

TERMS AND CONDITIONS

ENRICH POINTS REDEMPTION FOR E-DONATION

The Enrich and MERCY Malaysia Redemption Campaign is organized by
Enrich by Malaysia Airlines Berhad (Organizer)

1. This e-donation is available for redemption during the Campaign period published in the Enrich Website in the denomination offered, with the amount of Enrich Points required specified in the Campaign Terms and Conditions.
2. The amount of Enrich Points for this Campaign is 2,500 Enrich Points for one (1) RM30 e-donation.
3. The Campaign period will be from 13 April 2023 to 31 December 2025, 11:59 PM Malaysia Time.
4. The e-donation can only be redeemed at Malaysia Airlines mobile app and Enrich Online (<https://enrich.malaysiaairlines.com/login>) and may not be redeemed or purchased with cash or credit card directly.
5. Once redeemed, the e-donation is non-refundable and cannot be exchanged for cash in part or full.
6. The appropriate Enrich Points will be deducted from the Member's Enrich account and will not be refunded under any circumstances.
7. The redemption is on full Points term only; no Points + Cash term is allowed.
8. Enrich Members must have sufficient Points in their Enrich account to perform this e-donation. If the Member does not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
9. Enrich Members may opt to purchase Enrich Points to ensure enough Points are in their account to be able to perform this e-donation. Enrich Members may login to <https://www.enrich.malaysiaairlines.com> for Enrich Points purchase.
10. A reference number will be sent to the Member's registered email address with Enrich for every successful redemption.
11. MERCY Malaysia will issue an official tax exemption receipt for all successful redemptions made by the Enrich Members.
12. For MERCY Malaysia to issue an official tax exemption receipt, the following information will be shared with MERCY Malaysia. Please be advised that Enrich and MERCY Malaysia have officially signed a PDPA document, and this information will only be exchanged for the purpose of issuance of an official tax exemption receipt as advised by Lembaga Hasil Dalam Negeri Malaysia (Inland Revenue Board of Malaysia) guidelines under Subsection 44(6) of the Income Tax Act 1967:
 - a) Enrich membership ID
 - b) Enrich member's full name
 - c) NRIC/Passport no.
 - d) Registered mailing address
 - e) Registered email address
 - f) Phone no.
 - g) Amount donated
 - h) Date
13. Enrich Members are to expect an official tax exemption receipt within four (04) months from the date of every successful redemption. The tax exemption receipt will be sent to the Member's registered email address with Enrich.
14. The Organizer is not liable for MERCY Malaysia's failure or delay in providing the services to Enrich Members.
15. The Organizer and MERCY Malaysia reserves the right at any time to change, modify or cancel the Promotion rules including regulations, benefits, and conditions of participation.
16. The main language of the Terms and Conditions shall be the English language. Any translation to any language other than English shall be for convenience only. Should there be any discrepancies between the English Terms and Conditions and the translated version, the English Terms and Conditions shall prevail.
17. By participating in this Campaign, it is deemed that the Enrich Member has read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at the Organizer's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organizer shall not be liable for any claim whatsoever resulting from the Member's participation in this Campaign.
18. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.
19. Enrich Member may contact Enrich to report any issues pertaining to the e-donation at: enrich@malaysiaairlines.com
20. Reports on any issues pertaining to redemption(s) are to be made within seven (07) days from the date of redemption.

Any reports or requests made after seven (07) days from the date of redemption will not be entertained.

21. All other applicable terms and conditions shall apply. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> for more information.