Q : My daughter redeemed a return ticket on Cathay Pacific and flew in from Hong Kong last month. She is not returning to Hong Kong anytime soon. Does she have to pay for any penalties to re-book her return date?

A :   Penalty is waived for one-time date change .

Q : I tried calling your Call Centre to cancel my redemption booking but I could not get through. With the Movement Control Order, I did not turn up for the flight. Can I use my ticket again and will I be charged for not taking the flight?

A : Yes, for tickets issued before/on 10 April 2020, the ticket validity has been extended till 30 June 2021. All travel must be completed by 30 June 2021. A one-time 'no-show' fee (for not taking the flight) will be waived.

Q : My MH flight to London was cancelled. I want to cancel my redemption ticket and want my Miles back.

A : Award Ticket is not refundable. For tickets issued before/on 10 April 2020, members may re-book or re-route their travel up to 30 June 2021 without any charge. Any fare difference will apply for booking to a higher fare class or new destination, if fare is higher.

Q : I used my Enrich Miles to redeem an Upgrade for my travel to Jakarta on business class. Now, I want to cancel my ticket due to the pandemic. Can I get my Miles refunded?

A : Ticket is subject to revenue fare rules. Miles are not refundable but the same Miles may be used for change in the date of travel to the same destination ticketed.

Q : I transferred my bank points to Enrich Miles and redeemed a ticket on 01 February 2020 to Sydney for travel on 30 September 2020. I want to cancel my travel now and return Miles used as bank points.

A: T The Award ticket is not refundable and the Miles cannot be reversed to bank points. For tickets redeemed before/on 10 April 2020, members may re-book or re-route their travel up to 30 June 2021 without any charge. Any fare difference will apply for booking to a higher fare class or change to a new destination, if fare is higher.

Q: I am a British Airways member and used my Avios miles to redeem a return flight on Malaysia Airlines from Kuala Lumpur to Shanghai. I want to change my date of travel.

A : Please contact British Airways for the date change.

Q: My father redeemed a ticket on a oneworld partner airline. The flight has been cancelled. Can I cancel my ticket and get my Miles back?

A : The **one**world partner airline is responsible to involuntarily re-route your travel on alternative flights. Should you wish to cancel the travel, the ticket and Miles are not refundable. However, members may re-book on the same airline and same booking class redeemed to a different date within the 06-month ticket validity from the 1st leg of booked travel date. The one-time USD20 penalty will be waived.

Q: **I am a Qatar Airways member. I redeemed my Qmiles for a ticket on Malaysia Airlines to Indonesia. I no longer wish to travel due to this pandemic. I want to cancel my ticket and get my Qmiles refunded.**

A: Please contact Qatar Airways on your request.