

ENRICH LOYALTY PROGRAMME

New Point Accrual and New Tier Qualification effective 1 Jan 2023

Frequently Asked Questions

A. Changes to Enrich Programme

1. What are the changes to Enrich programme?

There are 2 major changes to Enrich programme:

- i. Enrich members will earn Enrich Points on Fare-Based Accrual (FBA)
- ii. Enrich members will earn Elite Points to attain Enrich Tier Status

2. What is Enrich Points?

'Enrich Points' will replace 'Enrich Miles' as Enrich accrual currency. Enrich Members may earn Enrich Points when they use the qualifying services or products of Malaysia Airlines and MASwings.

3. What happen to the current Enrich Miles?

Enrich Miles balance as of 31 March 2021 will be converted to Enrich Points on one-to-one basis. This means if Enrich member has 1,000 Enrich Miles, it will be converted to 1,000 Enrich Points.

4. What about award redemption? Is there any change with this FBA?

There is no change to the redemption. Enrich member can use Enrich Points to redeem award tickets, lifestyle vouchers or any other eligible services or products.

5. What is Elite Points?

'Elite Points' will replace 'Elite Miles' and 'Elite Sectors' as Enrich tier currency. Enrich Members may earn Elite Points when they use the qualifying services or products of Malaysia Airlines and MASwings.

6. What happens to the current Elite Miles / Elite Sectors?

All eligible flights that earned Elite Miles and Elite Sectors from 01 January 2021 and 31 March 2021 will be re-calculated to earn Elite Points only based on a fixed table of zone and cabin travelled.

7. What happens to Elite Sector earning?

Elite Sector earning will no longer apply.

8. What about Tier Status benefits and privileges?

There is no change to current benefits and privileges offered to Enrich Tier Status: Silver, Gold and Platinum members.

9. Are there any changes in managing my account on Enrich Portal?

All the changes will be updated automatically, no actions required from your part. You may log-in to Enrich Portal and manage your account online as usual.

10. When is the effective date of the changes?

The changes will take effect for travels on and from 01 April 2021 onwards.

B. Fare-Based Accrual

11. What is Fare Based Accrual (FBA)?

FBA is the new method of calculation to earn Enrich Points on eligible flights and fares.

12. What is the difference between old method and new method?

In old method, Enrich Miles is calculated based on distance travelled. In new method, Enrich Points is calculated based on amount spent on a ticket.

13. Do I earn 100% Enrich Point based on the fare paid?

Member will be eligible for Enrich Point on base fare and carrier-imposed surcharges but excludes government/airport-imposed taxes and fees.

14. Does base fare include discounts?

Base fare excludes discount vouchers, or any promo codes used as part payment for the ticket. Member will not be eligible for Enrich Points for the discounted amount.

15. How do I calculate Enrich Points earned based on fare paid?

The base of Enrich Points is every Malaysian Ringgit MYR 1 earn 1 Enrich Point. Member will earn additional bonus points based on Enrich Tier Status and the following multiplier:

Enrich Status	Blue	Silver	Gold	Platinum
Enrich Points Base Fare + Carrier-imposed Surcharges	1.5	1.6	2.0	2.2

That means, if an Enrich member spent MYR 1,000 on base fare and carrier-imposed surcharges, depending on member status upon flown, member will earn the following:

Enrich Status	Blue	Silver	Gold	Platinum
Enrich Points	MYR1,000 x 1.5 = 1,500	MYR1,000 x 1.6 = 1,600	MYR1,000 x 2.0 = 2,000	MYR1,000 x 2.2 = 2,200

16. Is there any difference of Enrich Points earned based on distance or class travelled?

There is no difference on Enrich Points earned based on destination or class booked. That means if an Enrich member paid MYR 1,000 for an Economy Class ticket from Kuala Lumpur to Tokyo or paid MYR 1,000 for a Business Class from Kuala Lumpur to Singapore, the Enrich Points earned will be based on base fare and carrier-imposed surcharges times multiplier.

17. Is there any difference of Enrich Points earned based on Enrich Tier Status?

The additional bonus points based on Enrich Tier Status is included in multiplier as added benefits:

Enrich Status	Blue	Silver	Gold	Platinum
	1.5	1.6	2.0	2.2
Bonus Points	50%	60%	100%	120%

18. What is carrier-imposed surcharges? Do I earn Enrich Points on carrier-imposed surcharges?

Carrier-imposed surcharges can be categorized as Fuel Surcharge (YQ) + Administration Charge (YR). Earning of Enrich Points include carrier-imposed surcharges.

19. What is government/airport-imposed taxes and fees? Do I earn Enrich Points on government-imposed taxes and fees?

Government/airport-imposed taxes and fees are charges imposed by the respective governments/airport and collected by the airline on behalf of them. Earning of Enrich Points exclude government/airport-imposed taxes and fees.

20. Will the new FBA apply to all flights?

FBA will apply for travel on pure Malaysia Airlines and MASwings operated flights only.

21. If I have a complimentary ticket, will I earn Enrich Points for the fuel surcharge (YQ) and administration charge that I am required to pay separately?

Members will not earn Enrich Points for the fuel surcharge (YQ) and administration charge (YR) for a complimentary ticket. Fare Based Accrual (FBA) Enrich Points accrual is based on Base Fare paid + Fuel Surcharge (YQ) + Administration Charge (YQ).

22. What about travels on Firefly flights? Will I earn Points based on FBA and will I earn Tier Elite Points?

There is no change to the Enrich Points and Tier Elite Points earning on Firefly flights. The accrual will still be as current fixed accrual. Please visit Firefly's website for more information.

23. Will the new FBA apply to oneworld members airlines flights?

FBA will not apply to flights on oneworld member airlines. Member travelling on oneworld member airlines will continue to earn Enrich Points based on based on distance (Ticketed Point Mileage-TPM) and class travelled. Please refer to the new accrual table that will take effect 01 April 2021.

CABIN	RBD	ACCRUAL
Business Suite	F/A	180%
	P	140%
Business	J	140%
	C/D	130%
	Z	110%
Economy	Y/B/H	100%
	K/M/L/V	75%
	S/N	50%
	Q/O/G	25%

24. Will the new FBA apply to partner airlines flights?

FBA will not apply to flights on partner airlines. Member travelling on partner airlines will continue to earn Enrich Points based on based on distance (Ticketed Point Mileage-TPM) and class travelled. Please refer to the table under Q21 on the new accrual table that will take effect 01 April 2021

25. If I purchase a ticket for a Malaysia Airlines flight issued by another airline using their document, will I earn Enrich Points on FBA?

Members will earn Enrich Points on distance based (TPM) for tickets issued for a travel on Malaysia Airlines using other than Malaysia Airlines (232) ticket document.

26. If I purchase a connecting flight ticket with Malaysia Airlines as the onward connecting flight on another airline document, will I earn Enrich Points based on FBA for the Malaysia Airlines flight sector?

Members will earn Enrich Points based on distance based (TPM).

27. Will the new FBA be calculated based on any currencies?

FBA will be calculated based on Malaysian Ringgit (MYR) only.

28. What happen if I paid for my tickets in a currency other than Malaysian Ringgit (MYR) for example in Australian Dollar (AUD), Great Britain Pound (GBP) or Indian Rupee (INR)?

If you paid for your tickets in a currency other than Malaysian Ringgit (MYR), the amount will be converted to MYR using an internal exchange rate based on the date of ticket issued. The converted MYR will determine the number of Enrich Points earned for your travel.

29. Do I earn Enrich Points upon payment for my booking?

As per current terms and condition, member earn Enrich Points upon flown.

30. Do I earn Enrich Points if someone else paid for my booking?

As per current terms and condition, only the passenger with Enrich membership number and ticket details match the Enrich profile will be eligible for Enrich Points accrual. Sponsor of the ticket will not be eligible for Enrich Points accrual. If the Enrich membership number does not match the ticket details and Enrich profile, the transaction will be rejected.

31. Do I earn Enrich Points for ancillaries purchase such as prepaid baggage, seat selection?

Member will not earn Enrich Points for ancillaries' purchase.

32. Do I earn Enrich Points for the amount paid in cash for Full Points redemption?

Member will not be eligible for Enrich Points for the amount paid in cash for Full Points redemption for applicable taxes and surcharges.

33. Do I earn Enrich Points for the amount paid in cash for Points + Cash redemption?

Member will be eligible for Enrich Points for the 'Cash' portion of the base fare for a Points + Cash redemption. Members will not earn Enrich Points for the 'Points' paid as part payment and amount paid in cash for applicable airport taxes and surcharges.

34. What about bookings under charter flights using commercial flight numbers? Do I earn Enrich Points and Tier Elite Points?

Members will earn a fixed Enrich Points for charter flight tickets upon flown. Tier Elite Points will be based on zone and cabin class travel.

Below is the charter flight sectors using commercial flight numbers eligible for Enrich Points and Tier Elite Points.

a. Effective 01 November 2022, Enrich Member will earn Fixed Enrich Points and Tier Elite Points (based on zone and cabin class of travel) for qualifying flight and fare on MH8000 flight series range and charter flights using commercial flight numbers for the flight sectors stated below.

FLIGHT NUMBER RANGE	SECTOR
From MH 8014 - MH 8041	KUALA LUMPUR – JEDDAH - KUALA LUMPUR
From MH 8214 - MH 8241	KUALA LUMPUR – MADINAH - KUALA LUMPUR

FLIGHT SECTORS

KUALA LUMPUR – JEDDAH - KUALA LUMPUR
KUALA LUMPUR – MADINAH - KUALA LUMPUR
KUALA LUMPUR- PEKAN BARU - KUALA LUMPUR
KUALA LUMPUR – SOLO – KUALA LUMPUR
KUALA LUMPUR – MAJALENGKA – KUALA LUMPUR
KUALA LUMPUR – BALIKPAPAN – KUALA LUMPUR
KUALA LUMPUR – MAKASSAR – KUALA LUMPUR

b. The Fixed Enrich Points and Tier Elite Points (based on zone and cabin class travel) accrual earn will be as per the table below.

CABIN	RBD	FIXED POINTS
Business Suite	F/A/P	3,500
Business	J/C/D/Z	2,500
Economy Class	Y/B/H/K/M/L/V/S/N/Q/O/G	1,500

c. All other MH8000 charter flight number series will not earn any Enrich Points or Tier Elite Points.

35. How do I ensure I earn Enrich Points for my flights?

Member must provide their Enrich membership number when booking a flight and present Enrich physical or digital card at time of check-in.

36. What about Tier Elite Bonus Points as for Enrich Silver, Gold and Platinum member? Will we be still eligible for these bonus points?

Our Enrich Silver, Gold and Platinum top tier members will still be eligible for Tier Elite Bonus Points for travel on Malaysia Airlines flights as provided below.

TIER	TIER BONUS POINTS
SILVER	25%
GOLD	25%
PLATINUM	30%

37. When will Enrich Points credited into my account?

The airline makes every effort to ensure Enrich Points are credited into a member's account within 48 hours to 07 days after travel completed, provided the Enrich membership number and ticket details match the Enrich profile and fare being eligible for Enrich Points accrual.

38. What happen if Enrich Points are not credited for an eligible flight?

As per current terms and condition, If Enrich Points are not credited within the 07 days, member may submit Missing Points Claim online within 06 months (180 days) from the date of travel by providing the relevant information and/or supporting documents:

- E-ticket number for pure Malaysia Airlines or MASwings operated flights.
- A copy of e-ticket and boarding pass for oneworld member airlines or partner airlines flights

39. How do I check how many Enrich Points I have earned?

Member can view Enrich Point balance and earning activities from Enrich Portal at enrich.malaysiaairlines.com or from monthly e-statement sent to your email. For easy access, member can download Malaysia Airlines mobile app where you can login and access your account anytime anywhere.

40. How do I benefit from FBA?

FBA provides transparency on how many Enrich Points you will earn based on the fare paid per ticket. FBA also provides simplified calculation, removing complex rules to become a more effective programme for our members.

41. Will I be earning more or earning less with FBA compared to old method?

FBA offers a fair value for spend on a per ticket basis. The comparison depends on new method of base fare and carrier-imposed surcharges + tier bonus versus old method of earning on distance and qualifying fare class paid + tier bonus.

42. I book and travel before 01 April 2021. How will my Enrich Points be calculated?

You will still earn Enrich Miles for travels before 01 April 2021 on distance based.

43. I book before 01 April 2021 for travel in November 2021. How will my Enrich Points be calculated?

You will earn Enrich Points and Elite Points upon completing your flight journey in November 2021. Enrich Points will be credited according to the travel date, not booking date.

44. I submitted a Missing Points Claim in August 2021 for travel in February 2021. How will my Enrich Points be calculated?

Based on meeting requirements of eligible flights and fares, you will earn Enrich Points based on your flight journey in February 2021. Enrich Points will be credited according to the travel date, not claim submission date.

45. If I purchase a Malaysia Airlines or Maswings flight ticket before 01 Jan 2021 and another on 01 April 2021, how will I earn my Enrich Points?

Purchase and travel before/on 31 March 2021	Member will earn Enrich Miles, Elite Miles and Elite Sector, subject to fare class eligibility
Purchase between Jan-Mar 2021 and travel on/after 01 April 2021	Member will earn Enrich Points and Tier Elite Points on fare paid + carrier related charges
Purchase and fly on/from 01 April 2021	Member will earn Enrich Points based on the Fare based accrual (FBA) and Tier Elite Points based on new Tier qualification scheme.

46. If I book my flight online, will I earn Enrich Points based on base fare, fuel surcharge and administration charge?

Members will earn Enrich Points on the Base Airfare + Fuel Surcharge (YQ – any promo code discount). There is no administration charge for online bookings.

47. I book a codeshare flight i.e., flight marketed by Malaysia Airlines and operated by another airline. Do I earn Enrich Points?

Members will be eligible for Enrich Points based on Ticketed Point Mileage (TPM) for codeshare flights marketed by Malaysia Airlines and operated by another airline. Enrich Points will be credited according to the marketed flight number booked and stated on the ticket, not as stated on the boarding pass.

48. I book a flight on Malaysia Airlines and connecting on a oneworld member airlines (e.g., British Airways, Japan Airlines or Qatar Airways). Do I earn Enrich Points?

Members will be eligible for Enrich Points based on distance (Ticketed Point Mileage-TPM) for a combination of a Malaysia Airlines and a oneworld member airlines fare ticket.

49. I book a flight on Malaysia Airlines and connecting on a partner airline (e.g., Emirates, Etihad or KLM) in one ticket or codeshare. Do I earn Enrich Points?

Members will be eligible for Enrich Points based on distance (Ticketed Point Mileage-TPM) and class travelled for a combination of a Malaysia Airlines and a partner airlines fare ticket.

50. I book a flight on Malaysia Airlines and connecting on a codeshare flight MH5000 (Firefly) or MH9000 (oneworld) in one ticket. Do I earn Enrich Points?

Members will be eligible for Enrich Points based on distance (Ticketed Point Mileage-TPM) and class travelled for a combination of a Malaysia Airlines and a codeshare flight MH5000 (Firefly) or MH9000 (oneworld), subject to fare class eligibility.

51. I book a flight on a codeshare flight MH5000 (non-Firefly operated e.g., Royal Brunei) or MH4000 (Emirates or Turkish Airlines). Do I earn Enrich Points?

Members will be eligible for Enrich Points based on distance (Ticketed Point Mileage-TPM) and class travelled for MH4000 and all MH5000 (including other than Firefly) codeshare flights.

52. Will I earn Enrich Points for purchase of a ticket without completing the journey since I have paid the fare?

As per current terms and conditions, members will only earn Enrich Points upon completing the flight journey.

53. Will I earn Enrich Points on my original ticket purchased on Malaysia Airlines in the event my flight is cancelled or on the involuntarily re-routed flight on other airlines?

As per current terms and conditions, members will earn Enrich Points on the original flight ticket purchased.

C. Elite Tier Qualification

54. What is the new Elite Tier Qualification?

The new Elite Tier Qualification introduces new criteria to attain Enrich Tier Status.

55. What is the difference between old qualification and new qualification?

In old method, Elite Miles is calculated based on distance and class travelled and Elite Sectors is based on cabin travelled. In new method, Elite Points is calculated based on zone and cabin travelled.

56. How do I calculate Elite Points earned?

Elite Points is calculated based on Zone (flight sector distance in miles - Ticketed Point Mileage-TPM) and the Cabin class of travel (Business Suite, Business or Economy) on eligible flights.

Zone* (in Miles)		Economy Class	Business Class	Business Suite
Zone 1 Alor Setar / Johor Bahru / Kota Bharu / Kuantan / Langkawi / Penang / Kuala Terengganu / Medan / Singapore / Phuket	<500	1	2	3
Zone 2 Kota Kinabalu / Labuan / Miri / Sibul / Sandakan / Tawau / Bangkok / Brunei / Jakarta / Phnom Penh / Surabaya / Yangon / Ho Chi Minh	500-1200	2	3	4
Zone 3 Bangalore / Hyderabad / Colombo / Cochin / Chennai / Dhaka / Kathmandu / Denpasar / Hanoi / Manila / Guangzhou / Taipei / Xiamen / Hong Kong	1201-2200	3	4	6
Zone 4 Mumbai / Delhi / Incheon / Osaka / Tokyo / Beijing / Shanghai / Perth	2201-3500	4	6	8
Zone 5 Adelaide / Brisbane / Melbourne / Sydney / Auckland / Jeddah	3501-5500	6	8	10
Zone 6 London	5501-8000	8	10	12
Zone 7 Beyond London on oneworld and Partner Airline	>8001	8	10	12

An illustration: an Enrich member fly from Kuala Lumpur to London

One-Way	Economy	Business	Business Suite
Zone 6 KUL-LHR TPM: 6562	8	10	12

57. How do I earn Elite Tier Status based on the new calculation of Elite Points?

The new tier qualification is based on the following criteria:

	Silver	Gold	Platinum
Annual Qualification	30	60	100

58. Is there a new qualifying period for Enrich Elite Status?

As per current terms and condition, member must meet the qualifying criteria by travels within a calendar year (January to December). Elite Points will be reset to 0 (zero) on 01 January of every year.

59. Can the Elite Points be carried forward if I am short of a few Points to qualify for higher status?

Elite Points will not be carried forward.

60. Will the new Elite Tier Qualification apply to all flights?

Elite Tier Qualification will apply for travel on pure Malaysia Airlines, MASwings operated flights, Firefly (MH5000 FY codeshare series) and oneworld member airlines flights.

61. Is there any change in the Tier Elite Points earning for travel on oneworld partner airlines?

The Tier Elite Points earning for travel on Oneworld partner airlines will be based on the new Tier qualifying scheme. This is the same scheme for the Tier Elite Points earned on pure Malaysia Airlines and MASwings flights.

62. Will the new Elite Tier Qualification apply to oneworld members airline flights?

Elite Tier Qualification apply to flights on oneworld member airlines. Member travelling on oneworld member airlines will earn Elite Points based on zone and cabin travelled.

63. Will the new Elite Tier Qualification apply to Enrich partner airlines flights?

Elite Tier Qualification will not apply to flights on Enrich partner airlines. Member travelling on Enrich partner airlines will not be eligible for Elite Points.

64. Do I earn Elite Points for Full Points redemption?

Member will not earn Elite Points for Full Points redemption.

65. Do I earn Elite Points for Points + Cash redemption?

Member will not earn Elite Points for any portion of Points + Cash redemption.

66. How do I ensure I earn Elite Points for my flights?

Member must provide their Enrich membership number when booking a flight and present Enrich physical or digital card at time of check-in.

67. When will Elite Points credited into my account?

The airline makes every effort to ensure Elite Points are credited into a member's account within 48 hours to 07 days after travel completed, provided the Enrich membership number and ticket details match the Enrich profile and zone and cabin travelled being eligible to earn Elite Points.

68. What happen if Elite Points are not credited for an eligible flight?

As per current terms and condition, If Elite Points are not credited within the 07 days, member may submit Missing Points Claim online within 06 months (180 days) from the date of travel by providing the relevant information and/or supporting documents:

- E-ticket number for pure Malaysia Airlines or MASwings operated flights.
- A copy of e-ticket and boarding pass for oneworld member airlines flights.

69. How do I check how many Elite Points I have earned?

Member can view Elite Point accumulated and earning activities from Enrich Portal at enrich.malaysiaairlines.com or from monthly e-statement sent to your email. For easy access, member can download Malaysia Airlines mobile app where you can login and access your account anytime anywhere.

70. How do I benefit from the new Elite Tier Qualification?

The new Elite Tier Qualification presents a more streamlined manner for frequent flyers to climb the tier status.

71. Will I be earning more or earning less Elite Points with the new Elite Tier Qualification compared to old method?

There is minimal comparison as both methods are still based on distance and cabin travelled. The new method employs zone (based on flight sector in miles) and cabin class travelled while the old method uses distance (based on Ticketed Point Mileage-TPM) plus qualifying fare class paid and cabin class travelled.

72. I book and travel before 31 March 2021. How will my Elite Points be calculated?

You will still earn Elite Miles and Elite Sectors for travels before 31 March 2021. The eligible flights that earned Elite Miles and Elite Sectors before 31 March 2021 will be re-calculated to earn Elite Points based on a fixed table of zone and cabin travelled.

73. If I fly in February 2021 on a Malaysia Airlines or MASwings flights and submit my claim for my travel in April 2021 as your system did not track my Enrich Points, how will my Points accrual be?

Members who travel before the FBA cutover on 01/4/2021 and submit their travel claims after the cutover will earn Enrich Points according to the fare paid + carrier related charges. The Tier Elite Points however will be earned under the new Tier Elite Points calculation based on zone and cabin class of travel.

74. I earned 25,000 Elite Miles and upgraded to Enrich Silver status before 31 March 2021. On 01 April 2021, the eligible flights are re-calculated, and I earned 25 Elite Points. I did not meet the new criteria of 30 Elite Points to become Enrich Silver. What happen to my Enrich Silver status?

If a member meets the old criteria of Elite Miles or Elite Sectors and upgraded to the next tier status before 31 March 2021, there will no change to the status after 01 April 2021, regardless of the new Elite Points earned. That means there will be no downgrade for members who earned a higher tier status between 01 January 2021 till 31 March 2021.

75. I book before 01 April 2021 for travel in November 2021. How will my Elite Points be calculated?

You will earn Elite Points upon completing your flight journey in November 2021. Elite Points will be credited according to the travel date, not booking date.

76. I submitted a Missing Points Claim in August 2021 for travel in February 2021. How will my Elite Points be calculated?

Based on meeting requirements of eligible flights, you will earn Elite Points based on your flight journey in February 2021 under the new Elite Point calculation ie. zone and cabin class traveled. Elite Points will be credited according to the travel date, not claim submission date.

77. I book a flight on Malaysia Airlines and connecting on a oneworld member airlines (e.g., British Airways, Japan Airlines or Qatar Airways). Do I earn Elite Points?

Members will be eligible for Elite Points based on zone and cabin class travelled for travel on a combination of a Malaysia Airlines and a oneworld member airlines.

78. I book a flight on Malaysia Airlines and connecting on a non-oneworld partner airline (e.g., Emirates, Etihad, or KLM) in one ticket or codeshare. Do I earn Elite Points?

Members will be eligible for Elite Points based on zone and cabin travelled for travel on Malaysia Airlines. Members will not be eligible for Elite Points for travel on non-oneworld partner airlines.

79. I book a flight on Malaysia Airlines and connecting on a codeshare flight MH5000 (Firefly) or MH9000 (oneworld) in one ticket. Do I earn Elite Points?

Members will be eligible for Elite Points based on zone and cabin travelled for a combination of a Malaysia Airlines and a codeshare flight MH5000 (Firefly) or MH9000 (oneworld).

Disclaimer

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