

For External Circulation

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Frequently Asked Questions (FAQs) – New Economy Fare Family for Overall Network (except for Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah)

1. What are the updates to the Malaysia Airlines Fare Family?

Effective 22 June 2020, Malaysia Airlines will be introducing the Economy Class horizontal fare family (HFF) on **All Routes except for Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah**. HFF is a fare brand name and fare conditions which offers customers a product based on their travel needs, preferences, priorities and purchasing capabilities.

2. What are the choices of fare brand?

The new fare brands consist of Lite, Basic and Flex where each fare family will have different benefits such as baggage allowance, seat selections, priority services. These fare brands also offer different flexibility in terms of refunds and rebooking.

For existing Shuttle eligible routes (travel between Kuala Lumpur and Singapore on Malaysia Airlines Direct Operating Flights), new fare brands consist of Lite, Basic and Shuttle)

3. What is Lite Fare?

Lite Fare is Malaysia Airlines' lowest fare that comes with 7kg of cabin baggage and complimentary meal. Kindly refer to the table in item No. (8) for full benefits offerings for Lite Fare.

4. What is Basic Fare?

Basic Fare is Malaysia Airlines' fare that comes with 7kg of cabin baggage, complimentary meal, access to Enrich Miles upgrade, 20kg of checked baggage, 10% discount on child ticket and access to rebook or change the ticket. Kindly refer to the table in item No. (8) for full benefits offerings for Basic Fare.

5. What is Flex Fare?

Flex Fare is Malaysia Airlines' fare that comes with 7kg of cabin baggage, complimentary meal, access to Enrich Miles upgrade, 35kg of checked baggage, access to standard seat selection and 15% discount on child ticket. Flex fare offers ultimate flexibility where customers can rebook or change ticket with no fee, able to travel on earlier flight on the same day at no cost and are allow for refund. Furthermore, Flex fare also comes with basic travel protection, entitled for additional discounts on next purchase, as well as discounted rate for Neighbour Free Seat product. Another perk of Flex fare is that customers can enjoy Priority Check in, Priority Boarding and Priority Baggage experience. Kindly refer to the table in item No. (8) for full benefits offerings for Basic Fare.

For existing Shuttle eligible routes (travel between Kuala Lumpur and Singapore on Malaysia Airlines Direct Operating Flights), new fare brands consist of Lite, Basic and Shuttle

6. When will this take effect?

The new Fare Family will take effect on 22 June 2020.

7. Why did Malaysia Airlines introduce the Horizontal Fare Family?

The Horizontal Fare Family offers a more personalized choice for passengers based on their individual travel needs and preferences as well as offers greater travel flexibility.

8. How does the Fare Family work?

Each passenger would have the option to choose the family brand that fits their travel needs as it consists of different attributes. The Fare Family benefits are as follows:

| Family Brand | Lite | Basic | Flex |
|---|--|---|--|
| Benefits | Ancillary | | |
| | <ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✗ No Enrich Miles upgrade ✗ No checked baggage ✗ No seat selection | <ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Enrich Miles upgrade ✓ Checked baggage 20kg ✗ No seat selection | <ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Enrich Miles upgrade ✓ Checked baggage 35kg ✓ Free Standard seat selection ✓ Free Basic Travel Protection (For POO MY & SG only) ✓ 10% discount on next purchase ✓ **50% discount on Neighbour Free Seat |
| | Fare rules | | |
| | <ul style="list-style-type: none"> ✗ No child discount ✗ Rebooking not allowed ✗ Refund not allowed <i>(Except POS AU, NZ, TW and KR where refund is allowed with a fee)</i> ✗ No flexibility to travel earlier on day of travel | <ul style="list-style-type: none"> ✓ 10% child discount ✓ Rebooking: 1X Free Change fee + fare difference ✗ Refund not allowed <i>(Except POS AU, NZ, TW and KR where refund is allowed with a fee)</i> ✗ No flexibility to travel earlier on day of travel | <ul style="list-style-type: none"> ✓ 15% child discount ✓ Rebooking: Fare difference only ✓ Refund allowed ✓ Flexibility to travel earlier on day of travel (subject to availability) |
| | Operational | | |
| <ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage | <ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage | <ul style="list-style-type: none"> ✓ Priority check in ✓ Priority boarding ✓ Priority baggage | |

****Neighbour Free Seat (NFS) offerings is subject to local ISD regulations**

Changes to the Fare Family Structure of MH Shuttle for travels between KUL & SIN v.v. on MH Operating Direct Flights

The new fare options for travel between **KUL & SIN v.v.** on MH Direct Operating Flights consists of ***Lite, Basic and Shuttle**. Newly added attributes for Shuttle are :

- 10% discount on next purchase
- 50% discount on Neighbour Free Seat
- Priority boarding
- Priority baggage
- Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability)

| Family Brand | Lite | Basic | Shuttle |
|---|---|--|---|
| Benefits | Ancillary | | |
| | <ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✗ No Enrich Miles upgrade ✗ No checked baggage ✗ No seat selection | <ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Enrich Miles upgrade ✓ Checked baggage 20kg ✗ No seat selection | <ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Enrich Miles upgrade ✓ Checked baggage 35kg ✓ Free Standard seat selection ✓ Free Basic Travel Protection ✓ 10% discount on next purchase ✓ **50% discount on Neighbour Free Seat |
| | Fare rules | | |
| | <ul style="list-style-type: none"> ✗ No child discount ✗ Rebooking not allowed ✗ Refund not allowed ✗ No flexibility to travel earlier on day of travel | <ul style="list-style-type: none"> ✓ 10% child discount ✓ Rebooking: 1X Free Change fee + fare difference ✗ Refund not allowed ✗ No flexibility to travel earlier on day of travel | <ul style="list-style-type: none"> ✓ 15% child discount ✓ Rebooking: Fare difference only ✓ Refund allowed ✓ Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability) |
| Operational | | | |
| <ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage | <ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage | <ul style="list-style-type: none"> ✓ Priority check in ✓ Priority boarding ✓ Priority baggage | |

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9. What if MH Shuttle fare passenger choose to travel earlier on day of travel on FY operating flight (go show on FY)?

MH Passenger (holding 232 confirmed ticket) must call MH Contact Center / ATO / CTO for rebooking at least 2 hours before flight departure on earlier flight within the same day due to different airport location for departure.

10. What is the applicable infant fare and respective entitled free baggage allowance (FBA)?

The infant fare is 10% of the applicable adult fare on all fare families and is entitled to 0 kg for Lite fare family whereas 10 kg for Basic and Flex fare families respectively.

11. If I had purchased the Lite Family brand, am I still allowed to check-in my luggage?

Lite Family brand does not come with complimentary baggage allowance. If passenger needs to check in their luggage, they may pre-purchase the extra baggage allowance on MH website via 'manage my booking' or they can pay for excess baggage fee when checking-in for their flight at the check-in counter.

12. If I had purchased the Lite and Basic Family brand, am I still allowed to select seats?

Lite and Basic Family brand does not come with complimentary seat selection. If you need to select your seat, you may pre-purchase via 'manage my booking' on MH Website, Contact Centre or approach nearby Ticketing Office. Standard charges may apply.

13. What if I had booked my flight and had been ticketed before 22 June 2020 for travel on/after 22 June 2020?

You are still entitled to the benefits and offerings stated on the purchased ticket T&C issued prior to 22 June 2020. However, if changes were made to the tickets and presented for reissuance on/after 22 June 2020, the following conditions apply:

- Fully unutilized – New Horizontal Fare Family attributes will be applied.
- Partially utilized - Fare rules and attributes will follow as per current process.

14. Does this apply to all MH international destinations?

Yes. This applies to all MH operating flights for international destinations except for Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah

15. Does this apply to passengers travelling from Japan to other MH international destinations?

Yes, this applies to all passengers travelling from Japan to all MH International Destinations (on MH operating flights only)

16. How do I know if the new fare family benefits apply to my connecting flights?

Please refer to the Table below to determine the fare family benefits:

| From/ To | To / From | Connecting Flights | FBA |
|---|---|--|---|
| Korea / Australia and New Zealand / UK / Greater China / South Asia / ASEAN / Domestic | Korea / Australia and New Zealand / UK / Greater China / South Asia / ASEAN / Domestic | Both sectors on the same or separate MH tickets | New fare family benefits apply for both sectors (HFF) |
| Malaysia Domestic to Japan Example: (same ticket) PEN-KUL KUL-NRT | Japan to Malaysia Domestic Example: (same ticket) NRT-KUL KUL-PEN | Both sectors on the same MH tickets | No changes on fare family benefits for both sectors (VFF) Example: NRT-PEN v.v will be on VFF |
| Malaysia Domestic to Japan Example: PEN-KUL (one ticket) KUL-NRT (one ticket) | Japan to Malaysia Domestic Example: NRT-KUL (one ticket) KUL-PEN (one ticket) | Both sectors on the separate MH tickets | New fare family benefits ONLY apply to Domestic sector Example: NRT-KUL v.v will be on VFF while KUL-PEN v.v will on HFF |
| International/Japan Example: (same ticket) LHR-KUL KUL-NRT | Japan/International Example: (same ticket) NRT-KUL KUL-LHR | Both sectors on the same MH tickets | New fare family benefits apply for both sectors (HFF) Example: NRT-LHR v.v will be on HFF |
| International/Japan Example: LHR-KUL (one ticket) KUL-NRT (one ticket) | Japan/International Example: NRT-KUL (one ticket) KUL-LHR (one ticket) | Both sectors on the separate MH tickets | New fare family benefits ONLY apply to International sector Example: NRT-KUL v.v will be on VFF while |

| | | | |
|--|--|--|----------------------------|
| | | | KUL-LHR v.v will be on HFF |
|--|--|--|----------------------------|

17. Are Enrich and oneworld members entitled for the extra baggage allowances?

Yes, Enrich and oneworld members are entitled to additional baggage allowance based on their membership tiers.

Enrich Platinum – 100% extra baggage allowance on top of their travel entitlement

Enrich Gold - 50% extra baggage allowance on top of their travel entitlement.

Enrich Silver – 5 kg extra baggage allowance on top of their travel entitlement

Below is the additional free baggage allowance entitlement for the applicable Economy HFF:

| Enrich Tiers | Lite | Basic | Flex |
|-------------------------|-------------------|---------------------|--------------------|
| Platinum (+100%) | 0kg + 20kg = 20kg | 20kg + 20kg = 40kg | 35kg + 35kg = 70kg |
| Gold (+50%) | 0kg + 15kg = 15kg | 20kg + 15kg* = 35kg | 35kg+ 18kg = 53kg |
| Silver (+5kg) | 0kg +5kg = 5kg | 20kg + 5kg = 25kg | 35kg + 5kg = 40kg |

*Note: Revised additional baggage allowance for Gold tier on Economy Basic fare

| oneworld Tiers | Lite | Basic | Flex |
|-------------------------|-------------------|--------------------|--------------------|
| Emerald (+20kg) | 0kg + 20kg = 20kg | 20kg + 20kg = 40kg | 35kg + 20kg = 55kg |
| Sapphire (+15kg) | 0kg + 15kg = 15kg | 20kg + 15kg = 35kg | 35kg+ 15kg = 50kg |

18. Does the cabin baggage weight remain the same?

Yes, cabin baggage weight remains unchanged at 7KG.

19. Can passengers upgrade their Economy Class ticket via Last Minute Upgrade or MH upgrade?

Please refer to the following table for upgrade eligibility.

| Fare Family | Enrich Upgrade | MH Upgrade | Last Minute Upgrade |
|---------------|----------------|------------|---------------------|
| Economy Lite | X | √ | √ |
| Economy Basic | √ | √ | √ |
| Economy Flex | √ | √ | √ |

20. What is the Enrich Upgrade?

Enrich Upgrade allows passengers to be upgraded to our Business Class or Business Suite for their flights by redeeming their accrued Enrich Miles.

21. What is MH Upgrade?

MH Upgrade provides Economy Class passengers the opportunity to be upgraded to our Business Class or Business Suite immediately after your original ticket purchase.

22. What is the Last Minute Upgrade?

Last Minute Upgrade enables passengers to upgrade themselves within 3 hours before their flight to enjoy priority check-in, Golden Lounge access, priority boarding and a spacious seat.

23. Can I still collect Enrich miles on all the Fare Families?

Yes, Enrich accrual points remain the same.

24. What is included in the Basic Travel Protection?

Basic Travel Protection includes the following coverages:

| Benefits | POO Malaysia | POO Malaysia | POO Singapore |
|---|---------------------------|---------------------|---------------|
| | Domestic (MYR) | International (MYR) | (SGD) |
| 1. Repatriation of Mortal Remains | 3,000 | 4,000 | 1,600 |
| 2. Accidental Death & Permanent Disablement | 50,000 | 100,000 | 30,000 |
| 3. Luggage & Personal Effects | 300 | 300 | 130 |
| 4. Luggage Delay | 100 per 5 hours up to 200 | Up to 300 | Up to 130 |
| 5. Travel Delay | 100 per 5 hours up to 200 | Up to 300 | Up to 130 |
| 24 Hour Travel Assistance | Included | Included | Included |
| 24 Hour Medical Assistance | Included | Included | Included |

25. Is Basic Travel Protection auto signed up?

Yes. Basic Travel Protection is auto signed up once you purchase Economy Flex.

26. How can I claim the Basic Travel Protection when I need it?

Passenger may directly contact the travel protection party. Contact details are available via this link <https://mhinsure.malaysiaairlines.com/en-my/contact-us>.

27. What is 10% off next purchase for Economy Flex?

It is a 10% discount available for your next Economy Flex purchase when you book via www.malaysiaairlines.com

28. How does 10% off next purchase work?

You will receive a discount coupon code once your booking is confirmed/ticketed via email.

29. What is *Neighbor Free Seat?

Neighbour Free Seat is a product in which you can purchase the neighbouring seat or the entire row for a fee, providing you with more space to travel in comfort.

**NFS offerings is subject to local ISD regulations*

30. How do I utilize the 50% off Neighbour Free Seat?

You will receive an email 72hours before your flight departure that allows you to purchase Neighbour Free Seat at 50% the original price.

31. What are the priority services and what do they include?

Priority services are services exclusive to flex customers only and they include the following:

- A) Priority Check-In Counters
- B) Priority boarding
- C) Priority baggage for rapid retrieval of baggage upon arrival

*All services mentioned are available effective immediately

32. Where can I find out more on Malaysia Airlines' Fare Families?

Please visit malaysiaairlines.com, our trade partners' websites and local travel agents or contact Malaysia Airlines Call Centre.