

## TERMS AND CONDITIONS

### Enrich Redemption Fiesta Campaign

1. Enrich Redemption Fiesta Campaign (“Campaign”) is organized by **MALAYSIA AIRLINES BERHAD (Company No. 201401040794 (1116944-X))**, a company incorporated in Malaysia and having its registered office at Level 1, Admin Building, South Support Zone, 64000 Sepang, Selangor, Malaysia
2. This Enrich Redemption Campaign shall be applicable to members redeeming their Enrich Points with effect from **15<sup>th</sup> August 2022 until 30<sup>th</sup> September 2022** (“Campaign Period”).

#### A. Redemption Offers

1. Enrich Member can redeem their Enrich Point to the offers provided by the participating partners listed under our Participating partner in item D (Participating Partners).
2. During this Campaign, Enrich Member is eligible to redeem for the offers by participating partners subject to the terms and conditions within the Campaign Period.
3. The Campaign redemption offers and details are available at the Campaign page at [enrich.malaysiaairlines.com/RF2022](http://enrich.malaysiaairlines.com/RF2022)
4. The Campaign Period will start at 12.00 am Malaysia time on 15<sup>th</sup> August 2022 and will end at 11.59 pm Malaysia time on 30<sup>th</sup> September 2022 irrespective if transacted outside Malaysia time.

#### B. Eligibility:

1. Any person(s) who has fulfilled the criteria below is eligible to participate in this Campaign (“Participant”):
  - a. Member must have sufficient Enrich Points in their Enrich Account.
  - b. For Points conversion partners (i.e B Infinite, GrabRewards, Sunway Pals and BonusLink card member) member must sign up to the participating partners to convert Enrich Point to Partner’s Points.
    - i. Enrich Member must convert Enrich Points in the denomination published in the Enrich’s website. In the event, member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
    - ii. Member may purchase Enrich Points to ensure sufficient points are in their account to be able to participate in this campaign. Member may login to [www.enrich.malaysiaairlines.com](http://www.enrich.malaysiaairlines.com) for Enrich Points purchase.

#### C. Campaign Contest

1. An Enrich member who redeems **minimum 10,000 Enrich Points** or more will be eligible to win the following prize:
  - **Grand Prize: Three (3) Days Two (2) Nights at Concorde Hotel Singapore Hotel e-Voucher**
  - **Ten (10) Consolation Prize: RM50 TFP e-Vouchers**
2. Terms and Conditions for Grand Prize:
  - i. Not valid for use during convention periods, Festive Seasons, eves of and on public holidays and Singapore GP period. Other black-out dates may apply. The winner is required to check with the hotel.

- ii. Reservation is required prior check-in and confirmation of room is subject to availability at time of booking. Please quote the e-voucher number at time of making the initial booking.
  - iii. Please call 67338855 (main line) or email [reservations.chs@concorde.net](mailto:reservations.chs@concorde.net).
  - iv. Room availability and Stay dates may be subject to change, following the guidelines from the Government advisory on hotel operations.
  - v. Operational services may be altered in view of Covid-19, to ensure a safe and healthy environment for guests.
  - vi. The e-voucher is only valid for the specified room type and cannot be exchanged for cash or any other services.
  - vii. Please present this original e-voucher to the Front Desk upon check-in.
  - viii. Copied, damaged or defaced voucher will not be accepted and Concorde Hotel Singapore will not be held responsible for the loss of the e-voucher.
  - ix. Any amount exceeding the value of this e-voucher will be chargeable and Winner is required to top up any balance by cash/credit card.
  - x. This e-voucher is to be utilized within the validity period. No extension of dates will be entertained.
  - xi. Concorde Hotel Singapore reserves the right to add, delete and/or modify any of these terms and conditions at any time, in its sole discretion.
3. Terms and Conditions for Consolation Prize:
- i. The TFP e-Voucher Code is only valid at all physical stores of Village Grocer, Ben's Independent Grocer, Leisure Grocer and at Pasaraya OTK.
  - ii. This e-voucher code can only be used once and must be shown to the cashier of the participating store to be scanned into the Point-of-Sale system upon payment check-out. Once successful, the cash balance is then automatically deducted, and customer will need to check the total payable amount before completing the payment.
  - iii. The TFP (Grocery) e-voucher code is only good for a one-time purchase only. No minimum purchase is required to redeem the e-voucher code.
  - iv. The TFP (Grocery) E-Voucher Terms and Conditions apply.
4. Winner is subject to the Hotel and TFP e-voucher terms and conditions.
5. The winner will be selected and notified three (3) weeks after the campaign period ends.
6. Enrich will notify the winner with the hotel voucher via email based on member's email address registered in Enrich account. The decision of the winner with the highest converted Enrich Points received successfully in the Enrich account is final and Enrich does not assume any liability to provide any explanation or justification in selecting the Winner.
7. The Enrich member is required to contact the hotel direct for the hotel booking.
8. The e-voucher is only valid for the specified room type and e-voucher valued, only good for a single transaction and, must be redeemed and utilized on or before the stated Expiry Date. Request for extension of the e-voucher will not be entertained under any circumstances. If not used by the stated validity, the e-voucher will be considered null and void and, forfeited.
9. E-Voucher cannot be exchanged for cash in full or in part, or any other services.
10. MAB shall not be liable or responsible for any loss or damage suffered by the Winners or their travelling companion if the Winners or their travelling companion does not utilise the Prize as a result of any statutory requirements not met, Government travel warning or advisory applicable to the destination country and/or countries.
11. Failure to claim the Prize within the manner and period stipulated in the Winning Notification will result in forfeiture of the Prize and the Winner will have no claim whatsoever against Malaysia Airlines, its agents and/or employees.

## D. Participating Partner

### 1. Point Exchange

No	Partner	Offer	e-Voucher/Online Point Conversion																																																
1	B Infinite	<ul style="list-style-type: none"> <li>Convert min. 1,800 Enrich Points for 3,000 BPoints</li> <li>Special dedicated promotional e-vouchers for members who redeem BPoints during the campaign period Participating Merchants:</li> </ul> <table border="1"> <thead> <tr> <th>Redemption Participating Merchants</th> <th>Special BPoints Redemption</th> <th>Voucher Value</th> </tr> </thead> <tbody> <tr> <td>Starbucks</td> <td>Min. 2800</td> <td>RM20</td> </tr> <tr> <td>Baskin Robbins Single Scoop Jr</td> <td>900</td> <td>RM10</td> </tr> <tr> <td>Krispy Cream</td> <td>900</td> <td>RM10</td> </tr> <tr> <td>Borders</td> <td>2,000</td> <td>RM18</td> </tr> <tr> <td>Shopee</td> <td>1,200</td> <td>RM10</td> </tr> <tr> <td>Mountain Cat Durian</td> <td>From 3,200</td> <td>RM30</td> </tr> <tr> <td>Giant voucher</td> <td>1,200</td> <td>RM10</td> </tr> <tr> <td>TouchN'Go e Wallet Reload Softpin</td> <td>1,500</td> <td>RM10</td> </tr> <tr> <td>FamilyMart voucher</td> <td>1,200</td> <td>RM10</td> </tr> <tr> <td>Tealive voucher</td> <td>875</td> <td>RM7</td> </tr> <tr> <td>GrabFood</td> <td>1,200</td> <td>RM10</td> </tr> <tr> <td>GrabRide</td> <td>1,200</td> <td>RM10</td> </tr> <tr> <td>Zalora voucher</td> <td>Min. 1,200</td> <td>RM10</td> </tr> <tr> <td>Secret Recipe</td> <td>1,200</td> <td>RM10</td> </tr> <tr> <td>Watson</td> <td>1,200</td> <td>RM10</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Redeem to BPoints for fuel at Caltex as low as Redeem 550 BPoints for RM6 and 1,010 BPoints for RM15</li> </ul>	Redemption Participating Merchants	Special BPoints Redemption	Voucher Value	Starbucks	Min. 2800	RM20	Baskin Robbins Single Scoop Jr	900	RM10	Krispy Cream	900	RM10	Borders	2,000	RM18	Shopee	1,200	RM10	Mountain Cat Durian	From 3,200	RM30	Giant voucher	1,200	RM10	TouchN'Go e Wallet Reload Softpin	1,500	RM10	FamilyMart voucher	1,200	RM10	Tealive voucher	875	RM7	GrabFood	1,200	RM10	GrabRide	1,200	RM10	Zalora voucher	Min. 1,200	RM10	Secret Recipe	1,200	RM10	Watson	1,200	RM10	<p>Redeem Enrich Points to BPoints at:  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>            For more info:  <a href="http://www.binfinite.com.my">www.binfinite.com.my</a></p>
Redemption Participating Merchants	Special BPoints Redemption	Voucher Value																																																	
Starbucks	Min. 2800	RM20																																																	
Baskin Robbins Single Scoop Jr	900	RM10																																																	
Krispy Cream	900	RM10																																																	
Borders	2,000	RM18																																																	
Shopee	1,200	RM10																																																	
Mountain Cat Durian	From 3,200	RM30																																																	
Giant voucher	1,200	RM10																																																	
TouchN'Go e Wallet Reload Softpin	1,500	RM10																																																	
FamilyMart voucher	1,200	RM10																																																	
Tealive voucher	875	RM7																																																	
GrabFood	1,200	RM10																																																	
GrabRide	1,200	RM10																																																	
Zalora voucher	Min. 1,200	RM10																																																	
Secret Recipe	1,200	RM10																																																	
Watson	1,200	RM10																																																	
2	BonusLink	<ul style="list-style-type: none"> <li>Convert min. 1,200 Enrich Points for 2,400 BonusLink Points</li> </ul>	<p>Redeem Enrich Points to BPoints at:  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>            For more info:  <a href="http://www.bonuslink.com.my">www.bonuslink.com.my</a></p>																																																
3	GrabRewards	<ul style="list-style-type: none"> <li>Convert min. 500 Enrich Points for 350 GrabRewards Points</li> </ul>	<p>Redeem Enrich Points to GrabRewards Points at:  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>            For more info:  <a href="http://www.grab.com/my/rewards/">www.grab.com/my/rewards/</a></p>																																																
4	Sunway Pals	<ul style="list-style-type: none"> <li>Convert min. 2,200 Enrich Points for 4,000 Sunway Pals Points</li> </ul>	<p>Redeem Enrich Points to Sunway Pals Points at:</p>																																																

		<a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a> For more info: <a href="http://www.sunwaypals.com.my">www.sunwaypals.com.my</a>
--	--	--

## 2. Shopping

No	Partner	Offer	e-Voucher/Online Point Conversion
5	Kapten Batik	<ul style="list-style-type: none"> <li>Redeem 3,600 Enrich Points for one (1) Kapten Batik RM50 e-Voucher</li> <li>Special dedicated promotional               <ul style="list-style-type: none"> <li>redeem 200 points - FREE Linen Tote Bag (worth RM39.90)</li> <li>OR</li> <li>redeem 600 points - FREE Monogram Tote Bag (worth RM129.00)</li> </ul> </li> </ul>	Redeem Enrich Points for RM 50 Kapten Batik e-voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  Usage of e-voucher is valid at: <ol style="list-style-type: none"> <li>Kapten Batik website at <a href="https://www.kaptenbatik.com.my">https://www.kaptenbatik.com.my</a></li> <li>Kapten Batik Flagship Store at Publika Shopping Gallery</li> <li>Kapten Batik Lifestyle Store at Bangsar Shopping Centre</li> </ol>
6	Senheng	<ul style="list-style-type: none"> <li>Redeem 6,400 Enrich Points for one (1) Senheng RM100 e-Voucher</li> </ul>	Redeem Enrich Points for Senheng RM100 e-Voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  Usage of e-voucher is valid at all Senheng and senQ stores in Malaysia Voucher usage period: 18 July 2022 – 31 October 2022
7	Temptations	<ul style="list-style-type: none"> <li>Get a rebate of up to 31% with minimum redemption of 10,000 points, capped at 4,800 points for each order.</li> </ul>	Redeem Enrich Points and shop on Temptations  Usage of Voucher is valid at <a href="http://temptations.malaysiaairlines.com">temptations.malaysiaairlines.com</a>
8	ZALORA	<ul style="list-style-type: none"> <li>Redeem 1,600 Enrich Points for one (1) RM50 e-voucher code</li> </ul>	Redeem Enrich Points for RM50 e-voucher code online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  Usage of e-voucher is valid at <b>ZALORA Malaysia Mobile App and ZALORA Malaysia website</b> and must be entered at the checkout page. E-voucher usage valid until 30 September 2022
9	Happy Fresh	<ul style="list-style-type: none"> <li>Redeem 3,000 Enrich Points for one (1) RM 50 HappyFresh e-voucher code</li> </ul>	Redeem Enrich Points for RM50 HappyFresh e-voucher code online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  E-voucher usage valid until 31 October 2022



10	Journify	<ul style="list-style-type: none"> <li>Get 20% discount Enrich Points redemption for travel related products and selected merchants</li> </ul>	Redeem Enrich Points on Journify with 20% discount <a href="#">here</a> or Journify app.
11	Klook	<ul style="list-style-type: none"> <li>Redeem 3,000 Enrich Points for one (1) RM 50 KLOOK e-Gift Card code</li> </ul>	Redeem Enrich Points for RM 50 KLOOK e-Gift Card code at: <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  E-Gift Card usage valid until 31 December 2022
12	IKEA	<ul style="list-style-type: none"> <li>Redeem 3,600 Enrich Points for one (1) IKEA RM50 eGift Card code</li> </ul>	Redeem Enrich Points for IKEA RM50 eGift Card code at: <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  E-Gift Card usage period: 15 August 2022 – 31 October 2022
13	Lotus	<ul style="list-style-type: none"> <li>Redeem 1,440 Enrich Points for one (1) RM20 Lotus e-Voucher</li> <li>Redeem 3,600 Enrich Points for one (1) RM 50 Lotus e-Voucher</li> </ul>	Redeem Enrich Points for Lotus e-voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  E-voucher usage period: 15 August – 31 December 2022
14	Sport Direct	<ul style="list-style-type: none"> <li>Redeem 2,160 Enrich Points for one (1) RM 30 Sport Direct</li> <li>Redeem 3,600 Enrich Points for one (1) RM 50 Sports Direct e- voucher code</li> </ul>	Redeem Enrich Points for Lotus e-voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  E-voucher usage period: 15 August – 31 December 2022

### 3. Lifestyle

No	Partner	Offer	e-Voucher/Online Point Conversion
15	BIG Pharmacy	<ul style="list-style-type: none"> <li>Redeem 3,600 Enrich Points for one (1) BIG Pharmacy RM50 e-Voucher</li> </ul>	Redeem Enrich Points for BIG Pharmacy RM50 e-Voucher at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a> Usage Voucher period: 15 August 2022 – 31 October 2022
16	BP Healthcare	<ul style="list-style-type: none"> <li>Redeem 3,200 Enrich Points for one (1) BP Healthcare RM50 e-Voucher</li> </ul>	Redeem Enrich Points for BP Healthcare RM 50 e-Voucher at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a>  Usage Voucher period: 18 July 2022 – 31 December 2022



17	CAKERUSH	<ul style="list-style-type: none"> <li>Redeem 900 Enrich Points for one (1) CAKERUSH RM10 e-Voucher</li> </ul>	<p>Redeem Enrich Points for CAKERUSH RM10 e-voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Voucher usage valid until 31 March 2023</p>
18	Dadi Cinema	<ul style="list-style-type: none"> <li>Redeem 2,250 Enrich Points for one (1) x Dadi Cinema e-Voucher Code</li> </ul>	<p>Redeem Enrich Points for Dadi Cinema e-Voucher Code at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Voucher usage valid until 30 April 2023</p>
19	Enrich Giftcard	<ul style="list-style-type: none"> <li>Get 10% discount Enrich Points redemption for all brands under Enrich Giftcard</li> </ul>	<p>Redeem Online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p>
20	ERL	<ul style="list-style-type: none"> <li>3,600 Enrich Points for one (1) Single trip adult KLIA Ekspres E-Ticket.</li> <li>6,400 Enrich Points for one (1) Return trip adult KLIA Ekspres E-Ticket.</li> </ul>	<p>Redeem Online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Voucher usage valid until 18 March 2023</p>
21	Emma Lizz <i>(only available until 22 September 2022)</i>	<ul style="list-style-type: none"> <li>Redeem 3,600 Enrich Points for one (1) Enrich Emma Lizz RM50 e-voucher</li> <li>Facial treatment for male and female</li> </ul>	<p>Redeem Enrich Points for Enrich Emma Lizz RM50 e-voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage of voucher is valid at Emma Lizz Subang jaya and Emma Lizz Mont Kiara Voucher usage period: 6 months from the voucher issuance date</p>
22	Optimax	<ul style="list-style-type: none"> <li>Redeem 6,400 Enrich Points for one (1) Enrich Optimax RM100 e-Voucher</li> </ul>	<p>Redeem Enrich Points for Enrich Optimax RM100 e-Voucher online at <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage of voucher is valid at participating Optimax Eye Specialist Centre outlets Usage Voucher period: 6 months from date of successful redemption</p>
23	SkyLounge by Naza – SkyPark Terminal	<ul style="list-style-type: none"> <li>Redeem 3,840 Enrich Points for one (1) Enrich SkyLounge e-Voucher</li> </ul>	<p>Redeem Enrich Points for Enrich SkyLounge e-Voucher at: <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage Voucher period: 6 months from date of successful redemption</p>
24	The Lounge - SkyPark Terminal	<ul style="list-style-type: none"> <li>Redeem 3,200 Enrich Points for one (1) Enrich SkyPark The Lounge e-Voucher</li> </ul>	<p>Redeem Enrich Points for Enrich SkyPark The Lounge e-Voucher at: <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p>



			Usage Voucher period: 6 months from date of successful redemption
25	SEGi Group	<ul style="list-style-type: none"> <li>Redeem 3,600 Enrich Points for one (1) Enrich SEGi RM50 e-Voucher</li> <li>Redeem 7,200 Enrich Points for one (1) Enrich SEGi RM100 e-Voucher</li> <li>Redeem 36,000 Enrich Points for one (1) Enrich SEGi RM500 e-Voucher</li> </ul>	<p>Redeem Enrich Points for Enrich SEGi e-Voucher at:  <a href="http://www.enrich.malaysiaairlines.com">www.enrich.malaysiaairlines.com</a></p> <p>Usage Voucher period: 6 months from date of successful redemption</p>
26	Sunway Theme Park	<ul style="list-style-type: none"> <li>Redeem 9,600 Enrich Points for one (1) Sunway Lagoon One Day Adult Pass</li> <li>Redeem 8,320 Enrich Points for one (1) Sunway Lagoon One Day Child Pass</li> </ul>	<p>Redeem Enrich Points for Sunway Lagoon e-Ticket at:  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage Voucher period: 18 July 2022 – 31 December 2022</p>
27	Touch 'n Go	<ul style="list-style-type: none"> <li>Redeem 900 Enrich Points for one (1) RM10 Touch 'n Go eWallet Reload PIN</li> <li>Redeem 1,800 Enrich Points for one (1) RM20 Touch 'n Go eWallet Reload PIN</li> <li>Redeem 3,600 Enrich Points for one (1) RM50 Touch 'n Go eWallet Reload PIN</li> </ul>	<p>Redeem Enrich Points for Touch 'n Go eWallet Reload PIN online at  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage of Touch 'n Go eWallet Reload PIN is valid at Touch 'n Go eWallet only.            Voucher usage period: 15 August 2022 – 31 October 2022</p>

#### 4. Dining

No	Partner	Offer	e-Voucher/Online Point Conversion
28	Grand Hyatt Kuala Lumpur	<ul style="list-style-type: none"> <li>Redeem 3,600 Enrich Points for one (1) RM 50 Enrich Grand Hyatt e-Voucher code</li> </ul>	<p>Redeem Enrich Points for Enrich RM 50 e-voucher online at  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage of voucher is valid at The Grand Hyatt Kuala Lumpur.            Voucher usage valid until 31 October 2022</p>
29	OpenHouse	<ul style="list-style-type: none"> <li>Redeem 3,200 Enrich Points for one (1) Enrich OpenHouse RM50 e-Voucher.</li> </ul>	<p>Redeem Enrich Points for Enrich OpenHouse RM50 e-Voucher online at  <a href="https://enrich.malaysiaairlines.com/login">https://enrich.malaysiaairlines.com/login</a></p> <p>Usage Voucher period: 6 months from date of successful redemption</p>





## 5. Accommodation

No	Partner	Offer	e-Voucher/Online Point Conversion
30	Enrich Hotels	<ul style="list-style-type: none"> <li>Redeem Enrich Points you earned toward your next hotel stay at over 400,000 hotels worldwide</li> </ul>	Redeem Online at <a href="http://www.enrichhotels.com">www.enrichhotels.com</a>
31	Malaysia Airlines Golden Lounge	<ul style="list-style-type: none"> <li>Redeem 6,300 Enrich Points for one (1) e-Voucher(s) Golden Lounge Domestic</li> <li>Redeem 9,000 Enrich Points for one (1) e-Voucher(s) Golden Lounge Regional</li> <li>Redeem 9,000 Enrich Points for one (1) e-Voucher(s) Golden Lounge Satellite</li> </ul>	Redeem Enrich Points for one (1) e-Voucher(s) Golden Lounge online at <a href="http://www.enrich.malaysiaairlines.com">www.enrich.malaysiaairlines.com</a>  Usage Voucher period: 6 months from date of voucher issuance

## E. Mechanics:

1. Point Exchange – B Infinite, GrabRewards, Sunway Pals and BonusLink
  - a. Member must log in to Enrich Online at [www.enrich.malaysiaairlines.com](http://www.enrich.malaysiaairlines.com)
  - b. Click on the card face visual to request for point exchange to the participating partner.
  - c. Members can make multiple conversions to any participating partners but must strictly convert to their own account and not to a third-party account.
  - d. Special for conversion Enrich Point to B Infinite during campaign period:
    - i. Member entitled for redeem their B Infinite Points at special rate to the vouchers available as per list of vouchers available.
2. For e-voucher/ e-ticket redemption
  - a. Member must redeem the e-voucher/e-ticket (s) at Enrich Online [www.enrich.malaysiaairlines.com](http://www.enrich.malaysiaairlines.com) and; choose the voucher to redeem
  - b. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
  - c. Once e-voucher/e-ticket redemption is successful, a redemption confirmation order email containing the steps to retrieve and utilize the Enrich e-voucher/e-ticket will be sent to the member's registered email address in the Enrich profile.
3. Enrich member must email [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) in case of e-voucher/e-ticket (s) not received with 72 hours (03 days) from date of redemption.
4. To be qualified for this Redemption Offers, the members must transact, convert and redeem successfully within the Campaign Period.
5. The Terms and Conditions of Point Exchange and e-voucher/e-ticket redemption for all participating partners applies.  
Please refer to Enrich redemption partners [here](#) for more details.

## [A] Redemption of Enrich Points to Participating Partners' Points – B Infinite, GrabRewards, Sunway Pals and BonusLink

1. Enrich Members are eligible to participate in this Enrich Points Conversion programme.
2. The Points conversion for the campaign can only be converted via Enrich website link and may not be purchased with cash or credit card. An email notification will be sent to inform member of the unsuccessful conversion.



3. Enrich is not responsible for any delays caused by submission of inaccurate details by Enrich Member
4. In the event where inaccurate details are submitted, the conversion will be considered void and Enrich will reverse the Enrich Points to member's Account within seven (7) working from the date of the void transaction.
5. Enrich Points conversion to partners account is strictly to the person whose name the Account is registered to.
6. Once converted, the appropriate number of Enrich Points will be deducted from Enrich member's account and will not be returned under any circumstances except for inaccurate details and technical glitch.
7. Enrich reserve the right to change the redemption conversion rate without prior notice to member.
8. Enrich reserves the right to deduct any Points redeemed from the member account for the purpose of correcting any errors or inaccuracies in the redemption of Enrich Points.
9. The Enrich Account must be active and in good standing at the time of Enrich Points conversion request.
10. The partner's Points credited are valid for use only at participating merchants under the partner Redemption Programme and are subject to the terms and conditions contained therein.
11. Enrich is not responsible for unused or expired partner's Points which have been received by members.
12. The Enrich Points converted to partner's Points are not transferable, exchangeable for other rewards, refundable or replaceable for cash or credit under any circumstances.
13. Enrich reserves the right to cancel the Points to the member's account for any redemption made by a member who is in breach of these terms and conditions of the member Agreement between Enrich and member.
14. Please visit Terms and Conditions for [B Infinite](#), [GrabRewards](#), [Sunway Pals](#) and [BonusLink](#).

#### **[B] Usage of Points Conversion To Partner's Points/ voucher**

1. Enrich reserves the right to cancel or revoke the Points conversion for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
2. Enrich and partners reserve the right to change the terms and conditions of the conversion program at any time without prior notice to members
3. Enrich and Partner will not be liable and/or be required to offer replacement Enrich Points redemption for:
  - discontinued or cancelled of the Enrich Points conversion to participating partner;
  - improper use of, or inability to convert the Enrich Points; or
  - the inability to convert Enrich Points due to technical issues.
4. All other applicable terms and conditions shall apply.
5. Please visit <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
6. Members are to contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) immediately from the date of redemption to report any issues pertaining to the redemption of the Points conversion or e-voucher. Request after three (03) days from the date of redemption will not be entertained and will be considered as redeemed and utilized. No Points refund or replacement of e-voucher code will be accommodated.

#### **[C] General**

1. Enrich accepts no liability for the disclosure of the Account Identification to any third-party, whether intentionally or otherwise. Enrich reserve the right to suspend or protect an Account from being accessed if Enrich have reasonable grounds to believe that the security of the particular Account has been breached or is at the risk of exposure. Enrich member shall be responsible for maintaining the security of the Account and maintaining setting that reflect member preferences.
2. Enrich, its agents and employees shall not be liable for any loss or damage whatsoever suffered (including but not limited to indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from either participation in this Campaign. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and participating partners. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
3. Enrich is not liable for participating partners failure or delay in providing the goods or services to Enrich Member.

4. Enrich reserves the right at any time to change, modify or cancel the Enrich Conversion Points Programme rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
5. The Terms and Conditions of the Enrich Points Conversion Programme shall be construed, governed and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Enrich Points Conversion Programme.
6. The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. Should there be any discrepancies between the English Terms & Conditions and the translated version, the English Terms & Conditions shall prevail.
7. By participating in this Campaign, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Enrich's absolute discretion, result in forfeiture of any of the goods or services rendered. Enrich shall not be liable for any claim whatsoever resulting from the Member's participation in this Promotion.
8. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.