



FROM ROAD TO SKY
POINTS EXCHANGE REWARDS CAMPAIGN - ENRICH X PETRONAS MESRA REWARDS 2026
Terms and Conditions

1. Organisers

From Road to Sky, Stand a Chance to Win a Formula 1™ Experience! The Point Exchange Rewards Campaign Enrich X PETRONAS Mesra Rewards 2026 ("Promotion") is organised by Enrich by Malaysia Airlines Berhad (MAB) (hereinafter referred to "Enrich") and PETRONAS Mesra Rewards by PETRONAS Dagangan Berhad (PDB) (hereinafter referred to as "PDB") ("Organiser").

- a. The Enrich is owned, operated and managed by Malaysia Airlines Berhad (MAB) (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 (hereinafter referred to "Enrich").

and

- b. The PETRONAS Mesra Rewards Loyalty Programme is owned, operated and managed by PETRONAS Dagangan Berhad (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 (hereinafter referred to as "PETRONAS").

"MAB" and "PDB" shall be collectively referred to as the "Organiser".

2. Campaign Period

This campaign shall commence from 03 April 2026 (00:00 MYT) to 30 June 2026 (23:59 MYT). The Organisers reserve the right to amend or extend the duration of the campaign at any time as they deem fit, without prior notice and/or liability to any participant ("Participants").

3. Eligibility

- a. Open to all Enrich members and PETRONAS Mesra Rewards members with an active account.
- b. Both Enrich members and PETRONAS Mesra Rewards members must be logged in to Enrich Online Portal (<https://enrich.malaysiaairlines.com/login>) to perform the conversion.
- c. Only conversions made via Enrich Online Portal (<https://enrich.malaysiaairlines.com/login>) are eligible.
- d. Enrich members must have sufficient Enrich Points in their account to convert Enrich Points 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.

- e. PETRONAS Mesra Rewards Member must have sufficient PETRONAS Mesra Rewards Points in their account to convert Enrich Points.
- f. Only successful and completed points exchange transactions are eligible and will be counted.

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
- j. This Promotion is valid for Point Exchange Enrich X PETRONAS Mesra Rewards via Enrich Online Portal at <https://enrich.malaysiaairlines.com/login>.
- k. Enrich and PDB will not be held liable or 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. Campaign Mechanism

By participating in this campaign, participants who adhere to the following campaign mechanism during the campaign period ("Campaign Mechanism") stand a chance to win the grand prize.

- a. Participants must successfully complete the first-time linkage of their Mesra Rewards and Enrich accounts via <https://enrich.malaysiaairlines.com/login>
- b. Participants must successfully convert Mesra Rewards Points to Enrich Points in the Dedicated Platforms (<https://enrich.malaysiaairlines.com/login>) during the Event Period.
- c. Participants must successfully convert Enrich Points to Mesra Rewards Points in the Dedicated Platforms during the Event Period.
- d. Subject to strict compliance with the Campaign Requirements and Campaign Mechanism, participants who perform points conversions in accordance with the table below will be entitled to stand a chance to win the grand prize, based on the points conversion structure set out therein:

Points Conversion Structure:	
Enrich Points → Mesra Rewards Points	1. 1,600 Enrich Points = 1,280 Mesra Rewards Points 2. 3,100 Enrich Points = 2,560 Mesra Rewards Points 3. 4,600 Enrich Points = 3,840 Mesra Rewards Points 4. 6,100 Enrich Points = 5,120 Mesra Rewards Points

	5. 7,600 Enrich Points = 6,400 Mesra Rewards Points
Mesra Rewards Points à Enrich Points	1. 4,500 Mesra Rewards Points = 500 Enrich Points

- e. Participants who fulfil all the Campaign Requirements and Campaign Mechanism shall be eligible to participate in the campaign. Participants who fail to fulfil the Campaign Requirements and/or fail to comply with the Campaign Mechanism will be automatically disqualified from the campaign without prior notice.

1. Campaign Prizes

- a. Campaign prizes breakdown as per table below:

Number of grand prize winners	Two (2) winners
Prizes for each winner	1. Formula 1 tickets for 2 pax 2. A pair of return flight tickets by Malaysia Airlines 3. Hotel accommodation 4. Airport transfers

- a. The Winners must provide necessary details including but not limited to personal information, departure and arrival date; time of flight, and communicate such details to the Organisers for the flight booking process via email. By providing such details, the Winners shall be deemed to have given their consent for the collection of personal information and the use of such personal information shall be in accordance with the Privacy Policy of the Organisers.
- b. By providing us Personal Information of any third-party individual whom you nominate for this Flight Prizes, you represent and warrant that you have obtained the individual's consent to share their information and that they have been fully informed of the Privacy Policy.
- c. For the avoidance of doubt, the Flight Prizes shall be arranged and provided solely by the Organisers. The Organisers reserves the right to determine all details of the Flight Prizes, including but not limited to the airline, flight dates, times, routings and seat assignment. Any disputes, complaints or requests regarding the Flight Prizes will not be entertained by the Organisers.
- d. Any surcharges on flight modifications or add-ons (if any) after the completion of flight booking by the Organisers, must be borne solely by the Winners;
- e. The Winners must provide necessary details including but not limited to personal information, check-in and check-out date; and communicate such details to the Organisers for the hotel booking process via email. By providing such details, the

Winners shall be deemed to have given their consent for the collection of personal information and the use of such personal information shall be in accordance with the Privacy Policy of the Organisers. By providing us Personal Information of any third-party individual whom you nominate for the Flight Prizes, you represent and warrant that you have obtained the individual's consent to share their information and that they have been fully informed of the Privacy Policy.

5. Announcement of Winner

- a. The announcement of winners will be announced via the Organisers social media accounts 60 working days after the completion of the campaign period.
- b. One (1) winner will be selected based on the successful and transactions made via their Enrich account and the other one (1) winner will be selected based on the successful points conversion transaction made via their Mesra Rewards account.
- c. The Organisers will notify the winner via email based on the member's email address registered in the Enrich and Mesra Rewards account.

6. Offer Fulfilment

- a. Enrich Member must ensure the PETRONAS Mesra Rewards is linked with Enrich account. The account can be linked in under Profile in Enrich account.
- b. The Points conversion will be processed within 24 hours.
- c. Once 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.
- d. Enrich members are not allowed to convert Points to other Enrich members account or PETRONAS Mesra Rewards members account.
- e. The Points provided during the conversion request or transacting through Enrich member's account must be owned by the Enrich member. Each member shall be solely responsible for keeping the Enrich or PETRONAS Mesra Rewards account and all details in connection with the account, always confidential and secured and shall immediately notify Enrich of any unauthorised access to the account.
- f. MAB and PDB shall not be held responsible for any delays caused by inaccurate submission of the details provided by members. In the event where inaccurate details are submitted, the conversion shall become null and void.
- g. 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.

- h. The conversion of Enrich Points or PETRONAS Mesra Rewards Points are non-refundable, non-transferable and cannot be exchanged for cash in part or full.
- i. The Organisers accept no liability for the disclosure of the Account Identification to any third party, whether intentionally or otherwise. The Organisers reserve the right to suspend or protect an Account from being accessed with reasonable grounds to believe that the security of the Account has been breached or is at the risk of exposure. Enrich and PETRONAS Mesra Rewards member shall be responsible for maintaining the security of the Account and maintaining settings that reflect member preferences.
- j. Member is responsible to check and verify the accuracy of all the records and activities in connection with member Account regularly and member shall submit or PETRONAS Mesra Reward at mesralink@petronas.com of any inaccurate records or activities.
- k. The Organisers reserve the right to change the Conversion Rate without prior notice to Enrich Members.
- l. MAB reserves the right at its sole discretion to deduct or add any Points redeemed or earned from the Enrich Members for the purpose of correcting any errors or inaccuracies in the conversion.

7. Usage of Points

- a. The Organisers reserve the right to cancel or revoke the Points converted for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
- b. Any Points recorded in error to any Points related to a transaction which is cancelled, The Organisers have the right to deduct any such Points as stated above without notifying the member.
- c. The Organisers 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.
- d. The Organisers will not be liable and/or be required to offer replacement of Enrich Points or PETRONAS Mesra Rewards Points conversion for:
- e. Discontinued or cancelled the Points converted;
- f. Improper use of, or inability to convert the Points; or
- g. The inability to convert the Points due to technical issues.
- h. All other applicable terms and conditions shall apply.
- i. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> and <https://www.mymesra.com.my/about-us/policies-notice/terms-conditions>.



- j. 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.
- k. PETRONAS Mesra Rewards must report any issue related to Mesra Rewards Points within in writing within fourteen (14) 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.
- l. All other applicable terms and conditions shall apply.

8. Points Validity

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

9. Exclusion

- a. Conversion request will not be processed and top up with cash/credit card is strictly not allowed.
- b. The Conversion is on full Enrich Points term only; no Points + Cash terms is allowed.
- c. Any transactions outside this period will not be eligible.

10. General

- a. The Organisers, its agents and employees shall not be liable for any loss or damage whatsoever suffered (including but not limited to indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from either participation in this Promotion. Any dispute concerning goods or services received under this promotion shall be settled between the Member and the Organisers that own the Points, save for where the dispute is in relation to the Organisers' redemption Point, in which the Organisers shall be responsible to settle it with the said member. The Organisers shall bear no responsibility for resolving such disputes or for the dispute itself, save for where the dispute is in relation to the Organisers' redemption portal.
- b. The Organisers is not liable for failure or delay in providing the goods or services to Member.
- c. The Organisers 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.
- d. The Organisers reserve the right at any time to change, modify or cancel the Promotion rules, including the prizes, regulations, benefits and conditions of participation, without prior notice.
- e. The Terms and Conditions of the Promotion shall be construed, governed, and interpreted in accordance with the laws of Malaysia. Member agrees to submit to the

exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.

- f. 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.
- g. By participating in this Promotion, 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 Organisers' absolute discretion, result in the forfeiture of any goods or services. The Organisers shall not be liable for any claim arising from a Member's participation in this Campaign.

11. Other Applicable Terms

- a. The [Enrich Programme Terms and Conditions](#) apply.
- b. The [General Terms and Conditions for Enrich Promotions](#) shall also apply.
- c. The [PETRONAS Mesra Rewards Programme Terms and Conditions](#) apply.

12. Contact Information

For any questions or issues related to this Promotion:

- a. Enrich
 - Visit: <https://enrich.malaysiaairlines.com>
 - Submit your enquiries on Enrich to [Enrich Contact Us Form](#)
 - Call Malaysia Airlines Global Contact Centre:
 - Within Malaysia: 1 300 88 3000
 - Outside Malaysia: +603 7843 3000
- b. PETRONAS Mesra Rewards
 - Visit: <https://www.mymesra.com.my/for-consumer/mesra-rewards>
 - Email: mesralink@petronas.com
 - Call: Mesralink customer service: 1-300-22-8888