

NEWS LETTER

Date : 31 January 2020

Dear Trade Partners

Malaysia Airlines wishes to inform passengers that in view of the spread of the Novel Coronavirus from Wuhan, the Ministry of Health Malaysia requires anyone originating, residing or travelling from China within the last 14 days, to identify themselves to health authority officials prior to the Immigration counters at KLIA. Passengers will be provided with a Health Alert Card (HAC).

Those who are suffering from fever, difficulty in breathing and cough, is also required to identify themselves for further health screening by the health authority.

All passengers will be subjected to body temperature screening at thermal scanner counters located at KLIA.

In light of this situation, passengers holding Malaysia Airlines tickets for confirmed travel to/from mainland China (PKX,PVG,CAN,XMN) will be permitted cancellation with full refund or a one-time flight change with waiver of change fees. Revised/alternative travel date must be on or before 31 May 2020, subject to flight availability.

The following Travel and Ticket criteria must apply for a passenger to be eligible for re-accommodation under this waiver:

- **Ticket must be issued on or before: 28 January, 2020**
- **Tickets issued for travel dates: 24 January, 2020 to 29 February, 2020**
- **Applies to tickets issued with confirmed reservation on MH 232 stock with travel to/from PKX, PVG, CAN and XMN**
- **Revised/alternative travel date must be on and before 31 May, 2020 and subject to flight availability**

Re-Accommodation Options



Rebooking Options:

One free change is permitted but revised travel date must be on or before 31st May, 2020 and subject flight availability according to original O&D. The change fee may 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. NOSH fees will not be waived.

Cancellation/Refund Option:

Cancellation/Refund: Please contact Hong Kong Sales Office for any refund applications.

Endorsements:

Subsequent reissued or revalidated tickets and rebooked PNRs must show the following endorsement 'CW36 Coronavirus Wuhan'