

## TERMS AND CONDITIONS

### The Enrich Points Conversion to GrabRewards Points

1. The Enrich Points Conversion to GrabRewards Points is a partnership between Enrich by Malaysia Airlines Berhad and Grab by GP Network Asia Pte Ltd (hereinafter be referred to as “Conversion” or “Redemption”).
2. Enrich by Malaysia Airlines Berhad is managed by **MALAYSIA AIRLINES BERHAD (Company Reg No. 201401040974 (1116944-X))**, a company incorporated in Malaysia and having its registered office at Level 1, Administration Building, South Support Zone, KLIA, 64000 Sepang, Selangor (“Enrich”).
3. Grab is managed by **GP NETWORK ASIA PTE LTD (Company No. 201702285G)**, a company incorporated in Singapore and having its registered office at 6 Shenton Way #38-01 OUE Downtown, Singapore 068809 hereinafter referred to as “GRAB” of the other part.
4. GrabRewards Loyalty Programme means the Loyalty Programme for Grab which is operated by Grab and/or its affiliates.
5. GrabRewards Points means the points awarded by Grab to a GrabRewards Member for consuming services through GRAB application.

#### [A] Redemption of Enrich Points to GrabRewards Points

1. The Conversion shall be applicable to all Enrich Members who are entitled to convert their Enrich Points to GrabRewards Points with effect from **29 January 2023 until 29 January 2025** (“Redemption Period”).
2. The application for Conversion shall be published in Enrich Website in a denomination of GrabRewards Points offered with the amount of Enrich Points required specified in this terms and conditions.
3. The application for Conversion is available on Enrich Website.
4. During the term of Redemption Period, only the option for Conversion will be available for Enrich Members. Any purchase or conversion of Enrich Points made via cash or credit card shall be rejected.
5. The Enrich Points conversion to GrabRewards Points is immediate and real time. It is the member’s responsibility to inform Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) within three (03) working days should the member not receive the GrabRewards Points from the Conversion date.
6. Enrich shall not be held responsible for any delays caused by inaccurate submission of the details by Enrich Member.
7. In the event where inaccurate details are submitted, the Conversion shall become null and void.
8. Once the Conversion is successful, 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. The Enrich Points are non-refundable, non-transferable and cannot be exchanged for cash in part or full.
9. The Conversion is strictly for Enrich Members who holds a valid GrabRewards account registered with Grab.
10. Enrich members cannot convert Enrich Points to other GrabRewards members.
11. The conversion is only applicable for GrabRewards members base in Malaysia.
12. The User’s Grab registered phone number provided during the Conversion request or transacting through Enrich member’s account must own by the Enrich member. Each member shall be solely responsible for keeping the User’s Grab registered phone number and all details in connection with the account is confidential and secured at all times and shall immediately notify Enrich of any unauthorized access to the account. Enrich accepts no liability for the disclosure of the Account Identification to any third party, whether intentionally or otherwise.



13. 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 settings that reflect member preferences.
14. Member is responsible to frequently check and verify the accuracy of all the records and activities in connection with member Account and Membership and member shall immediately notify Enrich of any inaccurate records or activities.
15. Enrich Members are required to have a min of 500 Enrich Points in their Enrich account to convert to the GrabRewards Points in the denomination published in the Enrich's website. Enrich Member who do not have sufficient Enrich Points balance in their Enrich account shall not be eligible for any Conversion. In the event such Conversion is made, the Conversion will not be processed and any additional purchase of Enrich Points made via cash or credit card is strictly prohibited and will be rejected.
16. GrabRewards points converted from Enrich Points do not qualify a user for tier progression in GrabRewards.
17. There is no maximum number of Conversion applied to Enrich Members throughout the Redemption Period.
18. The Enrich Points Conversion shall be on full Points term only and no cash terms are allowed.
19. Enrich reserves the right to change the redemption denomination without prior notice to Enrich Members.
20. Enrich reserves the right at its sole discretion to deduct or change any Points redeemed from the Enrich Members for the purpose of correcting any errors or inaccuracies in the Conversion.
21. The Enrich Account must be an active account at the time of the Conversion.
22. Enrich shall not be held responsible for any lost, stolen, unused or expired GrabRewards Points which have been received by Enrich Members.
23. Enrich reserves the right to cancel the Conversion by any Enrich Member who is in breach of these terms and conditions.
24. The Conversion displayed in the catalogue and Enrich website are correct at published time and is subject to change from time to time.

#### **[B] Usage of Enrich Points Conversion To GrabRewards Points**

1. Enrich reserves the right to cancel or revoke the Enrich Points conversion for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
2. Any Points recorded in error to any Points related to a transaction which is cancelled, Enrich has the right to deduct any such Enrich Points as stated above without notifying the member.
3. Enrich and Grab reserve the right to change the terms and conditions of the conversion program at any time without prior notice to Enrich members and Grab members.
4. Enrich and Grab will not be liable and/or be required to offer replacement Enrich Points redemption for:
  - discontinued or cancelled Enrich Points conversion to GrabRewards Points;
  - improper use of, or inability to convert the Enrich Points; or
  - the inability to convert Enrich Points due to technical issues.
5. All other applicable terms and conditions shall apply.
6. Please visit <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
7. Member can direct to <https://www.grab.com/my/rewards/> for any enquiries on Grab.

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

1. 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 Promotion. Any dispute concerning goods or services received under this Promotion shall



be settled between the Member and Grab. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.

2. Enrich reserves the right at any time to change, modify or cancel the Enrich Points Conversion 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>
3. 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.
4. 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.
5. By participating in this Enrich Points conversion Programme, 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.
6. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

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