

## **FAQ on Enrich Points Accrual & Redemption on Firefly**

### **Enrich**

#### **1. How do I join Enrich? Is there an annual fee for Enrich?**

Membership is free and open to individuals above the age of two years old. You may visit <https://www.enrich.malaysiaairlines.com/EnrichWebsite/signup> to enroll as a member.

#### **2. What are the benefits as an Enrich member?**

Enrich members can earn Enrich Points on qualifying flights and non-air activities and, redeem Enrich Points earned for air-tickets and non-air partner merchandises.

With continuous travels on eligible flights and earning of Elite Tier points, an Enrich Member may climb up the tier status ladder.

#### **3. How do I earn Enrich Points?**

Enrich members earn Enrich Points for a completed eligible flight journey or purchase of non-air partner products.

**Effective 01 July 2022**, Enrich members will earn Enrich Points for completed eligible flight journey on Firefly and codeshare flights on Fare Brand Plus, Extra and Flex. Enrich members will **not** earn Enrich Points for tickets purchased under Fare Brand Saver.

#### **4. How do I collect Enrich Points for Firefly and Firefly codeshare flights?**

Enrich Points will be awarded for bookings made directly with Firefly upon completion of the travel. All you need to do is key-in the 09 digit Enrich card number at time of booking or present your Enrich digital/physical card or Enrich membership number when checking-in for your flight.

Note: Enrich Points accrual is not applicable for Group, FY Holiday & Charter bookings.

#### **5. If I forget to update my membership number upon purchase, can I still earn Enrich Points?**

Please update your Enrich membership number by using "Manage Booking" available on Firefly website or during check-in prior to your flight departure for the Enrich points to be tracked once flown, subject to eligibility.

#### **6. Can I earn Enrich Points for flights taken before I enrolled?**

Flights taken before enrolment (backdate) do not earn Enrich Points. Members will only earn Enrich Points for flights flown after enrolment as an Enrich member.

#### **7. What should I do if Enrich Points are not credited to my account?**

First, log in to the Enrich website (<https://www.enrich.malaysiaairlines.com/EnrichWebsite/index>) then complete the relevant form under "Claim Missing Points" with supporting documents. A Missing Points Claim must be submitted within 6 months (180 days) from the date of the qualifying transaction.

Alternatively, you may submit the claim via your Enrich account online or you may email [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) and provide the booking reference for Firefly bookings and e-ticket number if booked on Malaysia Airlines/Firefly codeshare flights. Be sure to retain your original travel documents (i.e. boarding pass and ticket stubs) as you will need this in order to complete the Missing Points Claim form.

## **Fare Based Accrual**

### **8. What is Fare Based Accrual (FBA)?**

FBA is the new method of calculation to earn Enrich Points on eligible Firefly and codeshare flights, fares and carrier-imposed charges, available only for Fare Brand **Plus**, **Extra** and **Flex**.

### **9. What is carrier-imposed surcharges? Will I be entitled to Enrich Points on carrier-imposed surcharges?**

Carrier-related imposed surcharges are categorized as Fuel Surcharge (YQ) + Administration Charge (YR). Earning of Enrich Points includes carrier-related imposed surcharges.

### **10. How do I benefit from FBA?**

The new FBA provides better rewards and transparency on how many Enrich Points you will earn based on the fare paid per ticket and the Fare Brand you purchased. FBA also provides simplified calculation, removing complex rules to become a more effective programme for our members.

### **11. Will the new FBA apply to all Firefly flights?**

FBA will apply for travel on pure Firefly flights, Firefly\* marketed/Malaysia Airlines operated flights (FY4000/FY7000 flight series) and MH\* Marketed/FY operated flights (MH4000/MH5000 flight series).

### **12. Which Fare Brand is applicable for Points Earning?**

Enrich members will earn Enrich Points on Firefly flights that are purchased under Fare Brand **Plus**, **Extra** and **Flex** only. Tickets purchased under Fare Brand **Saver** will **not** be eligible to earn Points.

Booking classes under Fare Brand Saver are as per listed below:

<b>Firefly Fare Brand Saver Booking Classes</b>
Y, W, U, K, B, M, Q, H, S, T, L, V, A, E, I, O, O1, O2 O3

### **13. Booking class O1 is listed in the table above, and my booking class is O1FX. Does that mean I'm not eligible to earn Points?**

Booking class O1FX is **eligible** for Points earning, as it falls under Fare Brand **Plus**. Only the booking classes listed in the table above are not eligible for Points earning. For example:

<b>Booking Class</b>	<b>Fare Brand</b>	<b>Points Earning Eligibility</b>
O1 or L	Saver	Not Eligible
O1FX or LFX	Plus	Eligible
O1V or LV	Extra	Eligible
O1C or LC	Flex	Eligible

### **14. Can I earn Enrich Points for Firefly (FY) code share flights?**

Yes, Enrich members may earn Enrich Points upon completing the journey on Firefly codeshare flights FY4000 & FY7000 series (Marketed by Firefly and operated by MH), subject to fare eligibility.

### **15. Do I earn 100% Enrich Points based on the fare paid?**

Effective 01 July 2022, Enrich members will earn Enrich Points according to a fixed accrual percentage for each eligible Fare Brand (Plus, Extra and Flex) and each tier status type, based on market fare paid plus carrier-related imposed surcharges.

Members will not earn Enrich Points for government/airport-imposed taxes and fees, including Fare Brand Saver.

**16. Does base fare earning include discounts?**

Base fare earning does not include discount vouchers or any promo codes used as part payment for the ticket. Member will not be eligible for Enrich Points for the discounted amount.

**17. Will I earn Points under the new FBA for Firefly codeshare flights with Malaysia Airlines?**

Yes, members may earn Enrich Points based on FBA for Firefly codeshare flights with Malaysia Airlines on MH4000/MH5000 flight series only, subject to eligibility.

**18. Will I earn Enrich Points based on FBA if I take a flight on codeshare Firefly flight operated by Malaysia Airlines to connect another airline (eg. oneworld or partner airline flight) ?**

FBA will not apply for a connecting flight with other airlines.

Enrich members will earn Enrich Points based on distance in miles [Ticketed Point Mileage (TPM)] and cabin class travelled when connecting to oneworld or Partner Airlines.

**19. What are Elite Points?**

Elite Points are used to track an Enrich Member's qualification towards Enrich Silver, Enrich Gold and Enrich Platinum Tier Status on a yearly basis.

Elite Points shall ONLY be earned on Malaysia Airlines, MASwings, Firefly and oneworld Airlines qualifying fares on Economy, Premium Economy, Business and Business Suite. Elite Points may not be used towards the redemption of Enrich Awards.

**20. How do I ensure I earn Elite Points for my flights?**

Member must quote their Enrich membership number when booking a flight and present the Enrich physical or digital card at time of check-in.

**21. Will I still earn Elite Points if my flight is not eligible for Enrich Points?**

Flights that do not earn Enrich Points will not earn Tier Elite Points.

**22. How are Elite Points calculated?**

Elite Points will be calculated based on the flight distance between two points and cabin class of travel.

**NEW TIER ELITE POINTS EARNING TABLE**

Zone* (in Miles)		Economy Class	Business Class	Business Suite
<b>Zone 1</b> Alor Setar / Johor Bahru / Kota Bharu / Kuantan / Langkawi / Penang / Kuala Terengganu / Medan / Singapore / Phuket	<500	1	2	3
<b>Zone 2</b> Kota Kinabalu / Labuan / Miri / Sibul / Sandakan / Tawau / Bangkok / Brunei / Jakarta / Phnom Penh / Yangon / Ho Chi Minh	501-1200	1	2	3
<b>Zone 3</b> Bangalore / Hyderabad / Colombo / Cochin / Chennai / Dhaka / Kathmandu / Denpasar / Hanoi / Manila / Guangzhou / Taipei / Xiamen / Hong Kong	1201-2200	2	3	4
<b>Zone 4</b> Mumbai / Delhi / Incheon / Osaka / Tokyo / Beijing / Shanghai / Perth	2201-3500	3	4	6
<b>Zone 5</b> Adelaide / Brisbane / Melbourne / Sydney / Auckland / Jeddah	3501-5500	4	6	8
<b>Zone 6</b> London	5501-8000	6	8	10

## Points Accrual

### 23. How do I calculate Enrich Points earned based on fare paid?

The base of Enrich Points is every Malaysia Ringgit MYR 1 earn 1 Enrich Points. Member will earn additional bonus points based on Enrich Tier status according to the following multiplier:

Enrich Status	Blue	Silver	Gold	Platinum
<b>Enrich Points</b>				
Base Fare + Carrier imposed charges	1.5	1.6	2.0	2.2

That means if an Enrich member spends MYR1000 on base fare and carrier-imposed surcharges, depending on member tier status upon flown, member will earn the following:

Enrich Status	Blue	Silver	Gold	Platinum
<b>Enrich Points</b>	MYR1000 x 1.5 =	MYR1000 x 1.6 =	MYR1000 x 2.0 =	MYR1000 x 2.2 =
	1500	1600	2000	2200

### 24. Is there any difference to Enrich Bonus Points earned based on Enrich Tier Status?

The additional Bonus Points based on Enrich Tier Status is included in the multiplier as added benefits:

Enrich Tier	Enrich Point Earned	Bonus Points Earned	Total Earned
Blue	100%	50%	1.5 (150%)
Silver	100%	60%	1.6 (160%)
Gold	100%	100%	2.0 (200%)
Platinum	100%	120%	2.2 (220%)

The respective tier bonus Point is included in the accrual according to the respective tier status.

For example:

- Enrich Blue Member (150%)

Actual Enrich Points earning based on base fare plus Fare Brand Extra upgrade and carrier-related charges:

→ Base fare (MYR150) + Fare Brand Extra upgrade (MYR139) x 100% = 289 Enrich Points

→ Bonus Points MYR289 x 50% = 145 Bonus Points

→ Total Enrich Points earned = 434 Enrich Points

- Enrich Silver Member (160%)

Actual Enrich Points earning based on base fare plus Fare Brand Extra upgrade and carrier-related charges:

→ Base fare (MYR150) + Fare Brand Extra upgrade (MYR139) x 100% = 289 Enrich Points

→ Bonus Points MYR289 x 60% = 173 Bonus Points

→ Total Enrich Points earned = 462 Enrich Points

**25. I book a flight on Malaysia Airlines and connecting on a codeshare flight MH5000 (Firefly) or MH9000 (oneworld) in one ticket. Do I earn Enrich Points?**

Members will be eligible for Enrich Points based on distance (Ticketed Point Mileage / TPM) and class travelled for a combination of a Malaysia Airlines and a codeshare flight MH5000 (Firefly) or MH9000 (oneworld), subject to fare class eligibility.

**26. I book a flight on a codeshare flight MH5000 (non-Firefly operated e.g., Royal Brunei) or MH4000 (Emirates or Turkish Airlines). Do I earn Enrich Points?**

Members will be eligible for Enrich Points based on distance (Ticketed Point Mileage / TPM) and class travelled for MH4000 (Emirates only) and all MH5000 (including other than Firefly) codeshare flights. Other MH4000 codeshare flight with Enrich partner airlines will not earn Enrich Points.

**27. I book a flight on Malaysia Airlines and connecting on a codeshare flight MH5000 (Firefly) or MH9000 (oneworld) in one ticket. Do I earn Elite Points?**

Members will be eligible for Elite Points based on zone and cabin travelled for a combination of a Malaysia Airlines and a codeshare flight MH5000 (Firefly) or MH9000 (oneworld).

**28. Is there any difference between Enrich Points earned based on distance and cabin class travelled?**

There is no difference on Enrich Points earned based on destination or class booked. That means if an Enrich member paid MYR1000 for an Economy Class ticket from Kuala Lumpur to Tokyo or paid MYR1000 for a Business Class from Kuala Lumpur to Singapore, the Enrich Points earned will be based on Base fare + Carrier-related imposed surcharges times multiplier.

**29. Will I earn Enrich Points for purchase of a ticket without completing the journey since I have paid the fare?**

Enrich members will only earn Enrich Points upon completing the flight journey.

**30. Do I earn Enrich Points if someone else paid for my booking?**

Only the passenger, who is an Enrich member, will be eligible to earn Enrich Points for a completed journey. Sponsors of tickets will not be eligible for Enrich Points accrual.

**31. Will the new FBA be calculated based on any currencies?**

FBA will be calculated based on Malaysia Ringgit (MYR) only.

**32. What happens if I paid for my tickets in a currency other than Malaysia Ringgit (MYR) for example in Australian Dollar (AUD), Great Britain (GBP) or Indian Rupee (INR)?**

If a ticket is paid in a currency other than Malaysian Ringgit (MYR), the amount will be converted to MYR using an internal exchange rate based on the date of ticket issued.

The converted MYR will determine the number of Enrich Points earned for your travel.

## **Points Redemption**

### **33. What about Award redemption tickets? Is there any change with this new FBA?**

There is no change to Award redemption. Enrich member may use Enrich Points to redeem award tickets, lifestyle vouchers or any other eligible services and products.

### **34. How do I redeem Enrich Points for Firefly flights?**

Enrich Points can only be redeemed via the Online Enrich Redemption portal, <https://enrich.fireflyz.com.my>

### **35. How early can I book Firefly flights using my Enrich Points?**

You may purchase a flight through Firefly Call Centre up to forty-eight (48) hours before scheduled time of departure. For Online Enrich Redemption, booking can be done up to one (1) hour prior to flight departure using member redemption portal at <https://enrich.fireflyz.com.my>

### **36. Can I redeem my Enrich Points on Codeshare Flights?**

Enrich Points redemption is not applicable on codeshare flights, Group Travel tickets, complimentary tickets, ID90 (staff tickets), industrial discounted tickets, staff Duty Travel tickets, FY Holiday & Charter bookings.

### **37. Can I redeem my Enrich Points at Firefly Sales counters?**

Enrich Points can only be redeemed via Enrich Redemption portal, <https://enrich.fireflyz.com.my>

### **38. I want to redeem my Enrich Points for a Firefly flight but I do not have enough Enrich Points. Can I pay the remaining amount with cash/ credit card?**

Redemption for Firefly flights is only with full Enrich Points. Enrich members must have the required number of Enrich Points to redeem a Firefly flight. Any other forms of payment are not allowed.

Enrich members may purchase Enrich Points to top up (please login to your Enrich account) to purchase the required points) or convert bank points to Enrich points to be able to redeem an Award ticket.

### **39. Can I redeem Enrich Points for any add-on services?**

Enrich Points cannot be redeemed for any add-on services.

### **40. Can I change my flight dates and time through Firefly?**

Yes, you can make changes by calling our Call Centre. You may change your flights up to forty-eight (48) hours prior to the scheduled flight departure time. Changes may incur a Change Fee charge as well as top up in Points differences, if any.

For Enrich Online Redemption, you can make changes through the Firefly website; <https://enrich.fireflyz.com.my>. You may change your flight up to two (2) hours prior to the scheduled flight departure time. Changes may incur a Change Fee as well as top up in Points difference, if any.

### **41. Can I cancel my redemption?**

Once redeemed, the ticket cannot be cancelled or refunded. Enrich Points redeemed are non-refundable.

### **42. If I missed the Firefly flight that I had redeemed, will my redeemed Enrich Points be credited back to my Enrich account?**

Enrich Points that have been redeemed cannot be cancelled and are non-refundable. Hence, these Enrich Points that you have already used for redemption will be forfeited.

**43. If Firefly cancels the flight that I have redeemed, will the Enrich Points be credited back to my Enrich account?**

Enrich Points that have been redeemed are non-refundable (will be forfeited) as you will be reallocated to the next available flight. You may opt for a refund if your flight is cancelled or delayed for more than 2 hours.

However, the refund will be in the form of the amount paid for the Fees and Taxes as a "Credit Account" that will be credited to your Firefly account where, you may use within three (3) months from the date of issuance to book other Firefly flights. Enrich Points will be forfeited. Kindly refer to Firefly Call Center at +603-7845 4543 for further information.

**44. What is Firefly Credit Account?**

Firefly Credit Accounts refers to a credit account that retains the value of your fare for future travel in the event your flight is rescheduled due to commercial reasons.

**45. Can I use my credit account for my family or friends?**

Yes, you may use your credit account for family or friends. However, when booking a flight, you will need to be one of the passengers as otherwise you will not be able to view the credit account as an option for payment.

If you are not travelling and not among the passengers, you may contact Firefly Call Center at 6-03- 7845 4543 for assistance.

**46. How do I access my credit account?**

To access your account, please login with your Firefly ID via [www.fireflyz.com.my](http://www.fireflyz.com.my) and then click at 'Credit Account'.

If you are not a Firefly member, an ID will be created and you will be notified accordingly.

**47. How do I use my credit account?**

To use your credit account, please login to your Firefly member ID via [www.fireflyz.com.my](http://www.fireflyz.com.my) and then click at 'Book My Flight'. At the payment details page, select 'Credit Account', from the payment options tab to use the credit amount.

For payment using FY e-wallet, the account holder must be one of the passengers. If you are not able to view the 'Credit Account' as an option for payment, please contact our Call Center at 6-03-7845 4543.

**48. Where can I have more information with regards to Enrich?**

Please visit Malaysia Airlines website at <https://enrich.malaysiaairlines.com/enrich.html>