

To : MH / FIREFLY APPOINTED AGENTS AND BUSINESS PARTNERS
 From : Country Manager Indonesia
 Date : 17/07/2023
 Ref : JKT/004/07/MAB/2023

Dear Trade and Business Partners,

We are pleased to inform that Firefly latest update for all regarding the **new rebrand of fare class for ATR & Jet Operations Firefly**. The new rebrand of fare class will be effective from **18th July 2023 onwards**.

Please refer to below table on NEW FY FARE BRAND EFF 18 Jul 23

a. **For the ATR's operation.**

Brand	Before 18 July 2023				On 18 July 2023 onwards		
	Saver	Plus	Extra	Flex	Saver	Basic	Flex
Carry On Baggage	7kg	7kg	7kg	7kg	7kg	7kg	7kg
Free Checked Baggage Allowance	20kg	25kg	30kg	40kg	10kg	20kg	30kg
Rebooking	Not available	1x Flight Change (fare difference applies)	2x Flight Change (fare difference applies)	Unlimited Flight Change (fare difference applies)	Not available	1x Flight Change (fare difference applies)	Unlimited Flight Change (fare difference applies)
Complimentary Seat Selection	Not available	Not available	Standard Seats only	All Seats	Not available	Standard Seats Only	All Seats
Priority Check in	Not available	Not available	Not available	Not available	Not available	Not available	Available
Priority Boarding	Not available	Not available	Not available	Not available	Not available	Not available	Not available
Priority Baggage	Not available	Not available	Not available	Available	Not available	Not available	Available
Insurance/Travel Protection	Not available	Insurance	Insurance	Insurance	Not available	Not available	Renamed as "Basic Shield Plan"
Complimentary Lounge Access	Not available	Not available	Not available	SkyLounge	Not available	Not available	SkyLounge
Enrich Points Accrual	Not available	Available	Available	Available	Not available	Available	Available
Refreshments (Famous Amos + Peanuts + Water)	Available	Available	Available	Available	Available	Available	Available



b. For the Jet's operation.

Brand	Before 18 July 2023				On 18 July 2023 onwards		
	Saver	Plus	Extra	Flex	Saver	Basic	Flex
Carry On Baggage	7kg	7kg	7kg	7kg	7kg	7kg	7kg
Free Checked Baggage Allowance	Not available	20kg	20kg	20kg	10kg	20kg	30kg
Rebooking	Not available	1x Flight Change (fare difference applies)	2x Flight Change (fare difference applies)	Unlimited Flight Change (fare difference applies)	Not available	1x Flight Change (fare difference applies)	Unlimited Flight Change (fare difference applies)
Complimentary Seat Selection	Not available	Standard Seats only	Standard Seats only	All Seats	Not available	Standard Seats Only	All Seats
Priority Check in	Not available	Not available	Not available	Available	Not available	Not available	Available
Priority Boarding	Not available	Not available	Not available	Available	Not available	Not available	Available
Priority Baggage	Not available	Not available	Not available	Available	Not available	Not available	Available
Insurance/Travel Protection	Not available	Not available	Not available	Insurance	Not available	Not available	Renamed as "Basic Shield Plan"
Complimentary Lounge Access	Not available	Not available	Not available	Not available	Not available	Not available	Not available
Enrich Points Accrual	Not available	Available	Available	Available	Not available	Available	Available
Refreshments (Famous Amos + Peanuts + Water)	Not available	Not available	Not available	Not available	Not available	Not available	Not available
Hot Meals	Not available	Available	Available	Available	Not available	Not available	Available

Please find below the FAQ's of Rebrand of Fare Class for ATR's & Jet's Operated by Firefly.

Frequently Asked Questions (FAQs)

1. What are the updates to the Firefly Fare Brands?

Effective 18 July 2023, Firefly Airlines will be revamping its fare brand structure. Among the key changes that will be happening is the reduction of the fare brands from 4 to 3 and revision of the attributes for each of these fare brands.

2. What are the choices of fare brands?

The new fare brands will consist of Saver, Basic and Flex where each fare brand will have different benefits such as different rebooking policies, baggage allowance, seat selections, priority services, etc. Each of these fare brands will have a clear differentiation to enable the passenger to make a decision on the fare brand that suits their needs. These fare brands also offer different flexibility in terms of refunds and rebooking.

3. What is Saver Fare?

Saver Fare is Firefly Airlines' lowest fare that comes with 7kg of cabin baggage and 10kg of free checked baggage allowance for all flights on all sectors. Effective 18th July 2023, Saver Fare for both the ATR's and JET's will both be streamlined to provide the same free checked baggage allowance. Kindly refer to the table for the full breakdown of benefits.



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4. What is Basic Fare?

Basic Fare is Firefly Airlines fare that comes with 7kg of cabin baggage and 20kg of free checked baggage allowance for all flights on all sectors. In addition to that, there are also added benefits such as 1 x Free flight change (fare difference applies), accrual of Enrich points and free Standard seat selection. Kindly refer to the table for the full breakdown of benefits.

5. What is Flex Fare?

Flex Fare is Firefly Airlines' fare that comes with 7kg of cabin baggage and 30kg of free checked baggage allowance for all flights on all sectors. The Flex fare also provides a whole list of other benefits to enrich the passenger's travel journey including Unlimited Free flight changes (fare difference applies), accrual of Enrich Points, free selection of any seat type (subject to availability), Priority services and is inclusive of Basic Shield Plan. Kindly refer to the table for the full breakdown of benefits.

6. When will this take effect?

The new Fare Family structure will take effect on 18th July 2023 onwards for all flights.

7. Why did Firefly amend the Fare Brand structure?

This was done to improve the passenger's experience in booking and travelling with Firefly. The changes were driven by historical booking data and done with the aim of providing the passenger with more personalized choices and the freedom to make fare selections based on their individual travel needs and preferences.

8. How do the Fare Brands work?

Upon indicating their desired travel route and date, each passenger would be presented with 3 different fare options with different set of attributes that comes together with different fares attached to it. The passenger has the freedom to make their selection from any one of these fares that suits their preference. The breakdown of benefits for each fare is as per the table above.

9. If passengers had purchased the Saver Fare brand, are they still allowed to select seats?

Saver fare brand do not come with complimentary seat selection. If the passengers need to select their seats, they may purchase the seat on Firefly Website via "Manage Booking", Contact Centre or approach nearby Ticketing Offices. Standard seat charges may apply.

10. What if passengers had booked their flight and ticketed before 18 July 2023 for travel on/after 18 July 2023?

Passengers are still entitled to the benefits and offerings stated on the purchased ticket TNC issued prior to 18 July 2023. However, if changes were made to the tickets and presented for reissuance, the following conditions shall apply:

- Fully unutilized – New Fare Brand attributes 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 remain as per original date of issue.

11. Are all passengers entitled for compensation on flight delays and cancellation?

Remain as per the current process.

12. Does this apply to all FY international destinations?

Yes. This applies to all FY operating flights for domestic and international destinations.



13. Does the cabin baggage weight remain the same?

Yes, cabin baggage weight remains unchanged at 7KG.

14. What is included under Basic Shield Plan?

Basic Shield Plan is a product provided to all passengers who purchase Flex Fare Brand. The full details of the policy's coverage can be referred via this link: <https://www.fireflyz.com.my/insurance>

15. Is Basic Shield Plan auto signed up?

Yes. Basic Shield Plan is auto signed up once you purchase Flex Fare Brand.

16. 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 (Jet operations only)
- C) Priority baggage for rapid retrieval of baggage upon arrival

17. Will the services and offerings for MHcodeshare and FlyPass change?

No, the services and offerings for the MHcodeshare and Flypass will remain as is.

18. Where can passengers find out more on Firefly Fare Brands?

Please visit [fireflyz.com.my](https://www.fireflyz.com.my) or contact the Firefly Call Centre.

Regards,



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Country Manager Indonesia

