

## TERMS AND CONDITIONS

### REDEMPTION ON ENRICH POINTS FOR GRAB SG E-GIFTCARD

#### (SINGAPORE ONLY)

##### [A] Redemption of GRAB SG e-GiftCard

1. The GRAB SG e-Giftcard (s) is available for redemption during the campaign period published in Enrich Website in a denomination offered with the amount of Enrich Points required specified in the campaign terms and conditions.
2. Enrich Member are to log in to their Enrich account to redeem their Enrich Points for the Enrich GiftCards.
3. The GRAB MART SG e-Giftcard can only be redeemed on Malaysia Airlines mobile app and Enrich Online (<https://enrich.malaysiaairlines.com/login>) and may not be purchased with cash or credit card.
4. The amount of Enrich Points required for the GRAB SG e-GiftCard is as follows: -
  - 6,500 Enrich Points for one (1) SGD 20 GRAB SG e-GiftCard
  - 12,500 Enrich Points for one (1) SGD 50 GRAB SG e-GiftCard
5. The redemption period is from 01<sup>st</sup> March 2025 until 28<sup>th</sup> February 2027.
6. The Redemption is on full Points term only; no Points and Cash terms is allowed
7. Once redeemed, the redemption is non-refundable and cannot be exchanged for cash in part or full.
8. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances.
9. Enrich Members must have sufficient Points in their Enrich account to perform this redemption. In the event, Member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
10. Enrich Member may opt to purchase Enrich Points via their Enrich account online as top up to be able to perform this Enrich GiftCard redemption.
11. Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for this Enrich GiftCards.
12. Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member's registered email address in the Enrich Profile.
13. The e-voucher can only be downloaded by the member who redeems the voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.
14. The e-GiftCard cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
15. Redemption for this e-voucher code is subject to availability.

##### [B] Usage of GRAB MART SG e-GiftCard

1. The usage of this e-GiftCard for purchase of GRAB is valid in Singapore only.
2. The value of this e-GiftCard is in Singapore Dollar (SGD).
3. The e-GiftCard format: URL (deeplink)
4. The e-GiftCard validity once redeemed: 180 days from date of issue.
5. The e-GiftCard can only be used on Grab SG app and each code may only be used once.
6. In order to utilize the e-Giftcard at **online stores**, Enrich Member is required to follow the steps below:

- a. Login to Malaysia Airlines mobile app.
  - b. Tab on MHVoucher, then select My Voucher to view your Active Voucher.
  - c. Select the voucher to utilize and click 'USE NOW'.
  - d. The URL (deeplink) will appear. Copy the URL and paste in the browser to view the e-Giftcard:
    - Click on 'Add to Grab App' to claim the e-Giftcard.
    - Proceed to 'Redeem in Grab App'.
    - Download Grab app if do not have the app.
    - Confirm on the account before adding to My Rewards.
    - Go to My Rewards to find the voucher there.
7. This e-GiftCard is not a cash voucher.
  8. This e-GiftCard is not redeemable for cash or credit.
  9. This e-GiftCard will not be replaced/reimbursed if lost, stolen or expired. Grab is not responsible for GRAB e-GiftCard that has been redeemed or misused by anyone other than the intended recipient.
  10. This e-GiftCard is valid for 180 days from the date of purchase and cannot be reissued/extended after expiry.
  11. This e-GiftCard cannot be used to purchase other Grab vouchers. This e-GiftCard can only be used once. Any remaining balance will be forfeited. If the value of your ride exceeds the value of the e-GiftCard, any outstanding balance must be paid using a different payment method.
  12. This e-GiftCard cannot be recharged/reloaded.
  13. This e-GiftCard cannot be used with other promotions/vouchers/gift e-vouchers in a single ride at the time of booking.
  14. This e-GiftCard cannot be cancelled/refunded.
  15. This e-GiftCard can only be redeemed via the Grab app and used for Grab Rides only within the country of issuance.
  16. After claiming the e-GiftCard on the Grab app, this e-GiftCard will be added under the ""My Rewards"" section. To utilise the e-GiftCard, go under ""My Rewards"" and select the e-voucher at the time of booking.
  17. An active and valid Grab account is required to redeem this e-GiftCard. If app is not available, User will be prompted to download the Grab App from Google Play or Appstore.
  18. This voucher is only valid for GRAB order.
  19. Members are to contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) immediately from the date of redemption to report any issues pertaining to the redemption of this e-GiftCard. Request after **three (03) days** from the date of redemption will not be entertained and will deemed as redeemed and utilized. No Points refund or replacement of e-GiftCard will be accommodated.

#### [C] General

1. Enrich reserves the right at any time to change, modify or cancel the Redemption rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>.
2. The Terms and Conditions of the Redemption shall be construed, governed and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.
3. 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 & Conditions shall prevail.

4. By participating in this Redemption, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Enrich's absolute discretion, result in forfeiture of any of the goods or services rendered. Enrich shall not be liable for any claim whatsoever resulting from the Member's participation in this Redemption.
5. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.
6. Enrich will not be liable for the respective Merchant's failure or delay in providing the services to the Enrich Member.
7. Enrich will not be liable for any discrepancies, product damage or product non-deliverables to items upon purchase from the Merchant using the Enrich GiftCard.
8. Enrich Member may contact Enrich to report any issues pertaining to the redemption at: [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com).