

To: MH Appointed Travel Agent / Business Partner
From: Country Manager Indonesia
Subject: MALAYSIA AIRLINES REACTIVATE MHUPGRADE PURCHASE
Ref : 004/06/23/ID
Date : 22 June 2023

Dear Trade and Business Partners,

RE : MALAYSIA AIRLINES REACTIVATE MHUPGRADE PURCHASE

Malaysia Airlines is pleased to inform you the reactivation of “MHupgrade Purchase” product which will take effect on **22Jun2023**.

MHupgrade offers the opportunity for eligible Economy Class or Business Class ticket holders to upgrade to the next cabin class by determining their own price for upgrade to travel on flights operated by Malaysia Airlines.

Below are the terms and eligibility.

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1	Applies to 232 tickets and on services operated by Malaysia Airlines for flights with the carrier code “MH”.
2	The below tickets are not eligible for the MHupgrade: <ul style="list-style-type: none">• Non 232 tickets• Open tickets• Group tickets• Enrich redemption tickets• Bookings with infant• Waitlisted tickets• Staff tickets• Bookings with wheelchair service• Children travelling alone• Sponsored/complimentary/awarded/lucky draw tickets• Flights operating to and from Middle East region ie. AMAL flights (KUL-JED vv MH 156/157, KUL-MED vv MH158/159)• Flights to and from DOH (MH160/161/164/165)• MASwings and Firefly flights• MHflypass tickets



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3	<p>Applicable for ticket purchase through Malaysia Airlines' platforms</p> <ul style="list-style-type: none">• Internet Booking Engine• Global Contact Centre• Airport Ticketing Office• Travel Agencies• Online Travel Agencies
4	<p>If passenger are eligible for MHUpgrade, an email invitation will be sent within 24 hours of ticketing, granting the opportunity to submit an offer.</p> <p>Step 1: Choose the flight sector to upgrade and move the slider to indicate your offer price. Do not select other flight(s) if you wish not to submit the upgrade offer.</p> <p>Step 2: Review and submit offer.</p> <p>Step 3: Enter passenger email address and payment details. After completion, passenger will receive a confirmation email of upgrade offer.</p> <p>Note: The offer window closes 72 hours prior to the departure of flight. Passenger can submit or make changes to the offer up until this time provided that Passenger's Upgrade Offer has not been already accepted by Malaysia Airlines and Passenger's credit card has not been charged.</p> <p>Passenger will be charged once MHUpgrade purchase is accepted and acknowledged.</p>
5	<p>If passenger didn't receive the email invitation, kindly check the eligibility on our website (http://www.malaysiaairlines.com) by entering Booking Reference number and Last Name. Passenger will be directed to the offer page if booking is available.</p>
6	<p>Any Upgrade Offer submitted by Passenger cannot be cancelled unless the offer is unsuccessful</p>



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7	Passengers may only submit one (1) Upgrade offer per eligible flight segment as per the purchased ticket.
8	Any additional taxes payable will be displayed separately and included in the final total payable. If taxes are collectable at departure airports, this will not be included in the MHUpgrade final price and will be borne by the passenger.
9	Form of payment: Credit Card and Debit Card. Visa, MasterCard and JCB accepted
10	An additional 10kg baggage allowance will be applied to upgraded sector only and passenger are entitled to all the travel benefits on the next higher cabin class
11	Passenger are only allowed to be seated based on the seat number stated in the boarding pass
12	Upgrade is strictly non-transferable and non-refundable

Please refer attached terms and conditions and FAQ for more product info.

For further information please contact Malaysia Airlines Indonesia Office from your respective POS on office working hours.

Thank you for your usual support.

Regards,



Abdul Razak AB Hamid
Country Manager Indonesia

