



TRADE RELEASE

MH17 Incident – Reservations Notice 1 (Updated) Waivers for flight Bookings and Tickets

Released at 4.31am / 18 Jul 2014

Dear Industry Partners,

In light of the recent tragedy of MH17 on 17 Jul 2014, Malaysia Airlines will adapt the below policy effective **immediately until Thursday, 24 Jul 2014**.

1. Passengers who wish to postpone or cancel their travel plans can obtain a refund, including for non refundable tickets.
2. Enrich passengers will also receive fee waivers for any changes to their travel itinerary, as well as refunds of miles should they choose to cancel their redemption tickets.

These waivers are only applicable from **18 Jul 2014 until 24 Jul 2014**, for travel between 18 Jul 2014 until 31 Dec 2014.

Passengers who wish to make changes to their travel plans may contact the nearest Malaysia Airlines ticketing office at **0800 777 747**, or call our global Call Center at **1-300-88-3000**.

Malaysia Airlines deeply regrets the loss of MH 17, and is very much appreciative of the support from our passengers.

The families may contact +603 7884 1234.

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

Please also log on to www.malaysiaairlines.com for updates.

Malaysia Airlines flights to and from Sydney, Melbourne, Perth, Brisbane, Adelaide, Darwin and Auckland will operate as per normal schedule.

Thank you for your continued support,

Malaysia Airlines