

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

Enrich

1. How do I join Enrich? Is there an annual fee for Enrich?

Membership is free and open to individuals above the age of two (2) years old. You may visit <https://www.enrich.malaysiaairlines.com/EnrichWebsite/signup> to enroll as an Enrich Member.

2. What are the benefits as an Enrich Member?

Enrich Members can earn Enrich Points on qualifying flights and non-air activities and, redeem Enrich Points earned for air-tickets and non-air partner merchandises. With continuous travels on eligible flights and earning of Elite Points, an Enrich Member may climb the tier status ladder.

3. How do I earn Enrich Points?

Enrich Members earn Enrich Points for a completed eligible flight journey or purchase of non-air partner products.

Effective 01 November 2023 Enrich Members will earn Enrich Points for completed eligible flight journey on Firefly and codeshare flights with Malaysia Airlines on Fare Brands; Saver, Basic and Flex.

4. 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.

Note: Enrich Points accrual is not applicable for Group, Firefly (FY) Holidays and Charter bookings.

5. 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.

6. 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.

7. 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 6 months (180 days) from the date of the qualifying transaction.

Alternatively, you may submit the claim via your Enrich Online or you may email enrich@malaysiaairlines.com and provide the booking reference for Firefly bookings and e-ticket number if booked on Malaysia Airlines/Firefly codeshare flights. Be sure to retain your original travel documents (i.e. boarding pass and ticket stubs) as you will need this to complete the Missing Points Claim form.

Fare Based Accrual (FBA)

8. What is Fare Based Accrual (FBA)?

FBA is the new method of calculation to earn Enrich Points on eligible Firefly and codeshare flights, fares and carrier-imposed charges, available only for Fare Brands; Saver, Basic and Flex.

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

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

10. How do I benefit from FBA?

The new FBA provides better rewards and transparency on how many Enrich Points you will earn based on the fare paid per ticket and the Fare Brand you purchased. FBA also provides simplified calculation, removing complex rules to become a more effective programme for our Enrich Members.

11. Will the new FBA apply to all Firefly flights?

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

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

Effective 01 November 2023, Enrich Members will earn Enrich Points on Firefly flights that are purchased under Fare Brands; Saver, Basic and Flex.

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

13. 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 |

14. Can I earn Enrich Points for Firefly (FY) codeshare flights?

Yes, Enrich Members may earn Enrich Points upon completing the journey on Firefly codeshare flights FY4000/FY7000 series (Marketed by Firefly and operated by Malaysia Airlines), subject to fare eligibility.

15. Does base fare earn include discounts?

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

16. Will I earn Enrich Points under the new FBA for Firefly codeshare flights with Malaysia Airlines?

Yes, Enrich Members may earn Enrich Points based on FBA for Firefly codeshare flights with Malaysia Airlines on MH4000/MH5000 flight series only, subject to eligibility.

17. Will I earn Enrich Points based on FBA if I take a flight on codeshare Firefly flight operated by Malaysia Airlines to connect another airline (e.g. oneworld Member or Partner airline flights)?

Firefly is our Partner Airline. FBA will not apply for a connecting flight with other partner airlines. Enrich Members will earn Enrich Points based on distance in miles (Ticketed Point Mileage – TPM) and cabin class travelled when connecting to oneworld Member or Partner Airlines.

18. 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 destination that falls into the respective Zones and cabin class of travel.

Elite Points shall ONLY be earned on Malaysia Airlines, MASwings, Firefly and oneworld Member airlines qualifying flight and fares on Economy, Premium Economy, Business and Business Suite (whichever is applicable). Elite Points may not be used towards redemption of Enrich Travel Awards.

Elite Points will not apply to non-oneworld Member airlines, MH4000 series and all MH5000 series flights except for MH4000/MH5000 MH*/FY codeshare flights. Elite Points are not accumulative.

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

Enrich Member must quote 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/fare and journey completed.

20. 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.

21. How are Elite Points calculated?

Elite Points will be calculated based on the flight distance between two (2) points and cabin class of travel. The Elite Points Earning Table is as below.

- a. Elite Points Earning Table (For Malaysia Airlines, MASwings, and oneworld Member Airlines qualifying 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 / PhonmPenh / Yangon / HoChiMinh / Bangkok | 501-1200 | 2 | 3 | 4 |
| Zone 3 Dhaka / Guangzhou / Xiamen / Hong Kong / Taipei / Bengaluru / Chennai / Hyderabad / Kochi / Thiruvananthapuram / Denpasar / Kathmandu / Manila / Colombo / Hanoi | 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 | 5501-8000 | 8 | 10 | 12 |
| Zone 7 Beyond London on oneworld Member and Partner Airlines | >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. Effective **01 July 2024**, the Elite Points Earning Table (For Firefly operated flights) will follow as the same as the Elite Points Earning Table (For Malaysia Airlines, MASwings, and oneworld Member Airlines qualifying flights).

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

Points Accrual

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

The base of Enrich Points is every Malaysia Ringgit MYR 1 earn 1 Enrich Point. Enrich Member will earn additional bonus Enrich Points based on Enrich Tier status according to the following multiplier:

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

That means if an Enrich Member spends MYR1,000 on base fare and carrier-imposed surcharges, depending on Enrich Member tier status upon flown, member will earn the following as an example:

| Enrich Tier | Blue | Silver | Gold | Platinum |
|---------------|---|---|---|---|
| Enrich Points | MYR 1,000 (Base Fare + Carrier Imposed charges) X 1.5 = | MYR 1,000 (Base Fare + Carrier Imposed charges) X 1.6 = | MYR 1,000 (Base Fare + Carrier Imposed charges) X 2.0 = | MYR 1,000 (Base Fare + Carrier Imposed charges) X 2.2 = |
| | 1,500 | 1,600 | 2,000 | 2,200 |

23. Is there any difference to Enrich Bonus Points earned based on Enrich Tier Status?

The additional Bonus Points based on Enrich Tier Status is included in the multiplier as added benefits:

| Enrich Tier | Enrich Points Earned | Bonus Enrich Points | Total Enrich Points Earned |
|-------------|----------------------|---------------------|----------------------------|
| Blue | 100% | 50% | 1.5 (150%) |
| Silver | 100% | 60% | 1.6 (160%) |
| Gold | 100% | 100% | 2.0 (200%) |
| Platinum | 100% | 120% | 2.2 (220%) |

The respective tier bonus Point is included in the accrual according to the respective tier status. For example:

Enrich Blue Member (150%)

Actual Enrich Points earning based on base fare and Fare Brand Basic upgrade and carrier-related charges:

- Base fare (MYR150) + Fare Brand Basic upgrade (MYR139) x 100% = 289 Enrich Points
- Bonus Enrich Points MYR289 x 50% = 145 Bonus Enrich Points
- Total Enrich Points earned = 434 Enrich Points

Enrich Silver Member (160%)

Actual Enrich Points earning based on base fare and Fare Brand Basic upgrade and carrier-related charges:

- Base fare (MYR150) + Fare Brand Basic upgrade (MYR139) x 100% = 289 Enrich Points
- Bonus Enrich Points MYR289 x 60% = 173 Bonus Enrich Points
- Total Enrich Points earned = 462 Enrich Points

24. 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 – 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.

25. 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?

Except for MH4000 codeshare flight with Emirates, all other MH4000 codeshare flights with Enrich partner airlines will not earn Enrich Points.

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

26. 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?

Enrich 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).

27. 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 and, the fare and flight being eligible for Enrich Points.

28. 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.

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

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

30. 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.

Points Redemption

31. What about Travel Award redemption tickets? Is there any change with this new FBA?

There is no change to Travel Award redemption. Enrich Members may use Enrich Points to redeem award tickets, lifestyle vouchers or any other eligible services and products.

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

Enrich Points can only be redeemed via the Online Enrich Redemption portal, <https://enrich.fireflyz.com.my>.

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

You may **redeem** a flight through Firefly Call Centre up to forty-eight (48) hours before scheduled time of departure. For Online Enrich Redemption, booking can be done up to one (1) hour prior to flight departure using member redemption portal at <https://enrich.fireflyz.com.my>.

34. 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, FY Holiday and charter bookings.

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

Enrich Points can only be redeemed via Enrich Redemption portal, <https://enrich.fireflyz.com.my>.

36. 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/ credit card?

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

Enrich members may buy Enrich Points to top up (please login to your Enrich account) to purchase the required Enrich Points) or convert bank points to Enrich Points to be able to redeem an Award Travel ticket.

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

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

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

Yes, you can make changes by calling our Call Centre. You may change your flights up to forty-eight (48) hours prior to the schedule flight departure time. Changes may incur a Change Fee charge as well as top up in Enrich Points differences, if any.

For Enrich Online Redemption, you can make changes through the Firefly website; <https://enrich.fireflyz.com.my>. You may 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.

39. Can I cancel my redemption?

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

40. 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.

41. 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.

42. What is Firefly Credit Account?

Firefly Credit Accounts refers to a credit account that retains the value of your fare for future travel in the event your flight is rescheduled due to commercial reasons.

43. Can I use my credit account for my family or friends?

Yes, you may use your credit account for family or friends. However, when booking a flight, you will need to be one of the passengers as otherwise you will not be able to view the 'Credit Account' an option for payment.

If you are not travelling and not among the passengers, you may contact Firefly Call Center at +603-7845 4543 for assistance.

44. How do I access my Credit Account?

To access your account, please login with your Firefly ID via www.fireflyz.com.my and then click at 'Credit Account'.

If you are not a Firefly member, an ID will be created, and you will be notified accordingly.

45. How do I use my Credit Account?

To use your Credit Account, please login to your Firefly ID via www.fireflyz.com.my and then click at 'Book My Flight'. At the payment details page, select 'Credit Account', from the payment options tab to use the credit amount.

For payment using FY e-wallet, the account holder must be one of the passengers. If you are not able to view the 'Credit Account' as an option for payment, please contact our Call Center at +603-7845 4543.

46. Where can I have more information with regards to Enrich?

Please visit Malaysia Airlines website at <https://enrich.malaysiaairlines.com/enrich.html>

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 ticketed on a 232 MH document ("Eligible Flights"), are entitled to the complimentary lounge access at SkyLounge, operated by Eight Valuations Sdn Bhd (Registration No. 925854-K) ("Partner") prior to departure ("Entitlement").
- 2. Who is entitled for this lounge access?**
Enrich Platinum and/or Enrich Gold Member(s) departing from the Sultan Abdul Aziz Shah Airport (SZB) and travel is on Eligible Flights as stated above, are entitled to this Entitlement ("Eligible Member(s)").
- 3. How many guest(s) is allowed for the Eligible Member(s) to bring into the lounge?**
Each Eligible Enrich Member can bring maximum one (01) Guest only, where the Guest must travel on the same flight/date as the Eligible Enrich Member on Eligible Flights as stated above, to enjoy the complimentary SkyLounge access.
- 4. 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.
- 5. Is this entitlement valid for tickets issued under Family Travel Program (FTP), Zonal Employee Discount (ZED) fare ticket(s) or any other industrial discounts and complimentary tickets?**
This Entitlement is not valid for tickets issued under Family Travel Program (FTP), Zonal Employee Discount (ZED) fare ticket(s) or any other industrial discounts and complimentary tickets.
- 6. What kind of identification are required for the Eligible Enrich Member(s) and Guest(s) to present prior to SkyLounge access?**
The Eligible Enrich Member(s) and Guest(s) are required to present his/her identification which includes but not limited to Enrich physical/digital card, Firefly boarding pass, National Registration Identity Card (NRIC) and/or Passport prior to SkyLounge access. Eligible Enrich Member(s) may be denied access if the relevant identification requirements are not presented at the SkyLounge.
- 7. Who do I contact in case there is any enquiries relating to the lounge facilities or services?**
Eligible Enrich Member(s) is to contact SkyLounge by Naza at +603 7734 1075 for any enquiries relating to the lounge facilities or services.
- 8. Who do I contact in case there is any enquiries relating to Enrich?**
Enrich Member(s) 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.