

NEWS LETTER

Date : 04 February 2020

Dear Trade Partners

Malaysia Airlines Refund Admin Fee (RAF) for non-refundable ticket

Please be advised with immediate effect, the refund admin fee (RAF) for non-refundable ticket as per below:

- A. Waiver of the RAF:** for the refund of unused airport taxes and/or fees on the **non-refundable ticket for Domestic sectors/travels.**
- B. For international sectors/travel:** 5% from the total amount of the unused airport taxes and/or fees on the applicable sector(s).
- C. The 5% RAF as per point “b “above is not applicable to Hong Kong Departure Tax.**

*Please also take note that any fuel surcharge (YQ) collected is **Non-Refundable.**

Fail to adhere the RAF 5% on the taxes of the non-refundable ticket will be subject to ADM to be raised by Finance for all the refund submitted with immediate effect.

Examples:

Ticket Itinerary	Scenario	Refund Admin Fee
KUL – SYD – KUL	Wholly unused	5% of all unused taxes
PVG – KUL – SYD – KUL – PVG	PVG – KUL – SYD used	5% of unused taxes
HKG – KUL – PEN – KUL – HKG	Wholly unused	5% of unused taxes except HKG departure tax
KUL – PEN – KCH – KUL	Wholly unused	RAF waived