

### General Information

**1. Why is the CIMB Enrich Credit Card being discontinued?**

The collaboration between CIMB Bank Berhad (CIMB) and Malaysian Airlines Berhad (Malaysian Airlines) with regard to the CIMB Enrich Cards has expired. With that, the following CIMB Enrich Credit Cards will be discontinued:

- a. CIMB Enrich Platinum Credit Card
- b. CIMB Enrich World Credit Card
- c. CIMB Enrich World Elite Credit Card

**2. When is the effective date of the discontinuation?**

The effective date of the discontinuation is on 01 January 2023.

**3. Can I still apply for the CIMB Enrich Credit Card?**

Application for the CIMB Enrich Credit Card is no longer available from 01 July 2022.

### CIMB Enrich Credit Cardholders

**4. What will happen to my existing CIMB Enrich Credit Card?**

You can continue using your existing CIMB Enrich Credit Card and CIMB will notify on the next step. For more info visit CIMB Website [here](#).

**5. Will I still continue to enjoy the same benefits (i.e. Bonus Miles, travel rewards, travel coverage) before the effective discontinuation date?**

You may still use your CIMB Enrich Credit Card without any interruption until 31 December 2022. All benefits will be discontinued after 31 December 2022 including below:

- a. Conversion from Bonus Miles to Enrich Points.
- b. Priority booking for selected Malaysia Airlines promotion.
- c. Access to Malaysia Airlines Golden Lounge.
- d. For CIMB Enrich World Elite Credit Card - additional 1.5 Enrich Points for every RM1 spend on Malaysia Airlines Online Booking.

6. **Does that mean any outstanding balances, autopay, instalments and/or Zing card will be reflected on my replacement credit card?**

For credit card account related enquiries, please refer to CIMB FAQ [here](#) or contact CIMB Bank for more info.

## CIMB Enrich Credit Card Benefits

7. **Can I still earn Bonus Miles during this time?**

Yes, you will still earn Bonus Miles when you spend with your CIMB Enrich Credit Card until 31 December 2022.

8. **Can I still redeem Bonus Miles to Enrich Points during this time?**

Yes, you may redeem Bonus Miles to Enrich Points until 31 December 2022 through any of these channels:

- Website - Visit <https://rewards.cimbbank.com.my/>
- Contact Centre – Call us at +603-6204 7799

9. **What happen to my CIMB Bonus Miles if I don't redeem them to Enrich Points after 31 December 2022?**

Your CIMB Bonus Miles will remain with CIMB Bank as CIMB Bonus Points.

10. **Can I still use my Golden Lounge Access Voucher during this time?**

Yes, you may continue to use your valid Golden Lounge Access voucher until 31 December 2022.

11. **What happen to my Golden Lounge Access voucher if I don't use them by 31 December 2022?**

Your Golden Lounge Access voucher will be voided and will be removed from your Malaysia Airlines App from 01 January 2023.

**12. Will I still have access to priority booking for Malaysia Airlines promotions?**

Yes, you still have access to priority booking for selected Malaysia Airlines promotions until 31 December 2022.

## Enrich Membership

**13. Will my existing Enrich Membership be terminated upon the discontinuation of the CIMB Enrich Credit Card?**

Your Enrich Membership is not affected by this discontinuation and will still be valid. You may visit [enrich.malaysiaairlines.com](http://enrich.malaysiaairlines.com) for further information.

**14. Do I need to get the new Enrich membership number after the CIMB Enrich Credit Card discontinuation?**

You will continue using the same Enrich membership number to earn and redeem Enrich Points.

**15. Is there going to be a new Enrich cobrand card?**

Please stay tuned for updates at [enrich.malaysiaairlines.com](http://enrich.malaysiaairlines.com) .