

To : MH APPOINTED AGENTS
From : Country Manager South Asia
Date : 25 May 2022
Ref : IN/CM/2020/04/002 (R5)

Dear Trade and Business Partners,

RE : COMMERCIAL WAIVER POLICY COVID 19 - CW51 v1.5

We are pleased to share our **Commercial Waiver CW51 v1.5** that offers the flexibility for passengers to fly with us again.

Due to the continued impact of COVID-19 Malaysia Airlines wishes to provide our 'open ticket flexibility' policy as outlined below:

- Unlimited Date Change - Waiver of Date Change Fee (Fare difference may apply – see below)
- Flexibility of Destination Change (Re-routing however Fare difference applies)

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 CW is issued for all changes in flight/ date/ routing applicable to MH (232) tickets and will override the Standard Schedule Change (SSC) Policy in regard to Advance Schedule Change (ASC) and Schedule Change (SC) for the duration of this CW51 or until further notice. Irregular Operation (IROPS) will remain as per SSC Policy.

This CW51 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.



Voluntary Re-booking Options – ‘Open Ticket Flexibility’ - Options ‘a’ and ‘b’

Below are the various eligibility criteria required to take advantage of the ‘Open Ticket Flexibility’.

This will apply to all document types - original ticket, OPEN Ticket & EMD (Credit Voucher)

1	Applies to 232 tickets issued on/before – 30 Jun 20 Applies to 232 tickets issued for travel during 01 Jan 20 to 29 Mar 21 period only
2	All travel must be completed on and before – 15 Jan 23
3.	All rebooked travel requests, whether original ticket or subsequently issued EMD, or OPEN ticket must be made on/before 31 Dec 22 Ticket validity will be extended for travel to 15 Jan 23
4	Customer will need to contact MH Contact Centre or MH Ticketing Office or MH Appointed Agents to make any changes to their travel arrangements

Note: Fares must be reassessed for all date/route changes

Reminder: EMD & Travel Vouchers are non-transferable – only the passenger named on the document may utilize for further transportation (amount on EMD/Travel Voucher cannot be used for multiple passengers/tickets).

a. Voluntary Option 1 - Unlimited Date Change (Waiver of Date change Fee*)

Based upon a voluntary request from the passenger - Unlimited free changes will be permitted, and the associated change and service fees waived. The revised travel date must be rebooked and completed as per criteria listed below and subject to flight availability of original O&D. Applies to tickets issued for both MH online and marketing (MH*) flights.

b. Voluntary Option 2 - Flexibility of Destination Change (rerouting from original ticket)

- Based upon a voluntary request from the passenger - Flexibility to change / reroute to alternative O&D waiving change and service fee – new routing may be on MH operating or marketing (MH*) flights.
 - All travel must be rebooked by **31 Dec 22**, and travel completed by **15 Jan 23**
 - If the new routing results in a higher fare and taxes this will necessitate the difference in fare to be collected
 - If the new routing results in a lower fare, any unutilized balance will be forfeited, and MH will not refund the balance.

NOSH fees are 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).



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INVOLUNTARY REBOOKING OPTIONS

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

1	Applies to 232 tickets (applies to MH operated or MH* Marketed flights) Applies to 232 tickets issued for travel during 01 Jan 20 to 29 Oct 22 period only.
2	All travel must be completed on and before – 15 Jan 23
3.	All rebooked travel requests, whether original ticket or subsequently issued EMD, or OPEN ticket must be made on/before 31 Dec 22 Ticket validity will be extended for travel to 15 Jan 23

Involuntary Flight Changes/Disruption -

Ticketed and confirmed passengers who have experienced flight disruption with original travel **on/before 29 Oct 22** will be allowed one free change - no fare difference or change/service fees to be collected subject to the below criteria:

- New travel should be booked in the same/original RBD or the next highest available RBD
- No change in O&D or cabin is permitted.
- New/deferred travel must be **on and before 15 Jan 23**

All subsequent changes for deferred/new travel dates must be reassessed to reflect current available fare.

- If the new fare is higher, the fare difference must be collected.
- If the new fare is lower, any unutilized balance will be forfeited, and MH will not refund the balance.
- NOSH fees are 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).



Cancellation/Refund Options:

Cancellation & service fees are waived for partially used and totally unused tickets, when applying as per below:

- Retain current ticket value as a credit (EMD/Travel Voucher) or 'open ticket' for future travel. EMD must be redeemed for any future travel, but this subsequent travel must be completed by **15 Jan 23**

Full refund permitted back to original form of payment (FOP), will be permitted on a case by case basis, or where there are already specific official country government/consumers regulations identified and in place dictating refund requests must be honoured.

- **Endorsements**

Subsequent reissued tickets and rebooked PNRs must show the following endorsements based upon Voluntary option A & B or Involuntary - **'CW51 Va' or 'CW51 Vb' or 'CW51 Invol'**

As we continue to strive towards managing this situation to the best of our ability, we appreciate your support and cooperation in handling our esteemed passengers. We hope that together we will brave this storm and have faith for better days ahead.

Stay safe everyone.

Thank You.

Amit Mehta

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Country Manager South Asia



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