

Enrich X Smart Traveller Campaign with Bonus Smart Traveller Points Terms and Conditions

1. **Organiser**

The points exchange on Enrich Points for Smart Traveller Points ("Promotion") is organised by Enrich by Malaysia Airlines Berhad ("Organiser") with Plaza Premium Lounge Management Limited ("Participating Partner").

2. **Promotion Period**

- Points Exchange period: 1 July 2025 (00:00 Malaysia time) to 30 September 2025 (23:59 Malaysia time)

3. **Eligibility**

- All Enrich Members ("Participants") who have active Smart Traveller account at the time of conversion.

4. **Participating Partner**

- Plaza Premium Lounge Management Limited

5. **Offer Rewards**

- Offer: Additional 25% Bonus Points on Points Exchange for Enrich to Smart Traveller points.
- Valid for points exchange made between 1 July 2025 – 30 September 2025
- Example: Exchange 1,800 Enrich Points = 500 ST Points and receive a 25% Bonus Smart Traveller Points (125 ST Points) = 625 ST Points
- For this Campaign, Enrich member must convert a minimum of 1,800 Enrich Points and above to ST Points.
- Upon successful conversion, Enrich member will receive an additional ST Points from the Enrich X ST Points conversion over and above the base ST Points converted. Below is the earning illustration:
- The additional ST Points will be awarded only for every successful eligible points conversion transacted and received into the Smart Traveller account within the Campaign Period.

6. **Offer Fulfilment**

- The Enrich Points conversion into ST Points will be processed within twenty-four (24) hours. However, should a system failure or technical glitch occur, it may take seven (7) working days for the conversion to be processed.

7. **Points Validity**

- Enrich Points used for points exchange are subject to the Enrich Programme Terms and Conditions.

8. **Inclusions**

- Unlimited eligible redemptions allowed per member during the Promotion Period.

9. Exclusions

- Points exchange that are cancelled or refunded
- Points exchange that are not made through Enrich Online (e.g. third-party partners)
- Points exchange made without member being logged into their Enrich Online account or Smart Traveller account.

10. Other Applicable Terms

- The [Enrich Programme Terms and Conditions](#) apply.
- The [General Terms and Conditions for Enrich Promotions](#) shall also apply.
- These Promotion Terms and Conditions shall prevail in the event of any inconsistency with other promotional or marketing materials.

11. Contact Info / Support:

- Enrich Member may contact Enrich to report any issues pertaining to the points exchange at: enrich@malaysiaairlines.com
- Enrich Member may contact Smart Traveller at General support: +85257005329 (Hong Kong) / +60330008989 (Malaysia) or email talktous@mysmarttraveller.com