

MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY COVID-19 (CW42 COVID- 19)

To : MH APPOINTED AGENTS
Ref : MH-DEL-CM-50
Date : 11 MAR 2020

Dear Trade Partners,

Due to the rapid spread of COVID-19, Malaysia Airlines wishes to provide flexible ticket change policy to our passengers who may wish to make new bookings, we are offering the following flexibility option.

Effective immediately passengers holding Malaysia Airlines (232) tickets that involve confirmed travel from / to any MH online point with or without connections, we will waive 1x change fee for our customers following Travel and Ticket criteria as below

- New booking made/issued from **10Mar to 31mar2020**
- Any rebooked travel must be made on/before **31May 2020**
- Any rebooked travel date must be completed by **31Dec 2020**
- Applies to tickets issued with confirmed reservation on MH 232 stock
- Customer will need to contact MH Call Centre or MH Ticketing Office or MH Appointed Agents for the above arrangement

Re-booking Options

One free change is permitted but revised travel date must be as above and subject flight availability according to original O&D. The change fee will be waived for this one-time change. However, any changes to origin / destination / cabin which results



- in a higher fare will necessitate the difference in fare to be collected. Deferred travel/new travel date must be booked in the original ticketed / booked RBD. Rebooking in an alternative RBD will result in the ticketed fare being re-assessed and any additional fare amount being collected. Any unutilized balance will be forfeited and MH will not refund the balance. NOSH fees will not be waived

- **Endorsements**

Subsequent reissued tickets and rebooked PNRs must show the following endorsement '**CW42 COVID- 19**'

Please be guided accordingly

Yours's sincerely

Team Malaysia Airlines.



2