

For External Circulation

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Frequently Asked Questions (FAQs) – New Economy Fare Family on MY Domestic Sectors

1. What is new about Malaysia Airlines Fare Family?

It is a new fare brand name and fare conditions which offer customers a product based on their travel needs, preferences, priorities and purchasing power.

2. What are the choices of fare brand?

The new fare brands consist of Lite, Basic and Flexi where each fare family would have different attributes such as baggage allowance, seat selections, refunds and rebooking.

3. What is a Lite Fare?

A Lite Fare is Malaysia Airline's lowest fare. However, it comes with more restrictions than other fare brands.

4. What is Basic Fare?

A Basic Fare allow for changes with restrictions but is not refundable.

5. What is Flexi Fare?

A Flexi Fares allow changes with no fee (only pay fare difference) and flexibility to travel on earlier flight on the same day with no cost as well as refunds at a minimal fee.

6. When is this effective?

The new Fare Family will be effective on 8 April 2019.

7. Why did Malaysia Airlines introduce Horizontal Fare Family?

In line with market demand, this will allow passengers to have more flexibility and options to choose based on their individual travel needs, moving away from 'one size fits all' approach.

8. How does the Fare Family works?

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

LITE	BASIC	FLEXI
Complimentary: <ul style="list-style-type: none"> ✓ Cabin baggage up to 7kg ✓ Snacks & Beverages ✗ No Checked baggage 20kg ✗ No Enrich Miles Upgrade ✗ No Free Seat Selection 	Complimentary: <ul style="list-style-type: none"> ✓ Cabin baggage up to 7kg ✓ Snacks & Beverages ✓ Checked baggage 20kg ✓ Enrich Miles Upgrade ✗ No Free Seat Selection 	Complimentary: <ul style="list-style-type: none"> ✓ Cabin baggage up to 7kg ✓ Snacks & Beverages ✓ Checked baggage 25kg ✓ Enrich Miles Upgrade ✓ Free Seat Selection
<ul style="list-style-type: none"> ✗ No child Discount ✗ Rebooking not allowed ✗ Refund not allowed ✗ No Flexibility to travel earlier on day of travel (subject to availability) 	<ul style="list-style-type: none"> ✓ 10% Child Discount ✓ Rebooking: MYR100 fee + fare difference ✗ Refund not allowed ✗ No Flexibility to travel earlier on day of travel (subject to availability) 	<ul style="list-style-type: none"> ✓ 15% Child Discount ✓ Rebooking: fare difference only ✓ Refund at MYR150 ✓ Flexibility to travel earlier on day of travel (subject to availability)

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

We do not offer complimentary check-in luggage for Lite Family brand. But if you need to check in your luggage, you may pre-purchase your baggage allowance via manage my booking.

10. What if I had purchased my flight before the effective date (8 April 2019)?

If flights were purchased before 8 April 2019, no changes apply. If flights were purchased on and after 8th April 2019, all the new attributes apply based on the fare family.

11. What if I had purchased my flight before the effective date (8 April 2019) but travelling on or after the 8th April 2019?

No changes apply.

12. What happens to existing bookings; I have booked my trip prior to the launch of Horizontal Fare Family?

Passengers remain as per booked Terms & Conditions and if changes are made (change date etc) post the effective date (8 April 2019) to Horizontal Fare Family then new T&C applies.

13. Does this apply to flights within Malaysia?

Yes. This applies to all MH Domestic sectors only.

14. Does this apply to flights outside of Malaysia?

No. This only applies to pure MH Domestic Sectors only. No changes on International Sectors.

15. What if I am travelling from Europe to Kuala Lumpur and then onwards Kuala Lumpur to Penang, does the new fare family attributes applies?

No. This only applies to MH Domestic Sectors only. No changes on International Sectors connecting to Domestic.

16. What if I am an Enrich member, am I still entitled for the extra baggage allowances?

The Enrich member additional baggage allowance privileges remains the same for **Economy Basic** and **Flexi**;

Enrich Platinum - allowed 100% additional checked baggage allowance based on the respective class of travel. E.g.: Enrich Platinum member that holds an Economy Basic ticket will be entitled to an additional 20kg which sums up to a total of 40kg FBA.

Enrich Gold - allowed 50% additional checked baggage allowance based on the respective class of travel. E.g.: Enrich Gold member that holds an Economy Basic ticket will be entitled to an additional 10kg which sums up to a total of 30kg FBA.

Enrich Silver - allowed 5kg additional checked baggage allowance based on the respective class of travel. E.g.: Enrich Silver member that holds an Economy Basic ticket will be entitled to an additional 5kg which sums up to a total of 25kg FBA.

For Enrich members holding an **Economy Lite** ticket, they will be entitled to the following baggage allowance:

Enrich Platinum – entitles to 15kg checked baggage allowance.

Enrich Gold - entitles to 10kg checked baggage allowance.

Enrich Silver – entitles 5kg checked baggage allowance.

17. Does cabin baggage weight remains the same?

Yes. The maximum cabin baggage allowance is 7kg per piece.

18. Can I upgrade my Economy ticket via Last Minute Upgrade or MH upgrade?

Only passengers holding an Economy Basic or Flexi ticket are eligible to upgrade.

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

Yes, Enrich accrual points remain the same.

20. Where can passengers find out more on Malaysia Airlines' Fare Families?

Please visit malaysiaairlines.com or contact Malaysia Airlines Call Centre.