

## Frequently Asked Questions

### What is MHUpgrade?

If you have purchased a confirmed Economy Basic and Flex seat with Malaysia Airlines, you will be able to check your eligibility at Manage My Booking to purchase a MHUpgrade, which provides you an option to upgrade to Business Class at a fixed price on selected routes.

### Price of MHUpgrade

#### 1. How much do I have to pay for MHUpgrade?

Eligible passengers will be able to purchase an upgrade to business class at a fixed price. The total payment will be in addition to the fare of the original ticket.

### MHUpgrade Eligibility

#### 1. How do I know I am eligible to purchase for MHUpgrade?

You can check your eligibility in Manage My Booking site website, by entering your booking reference and surname/last name: <http://www.malaysiaairlines.com>

#### 2. Which flights is MHUpgrade available?

MHUpgrade is available for Domestic flights operated by Malaysia Airlines only.

The option is not available for codeshare flights, charter flights or flights which are not operated by Malaysia Airlines.

#### 3. How much does it cost to make a MHUpgrade purchase?

This is subject to the eligible sector. If you are eligible, the MHUpgrade option will be available on the website where the fixed price will be displayed.

The price is subject to charges without notice, and additional charges may be imposed by your bank for processing.

4. **If I booked my flight through a travel agent, am I eligible to purchase the**

4. **If I booked my flight through a travel agent, am I eligible to purchase the MHUpgrade?**

Only tickets booked through MH platforms, Internet Booking Engine, Contact Centre, Airport Ticket office will be eligible for MHUpgrade. Bookings ticketed from other platforms such as travel agencies and online travel agencies like Expedia are not eligible for MHUpgrade via Manage My Booking.

5. **Would it possible for me to purchase the MHUpgrade for my confirmed Economy Class ticket to a Business Suite ticket?**

No. MHUpgrade can only be purchased for the next higher cabin. For Economy Class ticket, the next higher cabin will be Business Class.

6. **I visited the website and have accidentally clicked on the purchase button, does this mean the transaction is valid?**

No. MHUpgrade purchase is deemed to be completed when payment is successful and upon you receiving an Electronic Miscellaneous Document (EMD) receipt.

7. **If I'm travelling with an infant, am I eligible for MHUpgrade?**

Yes, an adult travelling with infant is eligible for a MHUpgrade purchase. Once the upgrade is successful, the infant gets a complimentary upgrade to the higher cabin class accompanying the adult.

8. **If I'm travelling on Domestic and International flight tickets, am I eligible for MHUpgrade?**

a. Passengers on Domestic Travels are only eligible to purchase Cash Upgrade on Domestic flights:  
For example: Passenger is travelling from PEN to BKI transit via KUL, Cash Upgrade will be available for PEN to KUL and KUL to BKI only.

b. Passengers travelling on Domestic and International Travels are eligible to purchase on the Domestic sector only:  
For example: Passenger is travelling from PEN to SIN with a transit via KUL, MHUpgrade will be available for PEN to KUL only.

9. **Are children travelling alone (unaccompanied minor), eligible for MHUpgrade?**

No.

- 10. If I am holding a redemption ticket, am I eligible for MHUpgrade?**  
No.

## Purchasing MHUpgrade

**1. What are the steps I need to purchase MHUpgrade?**

Step 1: Choose the flight sector you would like to upgrade, review the fixed price and click on the “Upgrade your flights” button.

Step 2: Enter your email address and payment details.

Step 3: Review and submit your details. After completion, you will receive an Electronic Miscellaneous Document (EMD) receipt of your MHUpgrade purchase. Please ensure that you keep the email for reference.

Note: You will not be charged until your MHUpgrade purchase is accepted and acknowledged.

**2. Are there any additional charges to the MHUpgrade?**

No. Malaysia Airlines does not charge any processing or administration fees for the purchase of MHUpgrade. However, if your MHUpgrade purchase is accepted, in addition to the value you purchased, your bank may charge you for additional fees i.e.: cross border fee. Any fees or charges imposed by your bank shall be borne by you.

**3. Do I still need to place my bid to secure the MHUpgrade?**

No. MHUpgrade is no longer bidding process. It now offers passenger to purchase seat upgrades at fixed prices, with immediate confirmation upon seat availability

**4. Where do I purchase the MHUpgrade?**

You can purchase the MHUpgrade on the Manage My Booking tab at [www.malaysiaairlines.com](http://www.malaysiaairlines.com). Once you key in your booking reference and surname/last name, the availability of MHUpgrade will be indicated to the passenger. Should MHUpgrade be available on a sector on your travel itinerary, you will be presented with the option to purchase the upgrade, with the stipulated fixed price quoted.

**5. Will there be any additional taxes on top of the MHUpgrade?**

Any additional taxes payable will be displayed separately and will be included in the final total payable.

In the event there are taxes collectable at departure airports, this will not be included in the MHUpgrade final price and will be borne by the passenger.

For Domestic sectors, additional SST 6% tax is applicable in addition to the MHUpgrade fixed amount.

**6. If my itinerary has more than one eligible sector, do I need to purchase the MHUpgrade on all sectors?**

No. If your itinerary has more than one eligible sector, you do not need to make a purchase on all sectors. You may click "Upgrade Your Flight" button on your preferred sector.

**7. How long before my travels do I have to submit my MHUpgrade purchase?**

The purchase window closes 6 hours prior to the departure of your flight.

**8. If I didn't receive an invitation, can I still make a MHUpgrade purchase?**

You can check your eligibility at our website: <http://www.malaysiaairlines.com> by entering the booking reference and your surname/last name.

If your booking is eligible, you will be directed to the purchase page.

**9. If there are multiple passengers on my bookings, do I have to make a purchase for all passengers?**

Yes.

**10. If there are multiple passengers in my booking, can I purchase for certain number of passengers only?**

Yes, you may follow the steps below:

Step 1: For Internet or Contact Centre bookings: Call our Contact Centre at 1-300-88-3000 (local Malaysia) or +603-7843-3000 (international) and request to split the booking for those who are interested in MHUpgrade from the remaining passengers.

Step 2: After the booking has been split, check your eligibility for the upgrade at Manage My Booking website <http://www.malaysiaairlines.com> by entering the booking reference and surname/last name.

All purchases must be submitted no less than 6 hours before departure of each sectors.

**11. What forms of payment are accepted for my purchase?**

Payment can be made by credit card, debit card and alternative methods of payment (i.e. online banking, PayPal, Union Pay etc.)

**12. When will my payment be charged?**

You will only be charged if your MHupgrade is accepted.

**13. Can I use my Enrich Miles to make MHupgrade purchase?**

No, we do not accept Enrich miles as form of payment for the MHupgrade purchase.

## Changing/Cancelling Purchase

**1. Can I change or cancel my MHupgrade purchase?**

No. Once your purchase is accepted, it will be immediately charged to your payment card.

**2. Can I change my purchase amount?**

No. Once your purchase is accepted, it will be immediately charged to your payment card.

**3. I need to switch to a new payment card to make my MHupgrade purchase. How can I do this?**

Once the purchase is accepted, you will not be allowed to change your payment details.

4. **I need to change a flight, for which I have made MHUpgrade purchase. Can I transfer my purchase to my new flight?**

No. Once purchase is accepted, it is non-transferable and non-refundable. New MHUpgrade purchase must be made for the new flight itinerary.

5. **How do I make a MHUpgrade purchase for my new flight after I've changed my itinerary (e.g change of flight number, travel date, sectors, number of passengers etc).**

To make a MHUpgrade purchase for your new flight, please check your eligibility at Manage My Booking hosted at <https://www.malaysiaairlines.com> (refer to MHUpgrade section, question No.1) by entering the booking reference and surname/last name.

6. **I've successfully purchased my MHUpgrade. Can I make another purchase on the same flight?**

No. MHUpgrade is sellable for one (1) time purchase only on each flight segment. Once purchase is accepted, it is non-cancellable and non-refundable.

### **Selection/Rejection of Purchase**

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1. **Will I receive extra Enrich Miles if I purchase the MHUpgrade?**

Enrich members will earn Enrich Miles on MHUpgrade for travel on Malaysia Airlines operated flights issued on the 232 document only. Enrich Miles will be awarded based on the Amount (fare) paid for the MHUpgrade for the respective sectors.

**2. When will I be informed if my MHUpgrade is accepted?**

Depending on seat availability, if your purchase is accepted, you will receive confirmation in the form of an Electronic Miscellaneous Document (EMD) via email.

You may perform online check-in at Malaysia Airlines website, [www.malaysiaairlines.com](http://www.malaysiaairlines.com). Alternatively, please print the EMD receipt and present it when you report for check in at the airport on the day of departure.

For itineraries involving Domestic sectors only, additional SST 6% tax will be applied in addition to the MHUpgrade fixed price.

**3. I have successfully purchased my MHUpgrade, but my flight was cancelled. Will I receive a refund?**

In the event of a flight cancellation, you will be fully refunded (excluding bank-related charges) and the amount will be credited to your payment card.

**4. I have successfully purchased MHUpgrade, am I allowed to choose a row to sit onboard the aircraft?**

No. You are only allowed to be seated based on the MHUpgrade seat number advised in the Electronic Miscellaneous Document (EMD) receipt email and the boarding pass.

**5. I was notified by my issuing bank that my purchase was successful but, why have I not received any confirmation from Malaysia Airlines?**

The final acceptance of your purchase and payment is only made to your payment card when you receive an Electronic Miscellaneous Document (EMD) email.

**Benefits of MHUpgrade**

## Benefits of MHupgrade

### Benefits of MHupgrade

**1. Am I entitled to the benefits of my upgraded cabin class?**

Yes, you are entitled to all the benefits of travel on the next higher class. Check out the benefits of the upgraded class on the Malaysia Airlines website.

**2. What baggage allowance applies to my MHupgrade booking?**

Additional 10kg baggage allowance will apply to your upgraded sector only.

**3. What if only part of my itinerary is upgraded?**

You will be entitled to upgraded class baggage allowance for the entire journey, subject to the following conditions:

- a. For domestic travels only
- b. Your baggage is checked through to the final destination and
- c. Your transit time is within 24 hours.
- d. Applicable to travel on Malaysia Airlines -flights only.

Example: If you travel from PEN-KUL-BKI and were upgraded to business class on either PEN-KUL or KUL-BKI sector, you will be given the additional 10kg baggage allowance all the way from PEN to BKI.

Any excess baggage will be charged following the prevailing excess baggage fees.

**4. What fare rules apply to my upgraded booking?**

The fare rules of your original booking will continue to apply to your upgraded booking.

**5. I have purchased my preferred seat selection, prepaid excess baggage, lounge excess etc. under my original booking, Will this affect my MHupgrade purchase?**

Seat selection, lounge access and prepaid excess baggage will no longer be valid. The amounts paid for seat selection, lounge access and prepaid excess baggage will be forfeited without any refund.

However, these are subject to terms and conditions of the original purchase.

**6. How many Enrich Miles will I earn if my bid offer is successful?**

Enrich member will earn one (01) Enrich Mile for every MYR 5.00 (or local equivalent) paid on the fare, one-way.

**7. When will the Enrich Miles be credited to my account?**

Enrich Miles will be credited within two weeks of completing the qualifying flight.

**8. What if the Enrich Miles are not credited into my account within the two weeks?**

Members must submit missing miles within 06 months (180 days) from the date of travel upon completing the journey.

Members must submit the e-ticket and boarding pass when claiming the missing Enrich Miles for the MHUpgrade to [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com).

**9. If I am an Enrich Silver, Gold or Platinum member, am I entitled to Elite tier bonus miles?**

Top tiered members will not be eligible for Elite tier bonus miles for this MHUpgrade.

**10. Will I earn Elite Miles and Elite Sectors when I am successfully upgraded?**

Enrich member(s) will not earn Elite Miles and Elite Sectors for the MHUpgrade.

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**Refund for MHUpgrade**

### 1. When am I eligible for a refund?

We may consider providing you with a refund if you have fully paid for the MHUpgrade, but we were unable to provide you with a seat in the upgraded cabin of the flight which you have paid for, and such inability is due to reasons which we determine were fully attributed to Malaysia Airlines for example, denied boarding (not attributed to visa/passport issues or other issues within passenger's control), change of aircraft type, flight cancellation, flight delay, etc.

### 2. If I am downgraded involuntarily, will I get Enrich Miles for the MHUpgrade?

For involuntary downgrades where the member is refunded with the MHUpgrade amount paid, Enrich Miles will not be earned.

Enrich Miles will only be credited for a completed journey on the MHUpgrade class of travel.

### 3. How do I request for a refund?

You may send your request for refund to [mhupgrade.enquiry@malaysiaairlines.com](mailto:mhupgrade.enquiry@malaysiaairlines.com) together with the following documents:

- a. Boarding Pass for the flight in question
- b. Electronic Miscellaneous Document (EMD) receipt email notifying you that you have been upgraded
- c. Any other relevant documents

All decisions made will be final and appeals will not be entertained.

### 4. How will my MHUpgrade purchase be refunded?

The refunded amount will be credited to your nominated payment card account in the currency charged. Bank-related charges will not be refunded.

**Need further help? Send your enquiries to:**

[mhupgrade.enquiry@malaysiaairlines.com](mailto:mhupgrade.enquiry@malaysiaairlines.com)

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