

FREQUENTLY ASKED QUESTION (FAQ) ENRICH POINTS ACCRUAL AND REDEMPTION ON FIREFLY

A. ENRICH

1. How do I earn Enrich Points?

Enrich Members earn Enrich Points for completed eligible flight journey on Firefly operated flights and/or codeshare flights with Malaysia Airlines on fare brands Saver, Basic and Flex.

2. How do I collect Enrich Points for Firefly and Firefly codeshare flights?

Enrich Members need to key in the nine (9) digits Enrich Membership ID at time of booking or present Enrich digital/physical card or Enrich Membership ID when checking-in for your flight to be able to collect Enrich Points, subject to fare and flight eligibility. Enrich Points accrual is not applicable for group and charter bookings.

3. If I forget to update my Enrich Membership ID upon purchase, can I still earn Enrich Points?

Please update your Enrich Membership ID by using "Manage Booking" available on Firefly website or during check-in prior to your flight departure for the Enrich Points to be tracked once flown subject to eligibility.

4. Can I earn Enrich Points for flights taken before I enrolled?

Enrich Members will not be eligible for Firefly flights taken before enrolment. Enrich Members will only earn Enrich Points for flights flown after enrolment as an Enrich Member.

5. What should I do if Enrich Points are not credited to my Enrich account?

Log in to the Enrich website (<https://www.enrich.malaysiaairlines.com/EnrichWebsite/index>) then complete the relevant form under "Claim Missing Points" with supporting documents. A Missing Points Claim must be submitted within 180 days from the date of the qualifying transaction. Alternatively, you may email enrich@malaysiaairlines.com and provide the booking reference and e-ticket number. Please retain your original travel documents (i.e. boarding pass and ticket stubs) to complete the missing points claim.

B. FARE BASED ACCRUAL (FBA)

1. What is Fare Based Accrual (FBA)?

FBA is the method of calculation to earn Enrich Points on eligible Firefly and codeshare flights based on fares and carrier-imposed surcharges.

2. What is carrier-imposed surcharges? Will I be entitled to Enrich Points on carrier-imposed surcharges?

Carrier-imposed surcharges are categorized as Fuel Surcharge (YQ) + Administration Charge (YR). Accrual of Enrich Points includes carrier-related imposed surcharges.

3. Will the FBA apply to all Firefly flights?

FBA will apply to all pure Firefly flights, Firefly marketed/Malaysia Airlines operated flights (FY4000/ FY7000 flight series) and Malaysia Airlines marketed/Firefly operated flights (MH4000 /MH5000 flight series).

4. Which Fare Brand is applicable for Enrich Points earning?

Enrich Members will earn Enrich Points on Firefly flights that are purchased under fare brand Saver, Basic and Flex.

| Booking Class | Fare Brand |
|--------------------------------------------------------------------------------|------------|
| Y, W, U, K, B, M, Q, H, S, T, L, V, A, E, I, O | Saver |
| YFX, WFX, UFX, KFX, BFX, MFX, QFX, HFX, SFX, TFX, LFX, VFX, AFX, EFX, IFX, OFX | Basic |
| YC, WC, UC, KC, BC, MC, QC, HC, SC, TC, LC, VC, AC, EC, IC, OC | Flex |

5. What are the ineligible booking classes for Enrich Points earning?

Booking classes listed in table below will not be eligible to earn Enrich Points.

| | Ineligible Booking Class |
|-------------|---------------------------------------------------------------------------|
| GDS | YG1, WG1, UG1, KG1, BG1, MG1, QG1, HG1, SG1, TG1, LG1, VG1, AG1, EG1, IG1 |
| TBF/SPECIAL | PEME, PVL, PVV, PATM, PLL, PFHI |
| GROUP | G, GV20 |

6. How do I calculate Enrich Points earned based on FBA?

The base of Enrich Points is every Malaysia Ringgit (MYR 1) earns 1 Enrich Point. Enrich Member will earn additional Enrich Points based on Elite Tier Status:

| Elite Tier | Blue | Silver | Gold | Platinum |
|----------------------------------------------------------------|------|--------|------|----------|
| <u>Enrich Points</u> Base Fare + Carrier Imposed Surcharges | 1.5 | 1.6 | 2.0 | 2.2 |

If an Enrich Member spends MYR1,000 on base fare and carrier-imposed surcharges, member will earn Enrich Points according to the Elite Tier Status:

| Elite Tier | Blue | Silver | Gold | Platinum |
|----------------------|----------------------|----------------------|----------------------|----------------------|
| <u>Enrich Points</u> | MYR 1,000 x 1.5 = | MYR 1,000 x 1.6 = | MYR 1,000 x 2.0 = | MYR 1,000 x 2.2 = |
| | 1,500 | 1,600 | 2,000 | 2,200 |

7. If 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?

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

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

Enrich Members will only earn Enrich Points upon completing the flight journey.

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

Only the passenger, who is an Enrich Member, will be eligible to earn Enrich Points for a completed journey. Sponsors of tickets will not be eligible for Enrich Points accrual.

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

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

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

If a ticket is paid 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.

C. ELITE POINTS

1. What are Elite Points?

Elite Points are used to track an Enrich Member's qualification towards Enrich Silver, Enrich Gold and Enrich Platinum Tier Status on a yearly basis. Elite Points earned will be based on your travel that falls into the respective zones and cabin class of travel. Elite Points shall **only** be earned on Malaysia Airlines, MASwings, Firefly and oneworld airlines qualifying flight. Elite Points may not be used towards redemption of Enrich Travel Awards. Elite Points will not apply to non-oneworld airlines, MH4000 series and all MH 5000series flights (except for the Malaysia Airlines - Firefly codeshare flights.) Elite Points are not accumulative.

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

Enrich Member must key in their Enrich Membership ID when booking a flight and present the Enrich physical or digital card at time of check-in. Elite Points will be subject to qualifying flight and the journey completed.

3. Will I still earn Elite Points if my flight is not eligible for Enrich Points?

Flights that do not earn Enrich Points will not earn Elite Points.

4. How are Elite Points calculated?

Elite Points are calculated based on Zone (flight sector distance in miles) and the cabin class of travel (Business Suite, Business or Economy) on eligible flights:

- a. Elite Points Earning Table (For Malaysia Airlines operated flights)

| Zone* (in Miles) | Miles | Economy Class | Business Class | Business Suite |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------------|----------------|----------------|
| Zone 1 Alor Setar / Johor Bahru / Kota Bharu / Kuala Terengganu / Kuantan / Langkawi / Penang / Singapore / Medan / Pekanbaru / Phuket | <500 | 1 | 2 | 3 |
| Zone 2 Bintulu / Kota Kinabalu / Kuching / Labuan / Miri / Sandakan / Sibul / Tawau / Bandar Seri Begawan / Jakarta / Kertajati / Surabaya / Solo / Yogyakarta / Phnom Penh / Yangon / Da Nang / Ho Chi Minh / Bangkok / Chiang Mai | 501-1200 | 2 | 3 | 4 |
| Zone 3 Dhaka / Guangzhou / Xiamen / Hong Kong / Taipei / Bengaluru / Chennai / Hyderabad / Kochi / Thiruvananthapuram / Denpasar / Kathmandu / Male / Manila / Colombo / Hanoi / Kolkata | 1201-2200 | 3 | 5 | 6 |
| Zone 4 Perth / Beijing / Shanghai / Ahmedabad / Amritsar / Delhi / Mumbai / Tokyo / Osaka / Seoul | 2201-3500 | 4 | 6 | 8 |
| Zone 5 Adelaide / Melbourne / Sydney / Auckland / Doha / Jeddah / Madinah | 3501-5500 | 6 | 8 | 10 |
| Zone 6 London / Paris | 5501-8000 | 8 | 10 | 12 |
| Zone 7 Beyond London / Paris | >8001 | 8 | 10 | 12 |

For example, if you are a Silver member and you travel from Kuala Lumpur to Singapore (Zone 1) on Malaysia Airlines Economy class, you will earn 1 Elite Point.

b. Elite Points Earning Table (For Firefly operated flights)

| Zone | Miles | Economy Class |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|
| Zone 1 | | |
| Kota Kinabalu to Miri (MYY) / Sandakan (SDK) / Tawau (TWU) | < 500 | 1 |
| Kuching to Miri (MYY) | | |
| Penang to Banda Aceh (BTJ) / Medan Kuala Namu (KNO) / Johor Bahru (JHB) / Kota Bharu (KBR) / Kuala Lumpur (KUL) / Langkawi (LGK) / Subang (SZB) / Singapore Changi (SIN) / Phuket (HKT) | | |
| Subang to Alor Setar (AOR) / Johor Bahru (JHB) / Kota Bharu (KBR) / Kuala Terengganu (TGG) / Langkawi (LGK) / Penang (PEN) / Singapore Seletar (XSP) | | |
| Zone 2 | | |
| Kota Kinabalu to Kuching (KCH) | 501 - 1200 | 2 |
| Penang to Kota Kinabalu (BKI) / Bangkok (BKK) | | |
| Subang to Kota Kinabalu (BKI) | | |

For example, if you are a Gold member and you travel from Subang to Kota Kinabalu (Zone 2) on Firefly operated flight, you will earn 2 Elite Points.

D. POINTS REDEMPTION

1. How do I redeem Enrich Points for Firefly flights?

Enrich Points can only be redeemed via the online redemption portal <https://enrich.fireflyz.com.my>.

2. How early can I book Firefly flights using my Enrich Points?

Online redemption booking can be done up to one (1) hour prior to flight departure at <https://enrich.fireflyz.com.my>.

3. Can I redeem my Enrich Points on Codeshare Flights?

Enrich Points redemption is not applicable on codeshare flights, Group Travel tickets, complimentary tickets, staff privilege ticket, industrial discounted tickets, staff duty travel tickets, and charter bookings.

4. Can I redeem my Enrich Points at Firefly Sales counters?

Enrich Points can only be redeemed via online redemption portal at <https://enrich.fireflyz.com.my>.

5. I want to redeem my Enrich Points for a Firefly flight, but I do not have enough Enrich Points. Can I pay the remaining amount with cash or credit card?

Redemption for Firefly flights is only with full Enrich Points. Enrich Members must have sufficient Enrich Points to redeem a Firefly flight. Any other forms of payment are not allowed.

Enrich members may login to Enrich account and buy Enrich Points to top up in order to purchase the required amount of Enrich Points, or convert bank points to Enrich Points to be able to redeem an Award Travel ticket.

6. Can I redeem Enrich Points for any add-on services?

Enrich Points cannot be redeemed for any add-on services.

7. Can I change my flight dates and time through Firefly?

Yes, you can make changes through the Firefly website <https://enrich.fireflyz.com.my> and change your flight up to two (2) hours prior to the scheduled flight departure time. Changes may incur a Change Fee as well as top up in Enrich Points difference if any.

8. Can I cancel my redemption?

Once redeemed, the ticket cannot be cancelled or refunded. Enrich Points redeemed are non-refundable.

9. If I missed the Firefly flight that I had redeemed, will my redeemed Enrich Points be credited back to my Enrich account?

Enrich Points that have been redeemed cannot be cancelled and are non-refundable. Hence, these Enrich Points that you have already used for redemption will be forfeited.

10. If Firefly cancels the flight that I have redeemed, will the Enrich Points be credited back to my Enrich account?

Enrich Points that have been redeemed are non-refundable (will be forfeited) as you will be reallocated to the next available flight. You may opt for a refund if your flight is cancelled or delayed for more than two (2) hours.

E. COMPLIMENTARY SKYLounge ACCESS

- 1. Who is entitled to complimentary lounge access at SkyLounge, operated by Eight Valuations Sdn Bhd?**
Enrich Platinum and Gold Members (+1 guest) who travel on pure Firefly (FY) operated flights and/or MH marketed/FY operated codeshare flights, are entitled to the complimentary lounge access at SkyLounge, operated by Eight Valuations Sdn Bhd (Registration No. 925854-K) ("Partner") prior to departure.
- 2. How many guest(s) is allowed for the Enrich Platinum or Gold Member(s) to bring into SkyLounge?**
Each Platinum or Gold Member can bring maximum one (01) guest only, where the guest must travel on the same flight/date as the Platinum or Gold Member, to enjoy the complimentary SkyLounge access.
- 3. Can this entitlement be used for flight arrivals?**
This entitlement is only available for departures on date of travel and for full fare tickets. This entitlement is strictly not available for flight arrivals or transits.
- 4. Is this entitlement valid for tickets issued under industrial discounts and complimentary tickets?**
This entitlement is not valid for tickets issued under any industrial discounts and complimentary tickets.
- 5. What kind of identification are required for the Enrich Platinum/Gold Members and guest to present prior to SkyLounge access?**
The Members and guest are required to present his/her identification which includes but not limited to Enrich physical/digital membership card (showing Enrich Gold/Platinum Tier Status), Firefly boarding pass, National Registration Identity Card (NRIC) and/or Passport prior to Skylounge access. Eligible Enrich Members may be denied access if the relevant identification requirements are not presented at the SkyLounge.
- 6. Who do I contact in case there is any enquiries relating to the lounge facilities or services?**
You may contact SkyLounge at +603 7734 1075 for any enquiries relating to the lounge facilities or services.
- 7. Who do I contact in case there is any enquiries relating to Enrich?**
You may reach out to our Contact Center at 1-300-88-3000 (within Malaysia) or 6-03- 7843 3000 or email Enrich at enrich@malaysiaairlines.com for any enquiries relating to Enrich.