

Dear Valued Partner

Date: 02Se p24

Due to the recent operational challenges affecting the services of Malaysia Airlines, this is to inform on our Commercial Waiver policy that offers the flexibility for passengers to fly with us again.

This document is an update to our previous policy memo on rebooking and reissuance dated 27th August. Please note this policy will be strictly governed by the date and eligibility criteria as specified below and should be adhered to all scenarios.

This will also override original fare T&C for the options shown below. Exception will be the no-show rule / category which will remain as per fare T&C. Please note that any abuse of this waiver will be subject to ADM.

As we continue to strive towards managing this situation to the best of our ability, we appreciate your support and cooperation in handling our esteem passengers.

We thank you for your continuous support and look forward to serving your clients on board.

INVOLUNTARY REBOOKING OPTIONS

Below are the various eligibility criteria for any ticket/flight(s) impacted by an involuntary change initiated by MH

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|----------|---|
| 1 | Eligibility
Applicable for flights impacted by the recent network rationalization initiated until end of AUG24 .
Applies to 232 tickets which are affected by flight disruptions for travel period until end of Dec24 .
For tickets issued as part of a Group, please contact our Groups department . |
| 2 | Rebook/Reissue
One free change - no fare difference or change/service fees to be collected subject to the below criteria:

a. Allow to rebook/reissue on MH Operated flight Only
b. New travel should be booked in the same/original RBD or the next highest available RBD
c. New travel period limited to -/+ 30 days from the affected date
d. Endorsement:
Subsequent reissued tickets and rebooked PNRs must show the following
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| 3 | Reroute permitted
a. Allow to reroute on MH operated flight Only.
- If the new routing results in a higher fare and taxes this will necessitate the difference in fare to be collected however fare difference applies
- If the new routing results in a lower fare, any unutilized balance will be forfeited, and MH will not refund the balance.
b. Allow to reroute on the same O&D on MHFY or MH/MW with no additional fee.
c. Allow to reroute from KUL to SZB via MHFY with no additional fee. |

4 NO SHOW fees

To be applied/collected as per fare rule. In the case of fare products that indicate No-Show not allowed in the respective T&C – the ticket will be forfeited (no changes permitted).

5 Refund

Full refund permitted back to original form of payment (FOP)

a. Cancellation & service fees are waived for partially utilised and totally unutilised tickets

b. Raise RAA and indicate remarks

INVOLUNTARY REFUND DUE MHXXX NOOP/WID17563