

To : MH APPOINTED AGENTS  
 From: Country Manager Indonesia  
 Date : 23<sup>rd</sup> August 2023  
 Ref : RMSEA/2023/006

Dear Trade and Business Partners,

**RE: MALAYSIA AIRLINES INTRODUCTION OF NEW ECONOMY CLASS HORIZONTAL FARE FAMILY (HFF) ON ALL MH ROUTES EXCEPT FOR MALAYSIA TO JAPAN, JAPAN TO MALAYSIA, JEDDAH, MADINAH AND AMAL OPERATED FLIGHTS**

Please be informed that Malaysia Airlines flights will be revising a Free Baggage Allowance under **Lite Fare Brand** in economy horizontal fare family **from 0 Kg to 10Kgs on all MH Routes except for Malaysia to Japan, Japan to Malaysia and AMAL operated flights** following the fare family attributes as table below. This is **effective 12<sup>th</sup> September 2023 until further notice.**

Brand	Before 22 <sup>nd</sup> June 2020			On 12 <sup>th</sup> September 2023 onwards		
	Lite	Basic	Flex	Lite	Basic	Flex
Free Baggage Allowance	0kg	20kg	30kg	10kg <i>(Effective 12<sup>th</sup> September 2023)</i>	20kg	35kg
Rebooking	Not available	Change fee + fare difference	Fare difference only	Change fee + Fare difference <i>(Effective 14<sup>th</sup> April 2023)</i>	1X Free Change + Fare difference	Fare difference only
Refund	Not available	Not available	Refund at a fee	Not available <i>(Except POS AU, NZ, TW and KR where refund is allowed with a fee)</i>	Refund at a fee <i>(Effective 1<sup>st</sup> June 2022)</i>	Refund allowed without fee
<i>Note : *Refund eligibility subject to ticketed fare basis code</i>						
Priority Check in	Not available	Not available	Not available	Not available	Not available	Available
Priority Boarding	Not available	Not available	Not available	Not available	Not available	Available
Priority Baggage	Not available	Not available	Not available	Not available	Not available	Available
Free Basic Travel Protection	Not available	Not available	Not available	Not available	Not available	Available <i>(For POO MY &amp; SG only)</i>

The rest of the fare family benefits will remain the same. Please refer below for the full Economy HFF attributes table.

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

**Note :**

1. Refund eligibility subject to ticketed fare basis code
2. 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
<b>Benefits</b>	<b>Ancillary</b>		
	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Checked baggage 10kg (Effective 12<sup>th</sup> September 2023)</li> <li>✗ No Upgrade with Enrich Points</li> <li>✗ No seat selection</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Upgrade with Enrich Points</li> <li>✓ Checked baggage 20kg</li> <li>✗ No seat selection</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cabin Baggage up to 7kg</li> <li>✓ Complimentary Meal</li> <li>✓ Upgrade with Enrich Points</li> <li>✓ Checked baggage 35kg</li> <li>✓ Free Standard seat selection</li> <li>✓ Free Basic Travel Protection</li> <li>✓ 10% discount on next purchase</li> </ul>
	<b>Fare rules</b>		
	<ul style="list-style-type: none"> <li>✓ Rebooking at a fee + fare difference (Effective 14<sup>th</sup> April 2023)</li> <li>✗ No child discount</li> <li>✗ Refund not allowed</li> <li>✗ No flexibility to travel earlier on day of travel</li> </ul>	<ul style="list-style-type: none"> <li>✓ 10% child discount</li> <li>✓ Rebooking: 1X Free Change fee + fare difference</li> <li>✓ Refund allowed with a fee (Effective 1st June 2022)</li> <li>✗ No flexibility to travel earlier on day of travel</li> </ul>	<ul style="list-style-type: none"> <li>✓ 25% child discount</li> <li>✓ Rebooking: Fare difference only</li> <li>✓ Refund allowed without fee</li> <li>✓ Flexibility to travel earlier on day of travel on either MH or FY Operating flights (subject to availability)</li> </ul>
<b>Operational</b>			
<ul style="list-style-type: none"> <li>✗ No priority check in</li> <li>✗ No priority boarding</li> <li>✗ No priority baggage</li> </ul>	<ul style="list-style-type: none"> <li>✗ No priority check in</li> <li>✗ No priority boarding</li> <li>✗ No priority baggage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Priority check in</li> <li>✓ Priority boarding</li> <li>✓ Priority baggage</li> </ul>	

**Note :**

1. Refund eligibility subject to ticketed fare basis code
2. 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>

Please feel free to email to Sales Support team as per your respective country or contact your Account Manager should you have any questions or queries related to this.

Thank you for your continued support.  
Best Regards,



**ABDUL RAZAK AB HAMID**  
Country Manager Indonesia