

FREQUENTLY ASKED QUESTIONS

1. Why is the flight transferred from Malaysia Airlines to Firefly?

- *In line with Malaysia Aviation Group (MAG)'s Long-Term Business Plan 2.0 and continuing the growth of Firefly jet operations, Malaysia Airlines will be transferring in phases intra-Borneo services and Kota Kinabalu international services to Firefly, as a result of continued positive demand recoveries across all the markets.*
- *Effective 16 May 2023, Firefly will exclusively serve four intra-Borneo routes using the Boeing 737-800 aircraft.*
- *With Firefly's jet operations, customers will continue to enjoy the very best of Malaysian Hospitality through value-for-money pricing as well as the assurance of uninterrupted and seamless end-to-end travel.*

2. When is the last day of Malaysia Airlines' service to the affected routes?

- *15 May 2023.*

3. What type of aircraft will be used?

- *Boeing 737-800 aircraft.*

4. What are the differences between aircraft used by Malaysia Airlines and Firefly?

- *The newly retrofitted B737-800 customised for Firefly that will be progressively rolled out across its wider network are designed with the comfort of passengers and sustainability in mind. The new ergonomic seats offer more width and legroom with a seat pitch of 30 inches and the recline dimensions of 4°.*
- *The seats were built with lightweight upholstered leather, which will contribute to a lower carbon footprint by reducing fuel consumption on the aircraft. Other upgraded functionality includes a personal device holder and USB type A and C power outlets for passengers to charge their devices at each seat.*

5. What are the schedules of the routes effected?

Flight Numbers		From	To	Time	Frequency
MH	FY				
MH4706	FY2520	Kota Kinabalu	Tawau	7.00 – 7.50	Daily
MH4707	FY2521	Tawau	Kota Kinabalu	8.30 – 9.20	Daily
MH4708	FY2602	Kota Kinabalu	Sandakan	10.00 – 10.40	Daily
MH4709	FY2603	Sandakan	Kota Kinabalu	11.20 – 12.05	Daily
MH4710	FY2562	Kota Kinabalu	Kuching	12.45 – 14.05	Daily
MH4711	FY2563	Kuching	Kota Kinabalu	18.05 – 19.35	Daily
MH4712	FY2680	Kuching	Miri	14.45 – 15.45	Daily
MH4713	FY2681	Miri	Kuching	16.25 – 17.25	Daily

6. Will there be any changes to the departure/arrival terminal?

- *The departure/arrival terminal remain the same. As per normal practice, the gate availability is subject to the airport authority.*

7. Do I also earn Enrich Points?

- *Customers will earn Enrich Points based on tier and amount spent on the ticket (base fare and carrier-related charges).*

8. I have purchased a Malaysia Airlines ticket, how much will it cost to add on excess baggage?

- *Passengers who purchased a Malaysia Airlines ticket can purchase the excess baggage at the airport counter.*

9. Do I get the same benefits as per Malaysia Airlines flight?

- *With Firefly's jet operations, customers will continue to enjoy the very best of Malaysian Hospitality through value-for-money pricing as well as the assurance of uninterrupted and seamless end-to-end travel.*
- *Customers who purchased tickets before/on 15 May 2023 will enjoy the same benefits as per the Malaysia Airlines flights, including meal, subject to product availability.*

10. Will there be any meal or refreshment available onboard?

- *Customers who purchased tickets before/on 15 May 2023 will enjoy the same benefits as per the Malaysia Airlines flights, including meal subject to the product availability.*

11. Can I use an e-ticket at the mobile app to board the aircraft?

- *Customers must use printed boarding passes when flying with Firefly, which can be arranged at the check-in counters.*

12. As I will be flying with Firefly, which terms & conditions are applicable?

- *The terms & conditions will depend on the purchase and issuance of the tickets.*
- *Ticket issued prior to 15 May for the respective route will carry MH brand T&C and attributes (Flex/Basis/Lite fare)*
- *Tickets issued on/after 15 May for respective route will carry FY brand T&C and attributes (Flex/Extra/Plus/Saver)*

13. How can passengers enquire or obtain further information pertaining to the route effected?

- *Passengers may write to us via the online feedback form on the website:*
<https://www.malaysiaairlines.com/my/en/help/contact-us.html>

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