

Dear Trade Partners

Effective 27 Mar 2023 Malaysia Airlines will suspend services to/from Brisbane (BNE). The policy and guidelines below will set out options available to impacted passengers holding 232 ticket stock.

The following ticket criteria must apply for a passenger to be eligible for re-booking under this waiver:

- Applies to 232 tickets issued on/before 24Nov22.
- Applies to 232 tickets issued for travel during 27Mar23 to 29Oct23
- Applies to tickets issued on MH for travel to/from/ BNE airport.

### **Rebooking Option:**

#### **Option 1**

Ticketed bookings will be rebooked as below:

- i. KUL-SYD-BNE vv - SYDBNE vv on QF airline
- ii. KUL-MEL-BNE vv - MELBNE vv on QF airline

#### **Option 2**

Passenger can rebook to any Australia destination operated by MH i.e., KUL-SYD/MEL/PER/ADL vv. Passengers are responsible to arrange their own ground arrangement and MH will not be responsible for any liability.

#### **Cancellation/Refund Options:**

Full Refund of ticketed fare/taxes/fees will be permitted to the original Form of Payment (FOP). Applicable Refund fees will be waived.

#### **Endorsements:**

- a. Subsequent refunded tickets must show the following endorsements: **'CW53 BNE Flt Suspension'**
- b. Passengers who opt to take the offer to reissue their ticket to another destination in Australia served by MH, the following endorsement will apply: **'CW53 Voluntary reroute due BNE Flt suspension'**