<u>TERMS AND CONDITIONS</u>

REDEMPTION ON ENRICH POINTS FOR FRASERS E-GIFTCARD
(SINGAPORE ONLY)

[A] Redemption of Frasers e-GiftCard

1. Enrich member can redeem their Enrich Points for Enrich GiftCards via the Enrich Portal platform at: https://enrich.malaysiaairlines.com/enrich.html and MH Mobile App.
2. Enrich Member are to log in to their Enrich account to redeem their Enrich Points for the Enrich e-GiftCards.
3. The Enrich GiftCards can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
4. The amount of Enrich Points required for the Fraser e-GiftCard is as follows: -
   - 6,500 Enrich Points for one (1) SGD 20 Frasers e-GiftCard
   - 12,500 Enrich Points for one (1) SGD 50 Frasers e-GiftCard
   - 25,000 Enrich Points for one (1) SGD 100 Frasers e-GiftCard

5. The redemption period is from Now until **28th February 2025**.
6. The Redemption is on full Points term only; no Points and Cash terms is allowed.
7. Once redeemed, the redemption is non-refundable and cannot be exchanged for cash in part or full.
8. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances.
9. Enrich Members must have sufficient Points in their Enrich account to perform this redemption. In the event, Memberdo not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly notallowed.
10. Enrich Member may opt to purchase Enrich Points via their Enrich account online as top up to be able to perform thisEnrich GiftCard redemption.
11. Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for this EnrichGiftCards.
12. Enrich member will receive an email upon successful redemption. The email will not state the e-GiftCard redeemed butwill state the steps on how to retrieve the e-GiftCard from the MH Mobile App.
13. To obtain the e-GiftCard, please download the MH Mobile App from Google Play Store or App Store and App Gallery.
14. In order to utilize the e- GiftCard, Enrich member is required to follow the steps below:
    a) Login to MH Mobile app.
    b) Tab on MHvoucher, then select My Voucher to view your Active e- GiftCard.
    c) Select the e-GiftCard to utilize and click 'USE NOW'.
    d) The e-GiftCard code will appear.
    e) Visit the online store, key in the e-GiftCard code upon checkout.
    f) Once successful, e-GiftCard amount will be deducted from the total bill.
15. The e-GiftCard cannot be exchanged or substituted for other redemption campaign or other promotion offered by Malaysia Airlines.
16. The e- GiftCard can only be downloaded by the member who redeems the e-GiftCard. Transfer of the e-GiftCard to other Enrich member (s) is not allowed.
17. The e-GiftCard once redeemed is non-refundable and cannot be exchanged for cash in part or full once redeemed.
18. Redemption for this e-GiftCard is subject to availability.
19. Members are to contact Enrich at enrich@malaysiaairlines.com immediately from the date of redemption to

report any issues pertaining to the redemption of this e-GiftCard. Request after three (03) days from the date of redemption will not be entertained and will deemed as redeemed and utilized. No Points refund or replacement of e-GiftCard will be accommodated.

[B] Usage of Frasers e-GiftCard

1. The usage of this e-GiftCard at participating retailers ("Gift Card Participating Merchants") at the malls managed by FPRM ("Frasers Property Malls"), the full list of which may be obtained at https://www.FrasersExperience.com .

2. The value of this e-GiftCard is in Singapore Dolar (SGD).

3. The e-GiftCards cannot be exchanged for Cash/Gift Cards/Credit Notes. No cash refund in part / full will be provided.

4. The e-GiftCards are non-refundable and non-transferable.

5. The e-GiftCards are non-reloadable.

6. The e-GiftCard format: URL or Card number and Card PIN

7. The e-GiftCard validity once redeemed: 365 days from date of issue

8. The e-GiftCard can be used multiple times until its stored value is exhausted and may be combined with other modes of payment accepted by the Gift Card Participating Merchant, if its stored value is insufficient.

9. The Frasers e-GiftCard can only be used / redeemed through the Application at the check-out page **online only**.

10. The e-GiftCard is only good for a one-time use only.
    - If the total purchase is less than the value of the e-GiftCard, a store credit shall be issued for unused part of the e- GiftCard.
    - If the total purchase is more than the value of the e-GiftCard, you are required to pay the balance by cash/credit card.

11. Only valid e-Gift Cards will be accepted. Photocopied, reproduced, defaced or expired e-GiftCard will not be accepted.

12. The e-GiftCard may be combined with one or more other Frasers Gift Cards (whether a Frasers Gift Card or a bearer Frasers Gift Card in physical form ("FRx Gift Card (Physical)") as payment for a single purchase; and can be combined with no maximum capping in single transactions.

13. The e-GiftCard validity is limited in time and such validity period stated. There will be no re-issuance of the e-GiftCard upon the expiry date. No replacements, extension or refund in cash will be given for expired e-GiftCard.

14. Fraser and Enrich will not be liable and/or be required to offer replacement e-GiftCard, discounts, credits, cash or otherwise compensate customers for:
    - incorrectly redeeming for this e-GiftCard on Enrich Online
    - loss, theft, fraud, cancelled, discontinued, damaged or the member's public disclosure of the e-GiftCard.
    - improper use of, or inability to redeem, e-GiftCard; or
    - the inability to redeem the e-GiftCard due to technical issues.

15. The holder of the Frasers e-GiftCard will not be entitled to earn points under the Frasers Experience Programme for the purchase value of the Frasers e-GiftCard.

16. Frasers will not be responsible for lost card and no demand for replacement / compensation for the lost code will be entertained.

17. Frasers reserves the right to amend the e-GiftCard usage terms & conditions at its discretion without prior notice.

18. Enrich member that need assistance with any aspect of the Frasers e-GiftCard, including but not limited to

purchases, ownership or use of the Fraser e-GiftCard, please contact FRhelp@frasersproperty.com .

[C] **General**

1. Enrich reserves the right at any time to change, modify or cancel the Redemption rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html

2. The Terms and Conditions of the Redemption 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 Promotion.

3. 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.

4. By participating in this Redemption, 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, it is Enrich 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 Redemption.

5. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

6. Enrich will not be liable for the respective Merchant's failure or delay in providing the services to the Enrich Member.

7. Enrich will not be liable for any discrepancies, product damage or product non-deliverables to items upon purchase from the Merchant using the Enrich GiftCard.

8. Enrich Member may contact Enrich to report any issues pertaining to the redemption at: enrich@malaysiaairlines.com

/end.