

Updated: 10 Nov 2021

## **Frequently Asked Questions (FAQs) – New Business Class Unbundling and Business Suite Enhancement for Overall Network (except for Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah)**

### **1. What are the updates to the Malaysia Airlines Business and Business Suite Fare Family?**

Effective 01 December 2021, Malaysia Airlines will be introducing the Business Class and Business Suite Enhancement on **All Routes except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah, and AMAL operated flights**. These offers customers a product based on their travel needs, preferences, priorities and purchasing capabilities.

### **2. What are the choices of Business fare brand?**

The new fare brands consist of Business Basic and Business Flex where each fare family will have different benefits such as baggage allowance. These fare brands also offer different flexibility in terms of refunds.

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

### **3. What is Business Basic?**

Business Basic is Malaysia Airlines' business class fare that comes with 2x7kg of cabin baggage, 40kg of checked baggage allowance, complimentary meal, access to free seat selection, access to Enrich Miles upgrade, access to rebook or change the ticket with complimentary of one-time change but fare difference applies, allowed a refund at a higher fee, and priority services (for check-in, boarding, and baggage). Kindly refer to the table in item No. (8) for full benefits offerings for Business Basic.

### **4. What is Business Flex?**

Business Flex is Malaysia Airlines' business class fare that comes with 2x7kg of cabin baggage, 50kg of checked baggage allowance, complimentary meal, and access to free seat selection. Business Flex fare offers ultimate flexibility where customers can rebook or change tickets with no fee but fare difference applies, able to travel on earlier flight on the same day at no cost and are allowed for refund at a fee. Furthermore, Flex fare also comes with basic travel protection and entitled for additional discounts on next purchase and 10% discount on Temptation shopping. 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 Business Flex.

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

### **5. What is new in Business Suite Enhancement?**

Effective 01 December 2021, Business Suite now includes a 55kg checked baggage privilege, basic travel protection and additional discounts on next purchase and 10% discount on Temptation

shopping. All other attributes remain unchanged from current Business Suite offerings. Kindly refer to the table in item No. (8) for full benefits offerings for *Business Suites*.

## 6. When will this take effect?

The new Business Class and Business Suite Enhancement will take effect on 01 December 2021.

## 7. Why did Malaysia Airlines introduce the Business Class Enhancement?

The Business Class Enhancement 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 Business and Business Suite Enhancement 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	Business Basic	Business Flex	Business Suite
<b>Benefits</b>	Ancillary		
	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 2x7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Checked baggage 40kg</li> <li>✓ Free seat selection</li> <li>✓ Complimentary Lounge</li> <li>✗ No Basic Travel Protection</li> <li>✗ No 10% off next purchase</li> <li>✗ No 10% off Temptation discount</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 2x7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Checked baggage 50kg</li> <li>✓ Free seat selection</li> <li>✓ Complimentary Lounge</li> <li>✓ Basic Travel Protection (For POO MY &amp; SG only)</li> <li>✓ 10% off next purchase*</li> <li>✓ 10% off Temptation shopping</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 2x7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Checked baggage 55kg</li> <li>✓ Free seat selection</li> <li>✓ Complimentary Lounge</li> <li>✓ Basic Travel Protection (For POO MY &amp; SG only)</li> <li>✓ 10% off next purchase*</li> <li>✓ 10% off Temptation shopping</li> </ul>
	Fare rules		
	<ul style="list-style-type: none"> <li>✓ Rebooking: 1X Free Change fee + fare difference</li> <li>✓ Refund at a higher fee</li> <li>✗ No flexibility to travel earlier on day of travel</li> </ul>	<ul style="list-style-type: none"> <li>✓ Rebooking: Fare difference only</li> <li>✓ Refund at a fee</li> <li>✓ Flexibility to travel earlier on day of travel (subject to availability)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Rebooking: Fare difference only</li> <li>✓ Refund at a fee</li> <li>✓ Flexibility to travel earlier on day of travel (subject to availability)</li> </ul>
Operational			
<ul style="list-style-type: none"> <li>✓ Priority check-in</li> <li>✓ Priority boarding</li> <li>✓ Priority baggage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Priority check-in</li> <li>✓ Priority boarding</li> <li>✓ Priority baggage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Priority check-in</li> <li>✓ Priority boarding</li> <li>✓ Priority baggage</li> </ul>	

\*Business Flex & Business Suite Passenger gets to enjoy 10% discount for next purchase made via IBE.

Note :

1. Operation of lounge/lounge access is subject to local station/government regulations in regard to Covid-19
2. MH may in its sole discretion to adjust attributes as tabled above at any time without further notice

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

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

- Check-in baggage allowance increased to 50KG
- Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability)
- 10% discount on next purchase made via Malaysia Airlines Website.
- 10% discount on Temptation shopping
- Basic Travel Protection

Family Brand	Business Basic	Business Shuttle
<b>Benefits</b>	<b>Ancillary</b>	
	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 2x7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Checked baggage 40kg</li> <li>✓ Free seat selection (available for MH operated flight only)</li> <li>✓ Complimentary Lounge</li> <li>✗ No Basic Travel Protection</li> <li>✗ No 10% off next purchase</li> <li>✗ No 10% off Temptation shopping</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 2x7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Checked baggage 50kg</li> <li>✓ Free seat selection (available for MH operated flight only)</li> <li>✓ Complimentary Lounge</li> <li>✓ Basic Travel Protection</li> <li>✓ 10% off next purchase*</li> <li>✓ 10% off Temptation shopping</li> </ul>
	<b>Fare Rules</b>	
	<ul style="list-style-type: none"> <li>✓ Rebooking: 1X Free Change fee + fare difference</li> <li>✓ Refund at a higher fee</li> <li>✗ No flexibility to travel earlier on day of travel</li> </ul>	<ul style="list-style-type: none"> <li>✓ Rebooking: Fare difference only</li> <li>✓ Refund at a fee</li> <li>✓ Flexibility to travel earlier on day of travel on either MH or FY operating flights (subject to availability)</li> </ul>
	<b>Operational</b>	
	<ul style="list-style-type: none"> <li>✓ Priority check-in</li> <li>✓ Priority boarding</li> <li>✓ Priority baggage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Priority check-in</li> <li>✓ Priority boarding</li> <li>✓ Priority baggage</li> </ul>

\*Business Flex & Business Shuttle Passenger gets to enjoy 10% discount for next purchase made via IBE.

Note:

1. Operation of lounge is subject to local airport/government regulations in regard to Covid-19.
2. MH may in its sole discretion to adjust attributes as tabled above at any time without further notice

**9. What if MH Business 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) on Business fare families?**

The infant fare is 10% of the applicable adult fare on all Business fare families and is entitled to 10 kg FBA for Business Basic and Business Flex fare families respectively.

**11. What if I had booked my flight and had been ticketed before 01 December 2021 for travel on/after 01 December 2021?**

You are still entitled to the benefits and offerings stated on the purchased ticket T&C issued prior to 01 December 2021. However, if changes were made to the tickets and presented for reissuance on/after 01 December 2021, the following conditions apply:

- Fully unutilized – New Business Class and Business Suite Enhancement attributes will be applied (except on refund criteria which will remain as per the current process).
- Partially utilized - Fare rules and attributes will follow as per current practice, i.e. historical fare T&C will be remained while new baggage allowance shall be applied

**12. Does Business Class and Business Suite Enhancement apply to all MH destinations?**

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

**13. Does Business Class and Business Suite Enhancement apply to passengers travelling from Japan to other MH international destinations?**

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

**14. How do I know if the new Business 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 <b>same or separate</b> MH tickets	<b>New benefits</b> apply for both sectors

<p>Malaysia Domestic to Japan</p> <p><b>Example:</b> <b>(same ticket)</b></p> <p><b>PEN-KUL</b> <b>KUL-NRT</b></p>	<p>Japan to Malaysia Domestic</p> <p><b>Example:</b> <b>(same ticket)</b></p> <p><b>NRT-KUL</b> <b>KUL-PEN</b></p>	<p>Both sectors on the <b>same</b> MH tickets</p>	<p><b>No changes</b> on benefits for both sectors</p> <p><b>Example:</b> <b>NRT-PEN v.v will be on old benefits</b></p>
<p>Malaysia Domestic to Japan</p> <p><b>Example:</b> <b>PEN-KUL (one ticket)</b> <b>KUL-NRT (one ticket)</b></p>	<p>Japan to Malaysia Domestic</p> <p><b>Example:</b> <b>NRT-KUL (one ticket)</b> <b>KUL-PEN (one ticket)</b></p>	<p>Both sectors on <b>separate</b> MH tickets</p>	<p><b>New benefits ONLY</b> apply to Domestic sector</p> <p><b>Example:</b> <b>NRT-KUL v.v will be on old benefits while KUL-PEN v.v will on new benefits</b></p>
<p>International/Japan</p> <p><b>Example:</b> <b>(same ticket)</b></p> <p><b>LHR-KUL</b> <b>KUL-NRT</b></p>	<p>Japan/International</p> <p><b>Example:</b> <b>(same ticket)</b></p> <p><b>NRT-KUL</b> <b>KUL-LHR</b></p>	<p>Both sectors on the <b>same</b> MH tickets</p>	<p><b>New benefits</b> apply for both sectors</p> <p><b>Example:</b> <b>NRT-LHR v.v will be on new benefits</b></p>
<p>International/Japan</p> <p><b>Example:</b> <b>LHR-KUL (one ticket)</b> <b>KUL-NRT (one ticket)</b></p>	<p>Japan/International</p> <p><b>Example:</b> <b>NRT-KUL (one ticket)</b> <b>KUL-LHR (one ticket)</b></p>	<p>Both sectors on <b>separate</b> MH tickets</p>	<p><b>New benefits ONLY</b> apply to International sector</p> <p><b>Example:</b> <b>NRT-KUL v.v will be on old benefits while KUL-LHR v.v will be on new benefits</b></p>

**15. Does Enrich Elite Status members (Silver/Gold/Platinum) and oneworld Top Tiers receive the benefit of Extra Baggage Allowance for Business Basic?**

Yes, Enrich and **oneworld** tier benefits remain the same based on their respective tier entitlement.

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

Yes, Enrich members are entitled to additional baggage allowance based on their membership tiers for travel on pure Malaysia Airlines operated flights.

**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	Business Basic	Business Flex/Business Shuttle	Business Suite
<b>Platinum (+100%)</b>	40kg + 40kg = 80kg	50kg + 50kg = 100kg	55kg + 55kg = 110kg
<b>Gold (+50%)</b>	40kg + 20kg = 60kg	50kg + 25kg = 75kg	55kg + 28kg = 83kg
<b>Silver (+5kg)</b>	40kg +5kg = 5kg	50kg + 5kg = 55kg	55kg + 5kg = 60kg

oneworld top tier (Ruby/Sapphire and Emerald) members will be eligible for extra baggage allowance according to oneworld benefits.

Members may visit the <https://www.oneworld.com> > travel-benefits

oneworld Tiers	Business Basic	Business Flex/Business Shuttle	Business Suite
<b>Emerald (+20kg)</b>	40kg + 20kg = 60kg	50kg + 20kg = 70kg	55kg + 20kg = 75kg
<b>Sapphire (+15kg)</b>	40kg + 15kg = 55kg	50kg + 15kg = 65kg	55kg + 15kg = 70kg
<b>Ruby</b>	As purchased on Business Class/Business Suite		

**17. If I buy a Business Flex or Business Suites Ticket using Enrich Points Redemption, am I entitled for the 10% Off next purchase discount?**

Yes, you will receive the 10% off coupon code via e-mail and you may use it on the next normal flex fare ticket purchase made on Malaysia Airlines Website. The coupon code is not applicable for redemption tickets

**18. Does the cabin baggage weight remain the same?**

Yes, cabin baggage weight remains unchanged at 2X7KG.

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

Yes, Enrich accrual points remain the same.

**20. What is included in the Basic Travel Protection?**

Basic Travel Protection is applicable only if your Point of Origin (POO) is from Malaysia (MY) and Singapore (SG). The full details of the policy's coverage can be referred via this link: <https://mhinsure.malaysiaairlines.com/en-my/basictravelprotection>.

**21. Is Basic Travel Protection auto signed up?**

Yes. Basic Travel Protection is auto signed up once you purchase Economy Flex/Business Flex/Business Shuttle/Business Suite.

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

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

**23. What is 10% off next purchase for Business Flex/Shuttle & Business Suite?**

It is a 10% discount available for your next Business Flex/Shuttle or Business Suite purchase when you book via [www.malaysiaairlines.com](http://www.malaysiaairlines.com). Refer to 10% off Next Purchase Discount FAQ for full details.

**24. How does 10% off next purchase work?**

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

**25. How does 10% off Temptation shopping work?**

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

**26. What are the priority services and are there any changes on these attributes?**

Priority services remain unchanged for all Business class and Business Suite customers, and they include the following:

- A) Priority Check-In Counters
- B) Priority boarding

C) Priority baggage for rapid retrieval of baggage upon arrival

## **27. Where can I find out more on Malaysia Airlines' Fare Families?**

Please visit [malaysiaairlines.com](http://malaysiaairlines.com), our trade partners' websites and local travel agents or contact Malaysia Airlines Call Centre.

### **Business Flex/Shuttle and Business Suite Tickets: Eligibility of 10% Discount via Promo Code**

#### **Q1: Who is eligible for the promo code?**

A: Only for customers who purchased Malaysia Airlines Business Flex/Shuttle or Business Suite tickets on [malaysiaairlines.com](http://malaysiaairlines.com) or Malaysia Airlines mobile app.

#### **Q2: What does the promo code offer?**

A: The promo code gives customers a 10% discount on their next Business Flex/Shuttle or Business Suite purchase.

#### **Q3: I've made a booking for 5 passengers. How many promo codes will I receive?**

A: There will be only one (1) promo code given for each booking, regardless of the number of passengers. This promo code will work for any number of pax in the next booking provided it is all done under one PNR Booking.

#### **Q4: Will I get the promo code if I make a booking via a travel agent or Malaysia Airlines Contact Centre?**

A: No, the promo code offer is only applicable for purchases made via Malaysia Airlines website and mobile app.

#### **Q5: Will I get the promo code if my booking was made via MHexplorer or any other special partnership and promotional campaign?**

A: Yes, purchase of Business Flex/Shuttle or Business Suite tickets made via these platforms will be eligible for the promo code. However, redemption of the promo code can only be made via [malaysiaairlines.com](http://malaysiaairlines.com) or Malaysia Airlines mobile app.

#### **Q6: Will I get the promo code if I purchased Business Flex/Shuttle or Business Suite for one way only?**

A: Yes, all Business Flex/Shuttle or Business Suite tickets will be eligible for the promo code even if it's only for one way. However, for redemption, only a return Business Flex/Shuttle or Business Suite ticket will activate the promo code.

#### **Q7: Will the promo code work for infant and child as well?**

A: Yes, the promo code will be valid for all passenger categories (Infant, Child, Adult). However, only one (1) promo code of 10% can be inserted during redemption and it will be applicable for all pax in that booking.

#### **Q8: Will I be eligible for another promo code if I make my next Business Flex/Shuttle or Business Suite purchase using the promo code given?**

A: Yes, a new promo code will be provided for 10% off on your next flight purchase whenever a Business Flex/Shuttle or Business Suite ticket is booked.



**Q9: My original ticket was not a Business Flex/Shuttle or Business Suite ticket, but I've since rebooked and change it to Business Flex/Shuttle or Business Suite. Am I eligible for the 10% discount?**

A: Yes, a promo code will be given for tickets that have been reissued and changed from Business Basic to Business Flex/Shuttle or Business Suite.

**Q10: If I buy a Business Flex/Shuttle or Business Suites ticket using Enrich Points redemption, am I entitled for the 10% Off next flight purchase?**

A: Yes, you will receive the 10% off coupon code via e-mail and you may use it on the next normal Flex/Shuttle fare ticket purchase (The coupon code is not applicable for redemption ticket).

### **Promo Code Redemption**

**Q11: How will I receive the promo code?**

A: The promo code will be emailed to the eligible customer within 24 hours after a booking is made.

**Q12: How do I redeem/use the promo code to make my booking?**

A: Just insert the promo code during your next ticket purchase on [malaysiaairlines.com](http://malaysiaairlines.com) or Malaysia Airlines mobile app.

**Q13: What is the redemption period for the promo code?**

A: Redemption must be made within 3 months from the month the promo code was received. e.g. If the promo code was received on 1<sup>st</sup> December or 31<sup>st</sup> December, it will be valid until 28<sup>th</sup> February.

**Q14: What are the conditions for my booking using the promo code?**

A: The promo code can be redeemed for booking with conditions below:

1. Travel period: Immediate until further notice
2. Cabin class: Business Flex/Shuttle or Business Suite only
3. Sector: All destinations operated by Malaysia Airlines except Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah routes.

Once you book your Business Flex/Shuttle or Business Suite, your promo code can be used for your next Business Flex/Shuttle or Business Suite purchase.

**Q15: Is the promo code only redeemable by the original booker?**

A: No, the promo code is transferrable and can be used by any customer. However, validity of the promo code is for one-time purchase only.

**Q16: Can I use the promo code for ancillary purchases?**

A: No, this promo code is applicable for flight purchases only.

**Q17: Can I use the promo code to upgrade my seat?**

A: No, this promo code is not applicable for seat upgrade.

**Q18: I have redeemed my promo code, but I would like to make changes. Will the 10% discount still be applicable?**

A: No, the 10% discount will no longer be applicable if changes are made to the ticket after promo code is redeemed