

To: MH Appointed Travel Agent / Business Partner
From: Country Manager Indonesia
Subject: CW 53 Suspension of Brisbane
Ref : 002/11/22/ID
Date : 28 Nov 2022

Dear Valued Travel Partners,

RE : COMMERCIAL WAIVER POLICY CW53 –SUSPENSION OF BRISBANE (BNE)EFFECTIVE 27MAR23 - CW53 v1.0

Effective 27 Mar’23 Malaysia Airlines will suspend services to/from Brisbane (BNE). The policy and guidelines below will set out options available to impacted passengers holding 232 ticket stock.

The following ticket criteria must apply for a passenger to be eligible for reaccommodation under this waiver:

1	Applies to 232 tickets issued on/before 24Nov2022
2	Applies to 232 tickets issued for travel during 27Mar23 to 29Oct23
3.	Applies to tickets issued on MH for travel to/from/ BNE airport.

Re-Accommodation Options

Rebooking Option	
OPTION 1	OPTION 2
<p>Ticketed passenger booking will be relocated as below:</p> <p>I. KUL-SYD-BNE vv - SYD-BNE vv on QF airline</p> <p>II. KUL-MEL-BNE vv - MEL-BNE vv on QF airline</p>	<p>Passenger can rebook to any Australia destination operate by MH</p> <p>i.e. KUL-SYD/MEL/PER/ADL vv.</p> <p>Passenger responsible to arrange own ground arrangement and MH will not be responsible for any liability.</p>



Cancellation/Refund Options:

Full Refund of ticketed fare/taxes/fees will be permitted to the original Form of Payment (FOP). Applicable Refund fees associated with fare ticketed will be waived.

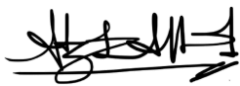
Endorsements:

- a. Subsequent refunded tickets must show the following endorsements :
'CW53 BNE Flt Suspension'
- b. Passengers who choose option to reissue their tickets to another destination in Australia served by MH, the following endorsement will apply :
'CW53 Voluntary reroute due BNE Flt suspension'

As we continue to strive towards managing this situation to the best of our ability, we appreciate your support and cooperation in handling our esteem passengers.

Thank you for your usual support

Regards,



Abdul Razak AB Hamid
Country Manager Indonesia

