

ENRICH NOMINEE and ENRICH POINTS POOL

TERMS AND CONDITIONS

A. Enrich Nominee

1. An Enrich Member may become a "Sponsor" and nominate other individuals to be a "Nominee".
2. The nominated individual must be an Enrich Member with an Enrich Account that is active and in good standing.
3. A Sponsor must be above 18 years of age to be eligible to nominate an individual.
4. A Nominee must be above 02 years of age to be eligible.
5. Proof of identity (copy of NRIC or Passport) is required to register a new Nominee. Nominee will be registered within seven (7) working days upon supporting document verification by Malaysia Airlines.
6. A Sponsor may have up to eight (8) active Nominees at any one (1) time. Registration for the first eight (8) Nominees is free of charge.
7. Nominees are only eligible to transact Enrich Points Transfer.
8. A Sponsor may deactivate or reactivate the Nominee via Enrich Online at no cost. Upon meeting the first eight (8) Nominees, a Sponsor may request to replace a Nominee twice in each calendar year. A Change Service Fee of 2,000 Enrich Points will apply for each replacement request.
9. Proof of identity (copy of NRIC or Passport) will be required to register a replacement Nominee. Nominee will be registered within seven (7) working days upon supporting document verification by Malaysia Airlines.
10. A Nominee can only have one (1) registered Sponsor at any one (1) time. In the event the nominated individual already has a registered Sponsor, the Sponsor nomination will be rejected.
11. Malaysia Airlines reserves the right to change, modify, suspend or discontinue the Nominee service or any part thereof at any time with or without notice.

B. Enrich Points Pool

1. Effective 15 August 2023, Enrich Points Pool allows Enrich Members to pool their Enrich Points with their nominated family or friends and use pooled Enrich Points for any Enrich redemption activities.
2. Enrich Member may become a "Beneficiary" and add other individuals to be a "Contributor".
3. An Enrich Member must be age 18 years old and above to create a Pool and be the Beneficiary. Any Enrich Members aged 02 years old and above may join a Pool as a Contributor.
4. An Enrich Member aged below 18 years old must obtain consent from the parent/guardian to join a Pool.

5. The Beneficiary must first register the family or friend as a Nominee. Thereafter, the Beneficiary may choose up to eight (8) active Nominees to be added to the Pool as a Contributor. A signed consent form is required to successfully register a Nominee as a Contributor.
6. Only the Beneficiary will be eligible to redeem the points contributed by the Contributor(s). Contributor(s) will not be eligible to redeem the points from the Beneficiary account under this Enrich Points Pool.
7. The Pool Start Date begins upon successful creation of a new Pool. The Pool created is valid for five (5) years and the Pool End Date will be on the last date of the calendar in the fifth year (i.e., 31 December in the 5th year).
8. The Enrich Points pooled to the Beneficiary's account shall expire in accordance with the original expiry date from the Contributor's earn.
9. When a Beneficiary adds a Contributor, the Contribution Start Date begins upon successful registration of the new Contributor and the Contribution End Date will be the same date/year as the Pool End Date.
10. An Enrich Member can only be in one (1) Active Pool at a time, either as a Beneficiary or as a Contributor. In the event of a nominated individual is already in another Active Pool with another Enrich account, the request to add to Pool will be rejected.
11. A Beneficiary may delete the Pool or remove a Contributor from the Pool before the Pool End Date. This action can be performed by the Beneficiary via Enrich Online and non-reversible.
12. A Contributor may leave the Pool before the Pool End Date. This action can be performed by the Contributor via Enrich Online. Once a Contributor contributes Enrich Points to a Beneficiary account under the Enrich Points Pool, it cannot be reversed.
13. Deleting/Removing/Leaving the Pool has no impact to Nominee relationship with Sponsor. However, deactivating a Nominee will remove the Beneficiary-Contributor relationship in Points Pool. New Pool creation will only be allowed the next day after deletion.
14. Beneficiaries who wish to delete their Enrich account, the Beneficiary/Contributor will be removed from any Pool before the Enrich account can be deactivated. Any Enrich Points balance in the Beneficiary's account will be forfeited upon the deletion. Contributors will not be eligible to claim the Beneficiary's Enrich Points balance.
15. Enrich Points Pool are only applicable to earned Enrich Points. Enrich Points Pool is not applicable to non-earning Enrich Points such as Buy Points, Gift Points, Transfer Points, Inherit Points, Sponsorship Points and not applicable to Elite Points.
16. Enrich Points Pool does not apply to earnings of Tier Elite Points. Contributors will not be entitled to a Beneficiary's top tier status (if any) under this Enrich Points Pool.
17. Contribution starts from the Contribution Start Date. Enrich Points earned prior to Contribution Start Date will remain in individual account. Enrich Points earned after the Contribution Start Date will be contributed to Beneficiary account based on the percentage consented by the Contributor. If a change is required on the selected fixed percentage contribution, Enrich Member has to request to remove the Contributor and re-register with a new fixed percentage.
18. Beneficiary may delete the Pool any time before the Pool End Date. Enrich Points contributed while Pool was active will remain in Beneficiary account.
19. Beneficiary may remove Contributor(s) from Pool any time before the Pool End Date. Enrich Points contributed while Contributor(s) is in the Pool will remain in Beneficiary account.

20. Contributor may leave the Pool any time before the Contribution End Date. Enrich Points earned after leaving the Pool will be in the individual account. Enrich Points contributed while in the Pool will remain in Beneficiary account.
21. In the event of the Beneficiary's death, the Beneficiary's Enrich account will be closed. Upon receipt of a notification of the Beneficiary's death, the deceased Beneficiary's account shall be processed to be closed accordingly and the member account status will be classified as 'Deceased'.

Malaysia Airlines may, in its sole discretion, transfer the redeemable Enrich Points balance to another Enrich Member's Account of a legal beneficiary or next of kin, upon provision of relevant documentation including and not limited to a death certificate, and proof of relationship (such as marriage certificate, children's' birth certificate), within six (6) months of date of death.

Only the next of kin is eligible to inherit the Enrich Points balance from the Deceased Beneficiary's account. Contributors (if not the next of kin) will not be eligible for any Enrich Points claim from the Beneficiary's account.

Enrich Members are guided by the Terms and Conditions at <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> under 'Closing Your Account' terms.

22. Malaysia Airlines also reserve the right to change, modify, suspend or discontinue the Enrich Points Pool service or any part thereof with or without notice.

C. General

1. It is the responsibility of the Enrich Member to keep themselves informed and updated on the rules of Enrich including these Terms and Conditions. Continued use of the Programme by the Enrich Member will be deemed as acceptance of the prevailing Terms and Conditions.
2. Other Enrich Terms and Conditions shall apply, which can be found at <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>
3. Full details of the Enrich program Terms and Conditions can be found at www.malaysiaairlines.com/enrich
4. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia.