

## TERMS AND CONDITIONS

### **Conversion of Enrich Points to ST Points**

1. The Conversion of Enrich Points to ST Points is a partnership between Enrich by Malaysia Airlines Berhad and Plaza Premium Lounge Management Limited (hereinafter referred to as “Conversion”, “Redemption” or “Promotion”).
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. Smart Traveller is a program managed by **PLAZA PREMIUM LOUNGE MANAGEMENT LIMITED (Registration No. 813165)**, a company incorporated in Hong Kong and having its registered office at 8/F, Commercial Building Airport Freight Forwarding Centre, 2 Chun Wan Road, Lantau, Hong Kong (hereinafter referred to as “PPL”) of the other part.
4. “ST Points” refer to Points awarded by PPL to a Smart Traveller Member for purchase of products and services at PPL’s participating business partner outlets.

#### **[A] Redemption of Enrich Points to ST Points**

1. The Conversion of Enrich Points to ST Points shall be applicable to all Enrich Members who are eligible with effect from **3 May 2023** until **30 October 2024** (“Redemption Period”).
2. The application for Conversion shall be published in Enrich Website in a denomination of ST Points offered with the amount of Enrich Points required specified in this Terms and Conditions.
3. The Enrich Account must be an active account at the time of the Conversion.
4. A **minimum of 1,800 Enrich Points** is required for an Enrich member to convert to ST Points in the denomination published in the Enrich’s website. Enrich Member who does not have enough Enrich Points balance in their Enrich account shall not be eligible for any Conversion.
5. In an event whereby such Conversion is made, the Conversion will not be processed and any additional purchase of Enrich Points via cash or credit card is strictly prohibited and will not be accepted.
6. There is no maximum number of Conversion applied to Enrich Members throughout the Redemption Period.
7. The application for Conversion is available in the Enrich Website at <https://www.enrich.malaysiaairlines.com/enrich.html>.
8. During the Redemption Period, Points Conversion is the only option made available for Enrich Members. Any purchase or Conversion of Enrich Points made via cash or credit card will not be accepted.
9. The Enrich Points Conversion into ST Points will be processed within 24 hours. However, should a system failure or technical glitch occur, it may take up to seven (07) working days for the Conversion to be processed.
10. It shall be 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 ST Points from the Conversion date.
11. Enrich shall not be held responsible for any delays caused by inaccurate submission of the details provided by Enrich Member. In the event whereby inaccurate details are submitted, the Conversion shall become null and void.
12. Once the Conversion is successful, the appropriate number of Enrich Points will be deducted from the Enrich Member’s account and will not be refunded or reversible under any circumstances except for technical glitches.
13. The Enrich Points are non-refundable, non-transferable and cannot be exchanged for cash in part or full.
14. The Conversion is strictly for Enrich Members who hold a valid Smart Traveller account registered with Plaza Premium Lounge Management Limited.
15. The Conversion is only applicable to Enrich Members who own Smart Traveller accounts. Enrich Members must ensure the name in the Enrich Account matches and **MUST** be the same as registered with Smart Traveller account. If the registered names on Enrich and Smart Traveller do not match, the transaction will be rejected and the Enrich

Member is required to contact the Smart Traveller Team at +852 57005329 (Hong Kong) / +60 3 30008989 (Malaysia) or email [talktous@mysmarttraveller.com](mailto:talktous@mysmarttraveller.com) to check further.

16. Enrich Members are not allowed to convert and transfer Enrich Points to other Smart Traveller account holders. The Conversion applies only to the Enrich Member's account with Smart Traveller under the same name.
17. The Smart Traveller account number provided during the Conversion request or transacting through the Enrich Member's account must be owned by the Enrich Member. Each Member shall be solely responsible for keeping the Smart Traveller Account Number and all details in connection with the account, confidential and secured and shall immediately notify Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) of any unauthorised access to the account.
18. Enrich accepts no liability for the disclosure of the Account Identification to any third party, whether intentionally or otherwise. Enrich reserves the right to suspend or protect an Account from being accessed if Enrich have reasonable grounds to believe that the security of the 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.
19. Member is responsible to check and verify the accuracy of all the records and activities in connection with Member's account regularly and Member shall immediately notify Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) of any inaccurate records or activities.
20. Enrich reserves the right to change the Conversion rate without prior notice to Enrich Members.
21. 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.
22. Enrich shall not be held responsible for any lost, stolen, unused or expired ST 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 & Conditions.
24. The Conversion displayed in the catalogue and Enrich website is correct at published time and is subject to change from time to time.

#### **[B] Usage of Points Conversion To ST Points**

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. Any Points recorded in error to any Points related to a transaction which is cancelled, Enrich has the right to deduct such Points as stated above without notifying the Member.
3. Enrich and PPL reserve the right to change the Terms & Conditions of the Conversion program at any time without prior notice to Enrich Members and Smart Traveller Members.
4. Enrich and PPL will not be liable and/or be required to offer replacement of Enrich Points redemption for:
  - Discontinued or cancelled Enrich Points Conversion to ST 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 & Conditions shall apply.
6. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>.
7. Member may contact the Smart Traveller Team at +852 57005329 (Hong Kong) / +60 3 30008989 (Malaysia) or email [talktous@mysmarttraveller.com](mailto:talktous@mysmarttraveller.com) for any enquiries on Smart Traveller or ST Points.

#### **[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 PPL. 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 rules without prior notice including regulations, benefits and conditions of participation. All other applicable Terms & Conditions shall apply. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> to learn more.
3. The Terms and Conditions of the Enrich Points Conversion 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.
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, 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.

**/end.**