

For External Circulation

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Frequently Asked Questions (FAQs) – New Economy Fare Family for Overall Network (except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah and AMAL operated flights)

1. What are the updates to the Malaysia Airlines Fare Family?

Effective 22 June 2020, Malaysia Airlines will be introducing the Economy Class horizontal fare family (HFF) on **All Routes except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah and AMAL operated flights**. HFF is a fare brand name and fare conditions which offers customers a product based on their travel needs, preferences, priorities and purchasing capabilities.

2. What are the choices of fare brand?

The new fare brands consist of Lite, Basic and Flex where each fare family will have different benefits such as baggage allowance, seat selections, priority services. These fare brands also offer different flexibility in terms of refunds and rebooking.

For existing Shuttle eligible routes (travel between Kuala Lumpur and Singapore on Malaysia Airlines Direct Operating Flights), new fare brands consist of Lite, Basic and Shuttle)

3. What is Lite Fare?

Lite Fare is Malaysia Airlines' lowest fare that comes with 7kg of cabin baggage, complimentary meal. Effective 14th April 2023, Lite Fare will allow rebooking change with a fee and fare difference to be applied. Furthermore, Lite Fare will offer 10kg of checked baggage effective 12th September 2023. Kindly refer to the table in item No. (8) for full benefits offerings for Lite Fare.

4. What is Basic Fare?

Basic Fare is Malaysia Airlines' fare that comes with 7kg of cabin baggage, complimentary meal, access to Upgrade with Enrich Points, 20kg of checked baggage, 10% discount on child ticket and access to rebook or change the ticket. Effective 1st June 2022, Basic Fare will offer a refund option for a fee. Kindly refer to the table in item No. (8) for full benefits offerings for Basic Fare.

5. What is Flex Fare?

Flex Fare is Malaysia Airlines' fare that comes with 7kg of cabin baggage, complimentary meal, access to Upgrade with Enrich Points, 35kg of checked baggage, access to standard seat selection and 25% discount on child ticket. Flex fare offers ultimate flexibility where customers can rebook or change ticket with no fee, able to travel on earlier flight on the same day at no cost and are allowed for a refund without a fee. Furthermore, Flex fare also comes with basic travel protection and passengers are entitled for additional discounts on their next ticket purchase. Another perk of Flex

fare is that customers can enjoy Priority Check-in, Priority Boarding and Priority Baggage experience. Kindly refer to the table in item No. (8) for full benefits offerings for Basic Fare.

For existing Shuttle eligible routes (travel between Kuala Lumpur and Singapore on Malaysia Airlines Direct Operating Flights), new fare brands consist of Lite, Basic and Shuttle

6. When will this take effect?

The new Fare Family will take effect on 22 June 2020.

Revised Refund fare rules for HFF Economy Basic will take effect on 1st June 2022.

Revised Rebooking rules for HFF Economy Lite will take effect on 14th April 2023.

Revised 10kg of Free Baggage Allowance for HFF Economy Lite will take effect on 12th September 2023.

7. Why did Malaysia Airlines introduce the Horizontal Fare Family?

The Horizontal Fare Family offers a more personalized choice for passengers based on their individual travel needs and preferences as well as offers greater travel flexibility.

8. How does the Fare Family work?

Each passenger would have the option to choose the family brand that fits their travel needs as it consists of different attributes. The Fare Family benefits are as follows:

Family Brand	Lite	Basic	Flex
Benefits	Ancillary		
	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Checked baggage 10kg (Effective 12th September 2023) ✗ No Upgrade with Enrich Points ✗ No seat selection 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Upgrade with Enrich Points ✓ Checked baggage 20kg ✗ No seat selection 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Upgrade with Enrich Points ✓ Checked baggage 35kg ✓ Free Standard seat selection ✓ Free Basic Travel Protection (For POO MY & SG only) ✓ 10% discount on next ticket purchase
	Fare rules		
	<ul style="list-style-type: none"> ✓ Rebooking at a fee + fare difference (Effective 14th April 2023) ✗ No child discount ✗ Refund not allowed (Except POS AU, NZ, TW and KR where refund is allowed with a fee) ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ 10% child discount ✓ Rebooking: 1X Free Change fee + fare difference ✓ Refund allowed with a fee (Effective 1st June 2022) ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ 25% child discount ✓ Rebooking: Fare difference only ✓ Refund allowed without fee ✓ Flexibility to travel earlier on day of travel (subject to availability)

Operational					
✗	No priority check in	✗	No priority check in	✓	Priority check in
✗	No priority boarding	✗	No priority boarding	✓	Priority boarding
✗	No priority baggage	✗	No priority baggage	✓	Priority baggage

Note :

Points are non-refundable for Redemption tickets except for taxes, subject to admin charges – refer Enrich T&C <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>

Changes to the Fare Family Structure of MH Shuttle for travels between KUL & SIN v.v. on MH Operating Direct Flights

The new fare options for travel between **KUL & SIN v.v.** on MH Direct Operating Flights consists of ***Lite, Basic and Shuttle**. Newly added attributes for Shuttle are :

- 10% discount on next ticket purchase
- Priority boarding
- Priority baggage
- Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability)

Family Brand	Lite	Basic	Shuttle
Benefits	Ancillary		
	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Checked baggage 10kg (Effective 12th September 2023) ✗ No Upgrade with Enrich Points ✗ No seat selection 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Upgrade with Enrich Points ✓ Checked baggage 20kg ✗ No seat selection 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Upgrade with Enrich Points ✓ Checked baggage 35kg ✓ Free Standard seat selection ✓ Free Basic Travel Protection ✓ 10% discount on next ticket purchase
	Fare rules		
	<ul style="list-style-type: none"> ✓ Rebooking at a fee + fare difference (Effective 14th April 2023) ✗ No child discount ✗ Refund not allowed ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ 10% child discount ✓ Rebooking: 1X Free Change fee + fare difference ✓ Refund allowed with a fee (Effective 1st June 2022) ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ 25% child discount ✓ Rebooking: Fare difference only ✓ Refund allowed without fee ✓ Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability)
	Operational		
<ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage 	<ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage 	<ul style="list-style-type: none"> ✓ Priority check in ✓ Priority boarding ✓ Priority baggage 	

Note :

Points are non-refundable for Redemption tickets except for taxes, subject to admin charges – refer Enrich T&C <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>

9. What if MH Shuttle fare passenger choose to travel earlier on day of travel on FY operating flight (go show on FY)?

MH Passenger (holding 232 confirmed ticket) must call MH Contact Center / ATO / CTO for rebooking at least 2 hours before flight departure on earlier flight within the same day due to different airport location for departure.

10. What is the applicable infant fare and respective entitled free baggage allowance (FBA)?

The infant fare is 10% of the applicable adult fare on all fare families and is entitled to 10 kg for Lite fare family whereas 10 kg for Basic and Flex fare families respectively.

11. If I had purchased the Lite Family brand, am I still allowed to check-in my luggage?

Effective 12th September 2023, Lite Family brand comes with 10kg of checked baggage allowance. If the passengers need more baggage allowance, they may pre-purchase the extra baggage allowance on MH website via 'manage my booking' or they can pay for excess baggage fee when checking-in for their flight at the check-in counter.

12. If I had purchased the Lite and Basic Family brand, am I still allowed to select seats?

Lite and Basic Family brand does not come with complimentary seat selection. If you need to select your seat, you may pre-purchase via 'manage my booking' on MH Website, Contact Centre or approach nearby Ticketing Office. Standard charges may apply.

13. What if I had booked my flight and had been ticketed before 22 June 2020 for travel on/after 22 June 2020?

You are still entitled to the benefits and offerings stated on the purchased ticket T&C issued prior to 22 June 2020. However, if changes were made to the tickets and presented for reissuance on/after 22 June 2020, the following conditions apply:

- Fully unutilized – New Horizontal Fare Family attributes will be applied.
- Partially utilized - Fare rules and attributes will follow as per current process, i.e. **historical fare T&C and FBA** will remain as per original date of issue.
- Refund procedure remains unchanged.

14. What if passengers had booked Lite fare which were ticketed before 14th April 2023 for travel on/after 14th April 2023?

Passengers are entitled to the attributes stated on the purchased ticket TNC issued prior to 14th April 2023. Changes after 14 April 2023 are still not allowed as previous ticket TnC of 'no changes allowed' remains.

15. What if passengers had booked Lite fare which were ticketed before 12th September 2023 for travel on/after 12th September 2023?

Passengers are entitled to the Lite fare benefits and offerings stated on the purchased ticket TNC issued prior to 12th September 2023. However, if changes were made to the tickets and presented for reissuance on/after 12th September 2023, the following conditions shall apply:

- Fully unutilized – New Lite attributes and FBA will be applied.
- Partially utilized - Fare rules and attributes will follow as per current ATC logic, i.e. historical fare T&C and **FBA will be remained as per original date of issue.**

16. Does this apply to all MH international destinations?

Yes. This applies to all MH operating flights for international destinations except for Malaysia to Japan, Japan to Malaysia, Jeddah, Madinah and AMAL operated flights.

17. Does this apply to passengers travelling from Japan to other MH international destinations?

Yes, this applies to all passengers travelling from Japan to all MH International Destinations (on MH operating flights only)

18. How do I know if the new fare family benefits apply to my connecting flights?

Please refer to the Table below to determine the fare family benefits:

From/ To	To / From	Connecting Flights	FBA
Korea / Australia and New Zealand / UK / Greater China / South Asia / ASEAN / Domestic	Korea / Australia and New Zealand / UK / Greater China / South Asia / ASEAN / Domestic	Both sectors on the same or separate MH tickets	New fare family benefits apply for both sectors (HFF)
Malaysia Domestic to Japan Example: (same ticket) PEN-KUL KUL-NRT	Japan to Malaysia Domestic Example: (same ticket) NRT-KUL KUL-PEN	Both sectors on the same MH tickets	No changes on fare family benefits for both sectors (VFF) Example: NRT-PEN v.v will be on VFF
Malaysia Domestic to Japan Example: PEN-KUL (one ticket) KUL-NRT (one ticket)	Japan to Malaysia Domestic Example: NRT-KUL (one ticket) KUL-PEN (one ticket)	Both sectors on the separate MH tickets	New fare family benefits ONLY apply to Domestic sector Example: NRT-KUL v.v will be on VFF while

			KUL-PEN v.v will on HFF
International/Japan Example: (same ticket) LHR-KUL KUL-NRT	Japan/International Example: (same ticket) NRT-KUL KUL-LHR	Both sectors on the same MH tickets	New fare family benefits apply for both sectors (HFF) Example: NRT-LHR v.v will be on HFF
International/Japan Example: LHR-KUL (one ticket) KUL-NRT (one ticket)	Japan/International Example: NRT-KUL (one ticket) KUL-LHR (one ticket)	Both sectors on the separate MH tickets	New fare family benefits ONLY apply to International sector Example: NRT-KUL v.v will be on VFF while KUL-LHR v.v will be on HFF

19. Are Enrich and oneworld members entitled for the extra baggage allowances?

Yes, Enrich and oneworld members are entitled to additional baggage allowance based on their membership tiers.

Enrich Platinum – 100% extra baggage allowance on top of their travel entitlement

Enrich Gold - 50% extra baggage allowance on top of their travel entitlement.

Enrich Silver – 5 kg extra baggage allowance on top of their travel entitlement

Below is the additional free baggage allowance entitlement for the applicable Economy HFF:

Enrich Tiers	Lite (Effective 12 th September 2023)	Basic	Flex
Platinum	10kg + 20kg = 30kg	20kg + 20kg = 40kg	35kg + 35kg = 70kg
Gold	10kg + 15kg = 25kg	20kg + 15kg* = 35kg	35kg+ 18kg = 53kg
Silver	10kg +5kg = 15kg	20kg + 5kg = 25kg	35kg + 5kg = 40kg

*Note: Revised additional baggage allowance for Gold tier on Economy Basic fare

oneworld Tiers	Lite (Effective 12 th September 2023)	Basic	Flex
Emerald	10kg + 20kg = 30kg	20kg + 20kg = 40kg	35kg + 20kg = 55kg
Sapphire	10kg + 15kg = 25kg	20kg + 15kg = 35kg	35kg + 15kg = 50kg

20. Does the cabin baggage weight remain the same?

Yes, cabin baggage weight remains unchanged at 7KG.

21. Can passengers upgrade their Economy Class ticket via Last Minute Upgrade or MH upgrade?

Please refer to the following table for upgrade eligibility.

Fare Family	Enrich Upgrade	MH Upgrade	Last Minute Upgrade
Economy Lite	X	√	√
Economy Basic	√	√	√
Economy Flex	√	√	√

22. What is the Enrich Upgrade?

Enrich Upgrade allows passengers to be upgraded to our Business Class or Business Suite for their flights by redeeming their accrued Enrich Points.

23. What is MH Upgrade?

MH Upgrade provides Economy Class passengers the opportunity to be upgraded to our Business Class or Business Suite immediately after your original ticket purchase.

24. What is the Last Minute Upgrade?

Last Minute Upgrade enables passengers to upgrade themselves within 3 hours before their flight to enjoy priority check-in, Golden Lounge access, priority boarding and a spacious seat.

25. Can I still collect Enrich Points on all the Fare Families?

Yes, Enrich accrual points remain the same.

24. What is included under Basic Travel Protection?

Basic Travel Protection is applicable only for passengers whose Point of Origin (POO) is from Malaysia (MY) and Singapore (SG). The full details of the policy's coverage can be referred via this link: <https://mhinsure.malaysiaairlines.com/en-my/basictravelprotection>

25. Is Basic Travel Protection auto signed up?

Yes. Basic Travel Protection is auto signed up once you purchase Economy Flex.

26. How can I claim the Basic Travel Protection when I need it?

Passenger may directly contact the travel protection party. Contact details are available via this link <https://mhinsure.malaysiaairlines.com/en-my/contact-us>.

27. What is 10% off next purchase for Economy Flex?

It is a 10% discount available for your next Economy Flex purchase when you book via www.malaysiaairlines.com

28. How does 10% off next purchase work?

You will receive a discount coupon code once your booking is confirmed/ticketed via email.

29. What are the priority services and what do they include?

Priority services are services exclusive to flex customers only and they include the following:

- A) Priority Check-In Counters
- B) Priority boarding
- C) Priority baggage for rapid retrieval of baggage upon arrival

*All services mentioned are available effective immediately

30. Where can I find out more on Malaysia Airlines' Fare Families?

Please visit malaysiaairlines.com, our trade partners' websites and local travel agents or contact Malaysia Airlines Call Centre.