

## POINT EXCHANGE BETWEEN ENRICH X PETRONAS MESRA REWARDS LOYALTY PROGRAM

### Promotion Terms and Conditions

#### 1. Organisers

The Point Exchange Enrich X PETRONAS Mesra Rewards Loyalty Program (“Promotion”) is organised by Enrich by Malaysia Airlines Berhad (“Enrich”) and PETRONAS Mesra Rewards Loyalty Program by PETRONAS Dagangan Berhad (“PDB”) (“Organisers”).

- i. The Enrich is owned, operated and managed by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)), a company incorporated in Malaysia of having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia.  
and
- ii. The PETRONAS Mesra Rewards Loyalty Programme is owned, operated and managed by PDB (Company No. 198201008499 (Company No. 88222-D)), a company incorporated in Malaysia and having its registered office at Tower 1, PETRONAS Twin Towers, Kuala Lumpur City Centre, 50088, Kuala Lumpur, Malaysia.

#### 2. Promotion Period

- i. Promotion period: 15 September 2025 (00:00 MYT) – 11 September 2027 (23:59 MYT).

#### 3. Eligibility

- i. Open to all Enrich and PETRONAS Mesra Rewards Loyalty Programme members with an active account.
- ii. Both Enrich and PETRONAS Mesra Rewards members must be logged in to the Enrich Online Portal (<https://enrich.malaysiaairlines.com/login>) to perform the conversion.
- iii. Only conversions made via the Enrich Online Portal are eligible.
- iv. Enrich members must have sufficient Enrich Points in their account to convert to PETRONAS Mesra Rewards Points. In the event Enrich members do not have sufficient Enrich Points, they may purchase Enrich Points under ‘Buy Points’ via Enrich Online where separate terms and conditions shall apply.
- v. PETRONAS Mesra Rewards members must have sufficient PETRONAS Mesra Rewards Points in their account to convert Enrich Points. In the event Mesra Rewards members do not have sufficient PETRONAS Mesra Rewards Points, they may accelerate their points accumulation by earning up to 3X points via the Setel application (“Setel”) or making purchases at PETRONAS Kedai Mesra.

#### 4. Participating Partner

- i. The Promotion is jointly organised by Enrich and PDB and is exclusively applicable to members of the Enrich and Mesra Rewards Loyalty Programmes.
- ii. This Promotion is valid for the Point Exchange Enrich X PETRONAS Mesra Rewards, available exclusively via the Enrich Online Portal at <https://enrich.malaysiaairlines.com/login>.
- iii. Enrich and PDB will not be held liable for any Points conversion or Bonus Points earned or redeemed through channels other than the official Enrich Online Portal. Any such

transactions will not be recognised, and related complaints or disputes will not be entertained.

## 5. Offer Rewards

### 5.1 Point Exchange: Enrich Points to PETRONAS Mesra Rewards Points

- The conversion of Enrich Points to PETRONAS Mesra Rewards Points is available from 15 September 2025 to 11 September 2027 and only exclusively via the Enrich Online Portal at <https://enrich.malaysiaairlines.com/enrich.html>. Conversions can be made in specified denominations, based on the required Enrich Points as outlined in the Conversion Rate table below:

Enrich Points Required	PETRONAS Mesra Rewards Points Earned
1,600	1,280
3,100	2,560
4,600	3,840
6,100	5,120
7,600	6,400

### 5.2 Point Exchange: PETRONAS Mesra Rewards Points to Enrich Points

- The conversion of PETRONAS Mesra Rewards Points to Enrich Points is available from 15 September 2025 to 11 September 2027 and only exclusively via the Enrich Online Portal at <https://enrich.malaysiaairlines.com/enrich.html>. Conversions can be made in specified denominations, based on the required PETRONAS Mesra Rewards Points as outlined in the Conversion Rate table below:

PETRONAS Mesra Rewards Points Required	Enrich Points Earned
4,500	500

## 6. Offer Fulfilment

- Members must ensure the PETRONAS Mesra Rewards card is linked to their Enrich account prior proceeding with the points conversion. The account can be linked in under the "Profile" section in the Enrich account.
- Once the card is successfully linked, members may submit the conversion request via the Enrich Online Portal at <https://enrich.malaysiaairlines.com/enrich.html>.
- The Points conversion will be processed within 24 hours upon completion of the conversion exercise on the Enrich Online Portal.
- Once the Points conversion is successful, a Conversion Confirmation Order Email containing the total Points deducted and earned will be sent to the Enrich member's registered email address in the Enrich Online. As for PETRONAS Mesra Rewards Points, they will be reflected in the member's account and can be viewed via Setel application ("Setel") or by logging into website at <https://www.setel.com> under the "Mesra Points History" section in Profile.
- Enrich and PETRONAS Mesra Rewards members are not allowed to convert Points to any other member's account. All Point conversions must be made to and from accounts registered under the same individual.
- All Points used in a conversion must be owned by the respective member. Members are solely responsible for maintaining the confidentiality and security of their Enrich and

PETRONAS Mesra Rewards accounts and related information. Any suspected unauthorised access must be reported immediately to Enrich or PETRONAS Mesra Rewards support.

- vii. Enrich and PDB shall not be held responsible for any delays or failures in the conversion process resulting from inaccurate or incomplete information submitted by members. In such cases, the conversion request shall be deemed null and void.
- viii. Once the conversion is successful, the appropriate number of Enrich Points or PETRONAS Mesra Rewards Points will be deducted from the member's account and will not be refunded or reversible under any circumstances except for technical glitches.
- ix. The converted Enrich Points or PETRONAS Mesra Rewards Points are non-refundable, non-transferable and cannot be exchanged for cash whether in part or in full.
- x. Enrich and PDB shall not be held liable for any disclosure of the Account Identification details to any third party, whether intentionally or otherwise. Both Enrich and PDB reserve the right to suspend or protect a member's account if there are reasonable grounds to believe that the account's security has been compromised or is at risk. Members are responsible for safeguarding their Enrich and PETRONAS Mesra Rewards accounts, including maintaining accurate settings that reflect their preferences.
- xi. Members are responsible for regular checking and verifying the accuracy of all the records and activities associated with their Enrich and PETRONAS Mesra Rewards accounts. Any discrepancies or unauthorised activities must be immediately reported to Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) or PETRONAS Mesra Rewards (Mesralink) at [mesralink@petronas.com](mailto:mesralink@petronas.com).
- xii. The Organisers reserves the right to change the Conversion Rate without prior notice to Enrich and PETRONAS Mesra Rewards members.
- xiii. Enrich and PDB each reserves the right, at its sole discretion, to deduct or credit Points from members' accounts to correct any errors or inaccuracies arising from the conversion process.

## 7. Usage of Point

- i. Enrich and PDB reserve the right to cancel or revoke any converted Points for any reason, including but not limited to fraudulent purchasing activity, abuse or usage in bad faith.
- ii. Any Points erroneously recorded or related to a cancelled transaction, Enrich or PDB has the right to deduct any such Points as stated above without notifying the member.
- iii. Enrich and PDB reserve the right to change the terms and conditions of this Promotion at any time without prior notice to Enrich members and PETRONAS Mesra Rewards members.
- iv. Enrich and PDB will not be liable and/or be required to offer replacement of Enrich Points or PETRONAS Mesra Rewards Points conversion for:
  - a. discontinued or cancelled the Points converted;
  - b. improper use of, or inability to convert the Points; or
  - c. the inability to convert the Points due to technical issues.
- v. All other applicable terms and conditions shall apply.
- vi. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> and <https://www.mymesra.com.my/about-us/policies-notice/terms-conditions>.
- vii. Enrich members must report any issues related to Enrich Points within three (3) days of the date when conversion performed. Reports made after this period will not be entertained and will be considered as redeemed and earned. No refunds of Points or replacements will be provided.
- viii. PETRONAS Mesra Rewards must report any issue related to PETRONAS Points in writing within fourteen (14) days of the date the conversion was performed. Reports submitted

after this period will not be entertained and will be deemed redeemed and earned. No refunds of Points or replacements will be provided.

ix. All other applicable terms and conditions shall apply.

## 8. Points Validity

i. Enrich Points and PETRONAS Mesra Rewards will be valid for three (3) years from the date of Points credited.

## 9. Exclusion

i. Conversion request will not be processed if there are insufficient Points and top up with cash or credit card are strictly prohibited.

ii. The Conversion is on full Enrich Points or full PETRONAS Mesra Rewards Points only; partial Points with cash (Points + Cash) are not permitted.

## 10. General

i. The Organiser, its agents, and employees shall not be liable for any loss, damage (including indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from either participation in this Promotion.

ii. Any dispute concerning goods or services received under this promotion shall be settled between the Member and Organiser that own the Points, save for where the dispute is in relation to the Organiser's redemption Point, in which the Organiser shall be responsible to settle it with the said member. The Organiser shall bear no responsibility for resolving such disputes or for the dispute itself, save for where the dispute is in relation to the Organiser's redemption portal.

iii. The Organiser is not liable for failure or delay in providing the goods or services to Member.

iv. The Organiser shall not be liable for any disruption to the Promotion, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of disruption to the Promotion, reasonable efforts shall be used to rectify the disruption and resume the Promotion on a fair and equitable basis to the members.

v. The Organiser reserve the right at any time to change, modify or cancel the Promotion rules prior without notice including regulations, benefits and conditions of participation.

vi. The Terms and Conditions of the Promotion shall be construed, governed, and interpreted in accordance with the laws of Malaysia. Members agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.

vii. 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 and Conditions shall prevail.

viii. By participating in this Promotion, it is deemed that the Enrich members and PETRONAS Mesra Rewards members are deemed to have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at the Organiser's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organiser shall not be liable for any claims whatsoever resulting from the Member's participation in this Promotion.

## 11. Other Applicable Terms

i. The [Enrich Programme Terms and Conditions](#) apply.

ii. The [General Terms and Conditions for Enrich Promotions](#) shall also apply.

iii. The [PETRONAS Mesra Rewards Programme Terms and Conditions](#) apply.

## 12. Contact Information

For any questions or issues related to this Promotion:

i. Enrich

- Visit: <https://enrich.malaysiaairlines.com>
- Email: [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com)
- Call Malaysia Airlines Global Contact Centre:
  - a. Within Malaysia: 1 300 88 3000
  - b. Outside Malaysia: +603 7843 3000

ii. PETRONAS Mesra Rewards

- Visit: <https://www.mymesra.com.my/for-consumer/mesra-rewards>
- Email: [mesralink@petronas.com](mailto:mesralink@petronas.com)
- Call Mesralink Hotline: 1-300-22-8888