

New MH Horizontal Fare Family on Domestic Sectors effective on 8th April 2019

Date; 27 Mar 2019

Dear Valued Partners,

Malaysia Airlines will be introducing new **Horizontal Fare Family (HFF)** on **Domestic Sectors effective 08 April 2019**. This in line with the current market demand where passengers will have the flexibility and options based on their preferences and travel needs.

The new **HFF** consists of **Economy Lite, Economy Basic and Economy Flexi**, which will replace the current Fare Family brand of MH Economy Domestic, known as MH Promo, MH Basic, MH Smart and MH Flex. There are no changes made to the current Domestic Business Class Fare Family except on the fare basis code.

The current MH Domestic Fare Brand **vs.** New MH Horizontal Fare Family (HFF) comparison as follows:

| Current MH Fare Family Brand | | New Horizontal Fare Family Effective 08 April 19 | |
|------------------------------|-----------------|--|-----------------|
| Fare Brand | RBD application | Fare Brand | RBD application |
| Promo | O, Q | | |
| Basic | N, S | Lite | From O to Y |
| Smart | V, L, M, K | Basic | From O to Y |
| Flex | H, B, Y | Flex | From O to Y |
| Business Class Cabin | J, C, D, Z | Remains | |

The attributes/complimentary ancillary will vary depending on the selected fare brand and enclosed is a summarized table for easy reference.

| Subject | New MH Horizontal Fare Family (HFF) on Domestic Sectors effective 08 April 2019 | |
|----------------|---|---|
| Effective Date | 08APRIL 2019 | |
| Application | ✓ | For MH Economy Domestic Sectors |
| | ✓ | For tickets issued/reissued on/after 08 April 2019 |
| Exception | ✓ | The current MH fare brands for International Sectors remains the current attributes |

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| Domestic Sectors (Peninsular, Within Sabah and Sarawak and Crossings (Sabah & Sarawak to Peninsular v.v)) | | | | |
|--|---|--|---------------------------------|---------------------------|
| Family Brand | Economy Cabin | | | Business Cabin |
| | Lite (LG) | Basic (BX) | Flexi (FL) | Business (BL) |
| Reservation Booking Designator (RBD) | Y, B, H, K, M, L, V, S, N, Q, O | Y, B, H, K, M, L, V, S, N, Q, O | Y, B, H, K, M, L, V, S, N, Q, O | J, C, D, Z |
| Fare Basis Code (FBC) | x LG1YMY x LGOWMY | xBX1YMY xBXOWMY | xFL1YMY xFLOWMY | xBL1YMY xBLOWMY |
| | Note: x = RBD | | | |
| Free Baggage Allowance (FBA) | - | 20 KG | 25 KG | 40 KG |
| Horizontal Fare Family Attributes | Complimentary | | | Current attributes remain |
| | ✓ Cabin baggage up to 7kg | ✓ Cabin baggage up to 7kg | ✓ Cabin baggage up to 7kg | |
| | ✓ Snacks & Beverages | ✓ Snacks & Beverages | ✓ Snacks & Beverages | |
| | ✗ No checked baggage | ✓ Checked baggage | ✓ Checked baggage | |
| | ✗ No Enrich Miles | 20kg | 25kg | |
| | Upgrade | ✓ Enrich Miles | ✓ Enrich Miles | |
| | ✗ No Free Seat Selection | Upgrade | Upgrade | |
| | | ✗ No Free Seat Selection | ✓ Free Seat Selection | |
| | Fare Conditions | | | |
| | ✗ No Child Discount | ✓ 10% Child Discount | ✓ 15% Child Discount | |
| ✗ Rebooking not allowed | ✓ Rebooking: MYR100 fee + fare difference | ✓ Rebooking possible with no fee plus fare difference | | |
| ✗ Refund not allowed | ✗ Refund not allowed | | | |
| ✗ No Go Show on Earlier Flight | ✗ No Go Show on Earlier Flight | ✓ Refund at MYR150 | | |
| | | Go Show on Earlier Flight on the same day of travel for free (where space available) | | |
| Note: | | | | |
| ✓ No changes to the current Business Class fare cabin <u>Except</u> on the Fare Basis Code (FBC) | | | | |
| ✓ Current additional FBA entitlement for Enrich Platinum, Gold and Silver members remains. | | | | |
| ✓ Current Business Class FBA travelling on Domestic sectors remains. | | | | |
| ✓ Current allowable number of pieces and baggage dimensions remains | | | | |
| ✓ Current International fare family brand remains. | | | | |
| ✓ Infant - charge 10% of the applicable travelling adult fare. | | | | |

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Examples

| No | Scenarios | Comments |
|----|---|---|
| 1 | Fully Domestic on EYCL issued on/after 08 April 19. | New HFF fare attributes applies |
| 2 | Fully Domestic or International on Business Class and Business Suite | CURRENT fare rules/brand remains |
| 3 | Combination of Domestic and International Travel (one way or return) on EYCL within connecting time of 24 hours in the same tickets | CURRENT fare rules/brand remains |
| 4 | Combination of Domestic and International Travel (one way or return) on EYCL with connecting time of more than 24 hours in the same ticket | CURRENT fare rules/brand remains |
| 5 | Domestic and International Travel (one way or return) on EYCL with connecting time of more than 24 hours on separate tickets | <ul style="list-style-type: none"> International travel in one ticket, maintain current fare rules and attributes. Domestic travel on another ticket, new HFF Attributes Applies. |
| 6 | Fully unutilized ticket presented for reissuance on/after 08 April 19. | Ticket to be reassessed to the new applicable RBD and new HFF attributes will be applied. |
| 7 | Partially unutilised ticket presented for reissuance on/after 08 April 19. | CURRENT process remains, to apply the Current fare rules and attributes. The ticket fare to be reassessed using the historical pricing methods. |
| 8 | Enrich Platinum and OneWorld Emerald members travelling EYCL on MH Domestic sectors holding an Economy Basic or Flexi ticket. | Allowed 100% additional extra checked baggage in addition to the FBA. Note: Economy Lite will only be entitled to 15kg check in baggage allowance |
| 9 | Enrich Gold and OneWorld Sapphire members travelling EYCL on MH Domestic sectors holding an Economy Basic or Flexi ticket. | Allowed 50% additional extra checked baggage in addition to the FBA. Note: Economy Lite will only be entitled to 10kg check in baggage allowance |
| 8 | Enrich Silver members travelling EYCL on MH Domestic sectors. | 5KG baggage entitlement in addition of FBA. |