

## FREQUENTLY ASKED QUESTIONS (FAQ)

### Enrich Bank Bonus Conversion Campaign with 10% Enrich Bonus Miles

- 1. What is the Enrich Bank Bonus Conversion Campaign with 10% Enrich Bonus Miles?**  
Enrich and participating banks partners are collaborating to reward members with 10% bonus Enrich miles when you convert your credit card points to Enrich Miles.
- 2. When is the effective date of the campaign?**  
From 1 to 31 July 2019.
- 3. Where can I convert my BSN Happy Rewards Programme Points (Happy Points) to Enrich Miles?**  
You need to log on to [www.mybsn.com.my](http://www.mybsn.com.my) and print the redemption form. Upon completion of the form, fax it to **03-2162 2659**.
- 4. What is the requirement to convert my Happy Points?**  
You must be an Enrich member to be able to convert your Happy Points to Enrich Miles.
- 5. What can I do if I am not an Enrich member?**  
You can sign up to be an Enrich member for free at:  
<https://www.enrich.malaysiaairlines.com/EnrichWebsite/NewMember.jsp>
- 6. Can I transfer my Happy Points via Enrich Online?**  
No, you must contact BSN for the conversion of your Happy Points to Enrich Miles.
- 7. How long does it take to transfer my Happy Points to Enrich Miles?**  
Please allow a minimum of 2 weeks (10 working days) for the transfer to be completed. The Enrich member's credit card issuer's terms and conditions will apply.
- 8. To whom should I contact if my Happy Points are not credited into my Enrich account?**  
Please contact BSN Customer Service at 1300-88-1900 for any inquires related to the conversion.
- 9. Once my Happy Points are converted and miles credited into my Enrich account, can I cancel the transaction?**  
No. Once Enrich Miles are received in the member's account, it is not reversible nor refundable.
- 10. Will I still get the bonus miles if I convert my Happy Points to Enrich Miles after 31 July 2019?**  
No, the bonus miles will only be credited to the members Enrich account if the conversion is made within the campaign period which is from 1 to 31 July 2019.
- 11. What are the benefits of the bonus miles campaign?**  
Members will enjoy 10% more Enrich Miles upon converting their Happy Points to Enrich Miles. For example:

Current Conversion Rate	Promotion Conversion Rate 10% Bonus Miles
12,500 BSN Happy Points = 1,000 Enrich Miles	12,500 BSN Happy Points = 1,100 Enrich Miles

- 12. Will there be any additional fee for the conversion?**  
No, there is no additional fee for the conversion.
- 13. Will the bonus miles contribute to my Elite Tier Status?**  
No, the bonus miles will not contribute to your Enrich Elite Miles or Elite Tier status.