

Revision to Malaysia Airlines (MAS) Golden Lounge Access

Paperless Entry to MAS Golden Lounge

FREQUENTLY ASKED QUESTIONS (FAQs)

24 June 2020

Section 1: General

1. What does it mean by paperless entry to MAS Golden Lounge?

Effective 15 July 2020, we will migrate the issuance of physical MAS Golden Lounge vouchers to electronic MAS Golden Lounge voucher (“e-Voucher(s)”). e-Voucher(s) is a voucher in an electronic form which entitles the recipient to access the MAS Golden Lounge using Malaysia Airlines Mobile App.

2. Who is eligible to receive the e-Voucher(s)?

The e-Voucher(s) are applicable to the following CIMB Enrich credit cardholders:-

Credit Card	Customer Type
CIMB Enrich World Elite Credit Card	Principal & supplementary cardholders
CIMB Enrich World Credit Card	Principal cardholders
CIMB Enrich Platinum Credit Card	Principal cardholders

3. I received the physical MAS Golden Lounge vouchers for the year 2020, is it still valid?

Yes, the vouchers are still valid for the year 2020. Please use the physical voucher to access MAS Golden Lounge. You will not receive e-Voucher(s) via the Malaysia Airlines Mobile App for this year if you have already received your physical vouchers in 2020.

4. When will the e-Voucher(s) be reflected within the Malaysia Airlines Mobile App?

The e-Voucher(s) will be uploaded into Malaysia Airlines Mobile App on the 15th of your credit card anniversary month. Kindly refer to the table below for scenarios that are applicable to you based on your credit card anniversary month.

CIMB Enrich Credit Card Anniversary	Remarks
January – May 2020	<ul style="list-style-type: none"> Your existing physical voucher(s) are still valid for usage until expiry date stated on it. You will not receive any e-Voucher(s) within the Malaysia Airlines Mobile App for the year 2020.
June – July 2020	<ul style="list-style-type: none"> Your e-Voucher(s) will be reflected within the Malaysia Airlines Mobile App from 15th July 2020 onwards
August – December 2020	<ul style="list-style-type: none"> Your e-Voucher(s) will be reflected within the Malaysia Airlines Mobile App on the 15th of your anniversary month

5. What is my credit card anniversary month?

Credit card anniversary month is referring to the month of when your credit card was issued.

For example, if your CIMB Enrich Credit Card was issued on 1 January 2019, the anniversary month of your CIMB Enrich Credit Card is January.

6. Do I need to provide any details to CIMB to receive the e-Voucher(s)?

The issuance of e-Voucher(s) in the Malaysia Airlines Mobile App will be based on cardholders’ Enrich ID, in CIMB’s record.

Please ensure your Enrich ID is updated with CIMB to ensure your e-Voucher(s) will be reflected within the Malaysia Airlines Mobile App by calling the number at the back of your card.

Section 2: e-Voucher(s) & Malaysia Airlines Mobile App

7. How do I view the e-Voucher(s)?

Download the Malaysia Airlines Mobile App and log-in using your Enrich credentials.

8. Which operating system does Malaysia Airlines Mobile App support?

Malaysia Airlines Mobile App is available on iOS, Android and HarmonyOS.

9. How to log-in to Malaysia Airlines Mobile App?

To log-in, enter your Enrich login email address and password registered with Enrich.

10. I have trouble logging-in. What do I do? I forgot my Enrich ID / I forgot my password.

You can request assistance by emailing Enrich at enrich@malaysiaairlines.com or call Malaysia Airlines Call Centre at 1300 88 300 (within Malaysia) or 603-7843 0000 (outside Malaysia).

11. Where can I view my e-Voucher(s) within the Malaysia Airlines Mobile App?

To view available e-Voucher(s), open the Malaysia Airlines Mobile App on your mobile phone → Click More → Click MHvoucher → Click Active.

To view used or expired e-Voucher(s), click Past instead of Active.

12. I can’t view my e-Voucher(s) details / the details are incorrect. What should I do?

Ensure the following:

- You have the latest version of the Malaysia Airlines Mobile App.
- Try to re-install the app.

If you continue to experience an issue with the Malaysia Airlines Mobile App, please email mhvoucher.support@malaysiaairlines.com.

13. When can I use the e-Voucher(s)?

You can redeem the e-Voucher(s):

- Upon availability on Malaysia Airlines Mobile App.
- e-Voucher(s) is applicable when travelling on a Malaysia Airlines operated flight with an MH flight number.
- Redemption of e-Voucher(s) is only available on departure date of travel.

14. How many e-Voucher(s) am I entitled to?

Credit Card	Number of e-Voucher(s)
CIMB Enrich Platinum Credit Card	2x e-Voucher(s) per annum
CIMB Enrich World Credit Card	8x e-Voucher(s) per annum
CIMB Enrich World Elite Credit Card	Unlimited

The number of e-Voucher(s) will be reflected within the Malaysia Airlines Mobile App. The balance of the e-Voucher(s) will be refreshed upon redemption or expiry.

15. I believe that the number of e-Voucher(s) issued to me is wrong.

Please call the number on the back of your card for further assistance.

16. What is the validity of my e-Voucher(s)?

The e-Voucher(s) are valid for 1 year from the date of e-Voucher(s) issuance. The validity is indicated on the e-Voucher(s).

17. Can I use the e-Voucher(s) for multiple entries?

It is only for one-time access for one person.

18. Can I transfer the e-Voucher(s) to another person?

It is not transferable.

19. Can I use the e-Voucher(s) at other lounges than Malaysia Airlines Golden Lounge?

It is not valid at Third Party Lounges (lounges not operated by Malaysia Airlines) or oneworld® alliance lounges, partner airline and associated lounges.

20. How do I use the e-Voucher(s)?

To redeem, you will need to swipe the e-Voucher(s) on Malaysia Airlines Mobile App and present the code to the Malaysia Airlines Golden Lounge staff for validation together with your Passport/NRIC, CIMB Enrich Credit Card and Malaysia Airlines boarding pass.

21. I'm unable to redeem my e-Voucher(s), what should I do?

Please present error message to the MAS Golden Lounge front-desk for assistance.

22. Can I request for an extension if the e-Voucher(s) has expired?

The validity cannot be extended.

23. Can I exchange the e-Voucher(s) to the equivalent cash value?

The e-Voucher(s) cannot be exchanged for cash or credit value.

24. Will my e-Voucher(s) be valid if I cancelled my CIMB Enrich Credit Card?

Upon cancelling your credit card, your e-Voucher(s) will no longer be valid and it will be removed from the Malaysia Airlines Mobile App.

Section 3: Exclusive for CIMB Enrich World Elite Credit Card

25. How do I receive the UNLIMITED lounge access?

Effective 15 July 2020, the lounge access will be given to all CIMB Enrich Credit Cardholders via the Malaysia Airlines Mobile App.

26. Can I just present my CIMB Enrich World Elite Credit Card to enter the lounge?

Effective 15 July 2020, you are required to present the e-Voucher(s) in the Malaysia Airlines Mobile App. Please refer to Q19 for details.