

FREQUENTLY ASKED QUESTIONS

Firefly Redemption

1. How can I make a redemption on Firefly flight?

Enrich member must log on to their Enrich online account at [Enrich Online](#)

2. Can I earn Enrich Points by flying with Firefly flights?

Yes, you may earn Enrich Points when flying on Firefly operated flights subject to the flight and fare being eligible for points.

3. How many Enrich Points can I earn for my Firefly flight?

Points earned will depend on the qualifying fare category purchased and the flight distance.

4. Do I get Tier Elite Points for Elite tier qualification with Firefly flights?

Yes. You will earn Tier Elite Points on qualifying fares on Firefly flights according to applicable Zones.

Fly your way to your Enrich Elite Status that will turn every journey into a unique experience.

Elite Points By Flight Distance in TPM and Cabin traveled							
ZONE	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Distance in TPM	<500	500-1200	1201-2200	2201-3500	3501-5500	5501-8000	>8001
Economy	1	1	2	3	4	6	8

*Elite Points will only be earned on qualifying fares on Firefly flights.

5. If I forget to update my membership number when purchasing a Firefly flight, can I still Earn Points?

Yes, you may update your Enrich membership number by using "manage my booking" available in Firefly website or upon check-in with the attending check-in Agent.

6. If my Points did not get tracked into my account, how do I proceed with claiming the Points?

Members may submit a missing point claim within six months (180 days) from the date of travel. Members must submit their Firefly booking reference and provide the flight details when making the claim.

7. Can I earn Enrich Points for Firefly flights taken before I enrolled as an Enrich member?

Members are only allowed to accrue Points after enrolling as an Enrich Member. Flights taken before enrolment are not eligible to earn Enrich Points.

8. What is the validity of Enrich Points earned on Firefly flights?

Enrich Points earned will be valid for 3 years.

9. How can I claim Enrich Points not credited to my account?

Log in to the Enrich site,

<https://www.enrich.malaysiaairlines.com/EnrichWebsite/index> then fill in the relevant details under "Claim Missing Points". Kindly retain your original travel documents (i.e. boarding pass and ticket stubs) as you will need this to complete the Missing Enrich Points Claim.

10. What are the ineligible classes for Enrich Points accrual?

The ineligible classes are G, N, P, Z, E, A, I and O.

11. Can I redeem if I do not have the required number of Enrich Points in my account?

You must have sufficient Enrich Points in your account before any redemption booking can be done.

12. Are codeshare flights eligible for Travel Award?

No, all codeshare flights are not eligible for Award Travel.

13. 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.

14. Can I extend the ticket if I am not able to travel within the validity?

Redemption tickets are not extendable.

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>