

ENRICH BIZCONNECT PORTAL FREQUENTLY ASKED QUESTIONS (FAQs)

APPLICATION FORM

1. What is Enrich BizConnect Programme?

Enrich BizConnect Programme is a platform where the Partner can pre purchase Enrich Miles online through Enrich BizConnect Portal. The Partner will be able to manage their Enrich Miles to be rewarded to their customer.

2. Who is eligible to purchase Enrich Miles and participate in Enrich BizConnect Programme?

Any registered entity (under Malaysian Law or in their respective country government) which have a good financial management are allowed to apply for this Enrich BizConnect Programme. The following shall NOT be eligible for Enrich BizConnect Programme: (a) any entertainment company that is not consistent with the value of Malaysia Airlines (e.g. suspected vice activities and etc.) or Enrich brand are not eligible to submit this Application form; and (b) illicit or illegal business.

3. How many application form can I submit at one time?

Only one (1) application form is allowed at one time. Enrich Admin will revert with the status of the application via email within ten (10) working days. Should you not hear from Enrich after ten (10) working days from the date of application submission, please email to enrichbizconnect@malaysiaairlines.com to get the status of application.

4. How many Enrich BizConnect Portal accounts can the Partner have?

The Partner is allow to have only one (1) Enrich BizConnect account. The validity of the account as per Agreement.

5. Is there any Partnership fee to participate in the programme?

No fee will be charged to the Partner for any Application form submitted.

ENRICH BIZCONNECT PORTAL

1. How to log into my BizConnect account?

Go to www.malaysiaairlines.com/EnrichBizConnectLogin. Simply enter your log in ID and password.

2. How can I get the log in ID to access Enrich BizConnect Portal?

Log in ID will be assigned to the Partner's assigned contact person (account admin name) that is registered in the Application form via email enrichbizconnect@malaysiaairlines.com

3. How to qualify for pre purchase Miles through Enrich BizConnect Programme?

The partner must submit their Application through www.malaysiaairlines.com/EnrichBizConnectForm and provide all the details in the mandatory fields.

4. What is the Process to Pre Purchase Enrich Miles through Enrich BizConnect portal?

Process to Pre Purchase Enrich Miles:

1. Log in into Enrich BizConnect Portal at www.malaysiaairlines.com/EnrichBizConnectLogin
2. You can purchase Enrich Miles from Purchase Miles section.
3. All the payment for Enrich Miles purchase must be via debit or credit card.
4. The partner can utilise the pre purchase Enrich Miles once payment successful and Enrich Miles will be credited to their Enrich BizConnect account within forty-eight (48) hours.

5. What is the cost per Mile to purchase Enrich Mile?

The cost per mile will be subject to the total Miles purchase. The cost per Mile will be quoted in the Enrich BizConnect Portal. You may find the validity of Miles purchase upon payment made.

6. Does the Partner need to agree any agreement for the miles purchase?

Yes, the Partner must sign an Agreement once the application for Enrich BizConnect is approved. Enrich will send a copy of the Agreement via email to the Partner Applicant for execution. The Agreement must be signed by an authorized person of The Partner. Enrich will send the login code to the authorized person to login into Enrich BizConnect Portal for the miles purchase.

7. What is the contract validity period for Enrich BizConnect?

This contract is valid for one (1) year only and renewable by submitting your request via email to enrichbizconnect@malaysiaairlines.com

8. What is the Process of Reward Customer with Enrich Miles?

1. Request the Enrich Membership ID and personal identification (including MyKad or Passport) from your customer.
2. Log in to Enrich BizConnect Portal with the access code provided.
3. Key in the member details and the eligible miles to be rewarded.
4. Click Submit. The miles will be credited into customer or member account within two (2) hours.
5. Status of the miles credit may be checked in the Activity History section.

9. What should I do if member claim they did not receive the Enrich miles transferred to their Enrich account?

Any Missing Enrich Miles claims must be made within six (6) months of the completed activity. To claim missing Enrich Miles, member will need to refer to the Partner by providing their Enrich membership ID, personal identification (including MyKad or Passport) for verification and supporting document of the activity such as copy of payment receipt. The partner will need to verify all the details provided. Should member be eligible to claim the missing Miles, the Partner will need to award the Miles to the customer or member's account by following the Process of Reward Customer.

10. What is the validity of Enrich Miles credited into members account?

Enrich Miles credited into members account are valid from the year in which they are earned and will expire at the end of the month of the third year. For example, Enrich Miles credited into an Account on 18th January 2018 will expire on 31st January 2021.

11. Who should member contact on matters related to card tier, Enrich Miles expiry, balance of Miles and other issues related to member account?

Member may log into their Enrich account to check on their tier status, balance Miles and Enrich Miles Expiry or send their query via email to enrich@malaysiaairlines.com.

12. What is the process to top up the Enrich Miles purchase?

Process to Pre Purchase Enrich Miles:

1. Log in into Enrich BizConnect Portal at www.malaysiaairlines.com/EnrichBizConnectLogin
2. You can buy Enrich Miles from the Purchase Miles section.
3. All the payment for Enrich Miles purchase must be via debit or credit card.
4. The partner can utilise the pre purchase Enrich Miles once payment is successful and Enrich Miles credited to their Enrich BizConnect account within forty-eight (48) hours.

13. Will I be notified when I have made an Enrich Miles purchase?

There will be no notification sent on the Enrich Miles purchase. You may check the Enrich miles balance in the 'Profile Details' section.

14. Where can I check my Enrich Miles float and balance?

You may check Your Enrich Miles float and balance at the Payment History page in Enrich BizConnect Portal.

Should you encounter any issue, please email us at enrichbizconnect@malaysiaairlines.com

15. What should I do if my Enrich Miles purchase balance is incorrect?

Please email to us at enrichbizconnect@malaysiaairlines.com by providing your account username, total Enrich Miles purchased and date of payment made.

16. What happens to my Enrich Miles when my partnership has expired?

The miles will be forfeited.

17. How do I renew my Enrich BizConnect Programme?

A new application must be submitted by following the process below:

1. Go to www.malaysiaairlines.com and click on the Enrich webpage.
2. Submit your application at www.malaysiaairlines.com/EnrichBizConnectForm
3. The process will take ten (10) working days for Enrich Malaysia Airlines to revert on the approval.
4. When the application for Enrich BizConnect is approved, Enrich will send a copy of the Agreement to the Partner for execution. Once the Partner agrees to the terms and conditions and signs the Agreement, Partner will receive an email with the copy of the Agreement.
5. Enrich will provide the login code within seven (7) working days after the signed Agreement submitted. The Partner's authorized person will be provided with a restricted access code for purchase of Enrich Miles made available immediately.

18. What should I do if there is any changes to the Partner contact details?

The Authorised personnel of the Partner may inform Enrich on the change to the contact details via email at enrichbizconnect@malaysiaairlines.com within twenty-four (24) hours of the change.

19. What should I do if I forgot my password?

Send your request to reset password at enrichbizconnect@malaysiaairlines.com. You may change the given password at Change Password section in the Enrich BizConnect Portal.

20. Where should I direct my concerns or queries in general?

You may contact us at enrichbizconnect@malaysiaairlines.com