

Frequently Asked Question (FAQ)

New Enrich Accrual Charts effective 01 November 2016

1. What is the effective date for the new Enrich Accrual chart?

The new Enrich Accrual chart will be effective for flights ticketed and flown on **1st November 2016, 00:00 Malaysia local time (GMT +8)**.

2. What is the reason for the changes made on the Enrich Accrual chart?

These changes are made to ensure that Enrich continues to deliver a competitive and rewarding loyalty programme to our members.

3. What are the benefits of the new accrual chart?

The accrual percentages have been adjusted upwards for most fare classes. Members will enjoy earning more miles for their travels on Malaysia Airlines.

4. What are the zones/destinations covered for the new Enrich Accrual chart?

This new accrual percentage is applied to all zones/destinations on Malaysia Airlines operated and Malaysia Airlines marketed flights.

5. What is the difference between the old Enrich Accrual chart with the new Enrich Accrual chart?

First	Current Booking Class	Current Accrual	Current Redemption Upgrade	New Booking Class	New Accrual	New Redemption Upgrade
		F,A	200%	N/A	F,A	300%
Business	Current Booking Class	Current Accrual	Current Redemption Upgrade	New Booking Class	New Accrual	New Redemption Upgrade
	J	175%	Yes (Only to First Class)	J	200%	Yes (Only to First Class)
	C,D	150%		C,D	175%	
Z	125%	Z		160%		
Economy	Current Booking Class	Current Accrual	Current Redemption Upgrade	New Booking Class	New Accrual	New Redemption Upgrade
	Y,B,H	125%	Yes (Only to Business Class)	Y,B,H	150%	Yes (Only to Business Class)
	K,M	100%		K,M,LV	100%	
	L,V,S	85%		S,N	85%	
	N,Q	25%				
	O,G	25%	No	Q,O,G	25%	No
	MH 9000			MH 9000		
	MH 5000	YES		MH 5000	YES	
MH 4000		MH 4000				

Effective 1 November 2016. Terms & conditions apply.

You can earn miles on group tickets for flights operated by Malaysia Airlines only, subject to the terms and conditions of the group bookings.

6. Are there blackout dates for this new accrual chart?

No, there are no blackout dates.

7. Can I earn miles on Oneworld flights?

Yes, members can earn miles for travel on Oneworld partner airlines flights.

Members may visit our website for more information on the Oneworld partner airlines accrual and fare class eligibility

<http://www.malaysiaairlines.com/my/en/enrich/earn-enrich-miles/oneworld-member-airlines.html>

8. Will this new accrual percentage apply to partner airlines (non oneworld) ?

No.

For Partner Airlines (non oneworld), members may visit our website for more information on the accrual and fare class eligibility

<http://www.malaysiaairlines.com/my/en/enrich/earn-enrich-miles/oneworld-member-airlines.html>

9. Will there be a parallel change to the Enrich Award chart for redemption on Malaysia Airlines with this new accrual miles percentage as done previously?

Yes. There is a redemption fare class alignment for Economy class. Please refer to the table in question 5.

- a. The new Enrich Award chart will be effective for redemption tickets issued or purchased on 1st November 2016, 00:00 Malaysia local time (GMT +8)
- b. The new redemption upgrade chart will only apply for tickets issued or purchased from 1st November 2016 onwards
- c. Redemption Upgrade tickets purchased prior to 1st November 2016 will be subject to the fare classes aligned according to the previous award chart.

10. Are the miles accrual percentage based on fare brand (eg. MH Low/MH Smart/MH Flex), booking class or fare class ?

The miles accrual percentage is based on the 'fare class' purchased for travel on Malaysia Airlines flights.

11. Will I be able to earn miles for the cash portion of a Cash + Miles redemption?

As stated in the Cash + Miles redemption terms & conditions, members will not earn any miles for the cash portion of a Cash + Miles redemption.

12. With this new accrual chart, are all fare classes eligible for Enrich redemption upgrade?

All respective sub-cabin classes are eligible for redemption upgrade based on the respective ticket fare except for fare classes Q / O and G which, are not eligible for Enrich redemption upgrade.

13. Will I receive the new accrual percentage for flights that I have taken but have not been credited in my account.

No. The new accrual chart is for flights taken effective 1st November 2016 onwards. Flights taken prior to 1st November 2016 will be credited with the old accrual percentage.

14. Is the new accrual chart applicable to flights taken on Malaysia Airlines codeshare flights eg. MH5000/9000 flight series.

Yes. The accrual percentage is applicable on Malaysia Airlines code share flights and will be based on the 'fare class' purchased.