

Customer Service Plan

Our customer service plan outlines help and information for passengers in times of disruption, in accordance with the requirements of Article 119-5 of Aviation Law and is applicable for flights to and from the airport located within the Korean territory.

1. Notifying Passengers of Flight Schedule Change

We undertake to use our best efforts to notify of changes on your flight using the contact information you have provided us in your reservation.

1.1. Delays and Cancellations / Before Day of Departure

For schedule changes or flight cancellations made before the day of departure, which delays travel by more than 30 minutes, we strive to:

- advise the passenger or their travel agent **either** by email, notification to the travel agent's booking system, via text message (SMS) and/or phone call, using the contact details provided in the booking.

1.2. Delays and Cancellations /On Day of Departure

If on the day of travel we have confirmed a delay of more than 30 minutes or we cancel a flight, and we are aware of the delay or cancellation more than two hours before the scheduled departure time, we strive to:

- advise the passenger or their travel agent **either** by email, notification to the travel agent's booking system, via text message (SMS) and/or phone call, using the contact details provided in the booking.

We also provide, through our gate agents and flight crews, timely updates on the status and causes of delayed, cancelled, or diverted flights.

2. Contingency Plan to Mitigate Passenger Inconveniences Due To Flight Disruptions (Flight Delays and Cancellations)

To ease the inconveniences resulting from flight cancellations and misconnections, we will offer you or arrange for appropriate remedies which, depending on the circumstances may include the following:

- Re-route you to your final destination as soon as possible or at a later date that is convenient for you.
- **Offer a full refund of the fare for the affected segments, without penalty or refund surcharge.**
- Offer free telephone calls.
- Provide appropriate refreshments, meals, and accommodations at our contracted hotel based on availabilities, if required.

3. Denied Boarding Due to Overbooking

Overbooking is one service aspect where shortcomings are sometimes experienced on an airline industry. Normally on all flights, there are a few passengers who book seats and then change their plans without advising the airline that they no longer wish to travel. These passengers are known as “no shows”.

Generally, to enable these seats to be used by passengers who wish to travel, airlines would have to carefully balance between the number of seats sold and the anticipated “no show” is maintained.

Unfortunately, on rare occasions, this balance is not achieved and we then have no choice but to deny boarding some passengers, who try to check-in after the capacity is filled. Should there be insufficient passengers willing to give up their seats voluntarily; other passengers may be denied boarding on an involuntary basis.

However, when it does happen, passengers generally will be rebooked or rerouted to the final destination of the ticket presented at check-in by the first available flight(s) in accordance with our policy on such matters.

We will compensate the passengers who are affected according to the Standards for Customer Dispute Resolution of the KFTC (Korea Fair Trade Commission) Notification and Customer Protection Notification.

4. Tarmac Delay

For international flights covered by this Plan that depart from or arrive at a Korea airport, Malaysia Airlines will not permit an aircraft to remain on the tarmac at a Korea airport for more than four hours before allowing passengers to deplane unless: either the pilot-in-command determines the aircraft cannot leave its position on the tarmac to deplane passengers due to safety-related or security-related reason; or air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations.

We have a comprehensive contingency plan to respond to any irregularities. We always keep in close coordination with local airport authorities, government authorities as well as our code-sharing partners. We ensure that adequate resources are available, and designate an in-charge person to handle all arrangement, as well as to communicate with our Flight Operations Division and our flight crew.

When a flight that is departing from a Korea airport or is arriving at a Korea airport happens to have a lengthy tarmac delay , passengers will be offered snack/food and water no later than two hours following gate departure or flight touchdown unless the pilot in command-determines that safety or security reasons prevent such service. We will also provide medical assistance to passengers in case urgent medical attention is needed. Aircraft lavatories will be ready for services. Special assistance is also available for our passengers with disabilities.

Announcements will be made to the passengers every 30 minutes onboard aircraft during a tarmac delay. The announcements will begin no more than 30 minutes after the scheduled departure time and will include information about the opportunity to deplane, if it exists, as well as the reason(s) for the delay.

Passenger will be advised that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists to deplane safely without disrupting airport operations. Once the flight is ready to depart again, and a passenger who has deplaned cannot return to board on time, we have the right to depart the flight without those passengers.

5. Ticket Refunds

For tickets purchased through our website or reservation/ticketing office and ticket refunds are due, we will process and provide the refund back to you including refunds for fees charged to a passenger for optional services that the passenger was unable to use due to a flight cancellation or overbooking situation.

6. Information on Codeshare Flights

We provide information regarding the operating airlines, their aircraft and all the relevant information when passenger make a bookings and issue tickets.

When you check in with one of our codeshare partners, you may see differences in the ticket's fare, checked baggage fees as well as in optional service and other charges.

Each airline also has its own terms and conditions of carriage. That's why it's important to familiarize yourself with the operating carrier's terms and conditions, including those regarding:

- Check-in times and procedures
- Baggage
- Sports, and musical instruments
- Fragile and perishable items
- Travel with infants and children
- Customers with special needs
- Travel with your pet
- In-flight services and special meals
- Airport lounge access

Passenger travelling with our codeshare partners should proceed to the operating carrier's counters for check-in.

7. Notifying Free Baggage Allowance and Excess Baggage Charge

Free Baggage Allowance (FBA) displayed on the ticket/ booking will be considered as the FBA applicable for your journey. Passenger are requested to kindly refer to their e-ticket / booking, to confirm the applicable free baggage allowance.

For more information regarding excess baggage charge, please refer to our "baggage" section on our website.

8. Baggage Delivery

At the time of check-in, we will issue a baggage check to you identifying each item of baggage accepted for transport as checked baggage. We will deliver checked baggage to you at the baggage claim area of the airport destination shown in the baggage check. It is your responsibility to claim the checked baggage at the baggage claim area and to present the baggage check, if requested, when doing so. We assume no obligation to verify the identity of the bearer at the destination airport.

- **Missing baggage**

If you have a checked bag missing, please report or contact our representative in person immediately upon arrival at the airport. Upon completion of the Property Irregularity Report (PIR), the tracing for the baggage will commence. You will be updated regularly during the tracing period. Upon notifying our representative of your

loss or delayed baggage, a file reference number will be given to check the status of your baggage online.

- **Damaged baggage**

In the event of damaged baggage, please report it to our representative as soon as possible, preferably before you leave the airport. Claims for damaged baggage should be made at the Malaysia Airlines Baggage Service office, which usually is located in the baggage claim area, or at the office of our designated handling agent. Any report or claim must be lodged and submitted within seven (7) days upon arrival at your destination or up to a maximum of 21 days.

9. Disclose travel itinerary and other policies that affect your travel

Our cancellation policies, frequent flyer rules, aircraft seating configuration and lavatory availability are available on our website and, upon request, from our telephone reservation system.

10. Accommodating Passengers with Disabilities and Other Special Needs

Accommodating the special needs of passengers with disabilities is our top priority. If you are a passenger with a disability and you require any special assistance, you should inform us at the time of booking of your special needs.

We will carry you where arrangements have been made to provide for your special needs. If you do not inform us at the time of booking of your special needs, we will nevertheless use reasonable efforts to accommodate your special needs.

11. Malaysia Airlines Contact Information

Department	Contact No.
ICN Airport Operations	<ul style="list-style-type: none">• <i>ICN Airport Office: + 82 32 743 0883 Business hour (daily): 0530 ~ 1500 (Korea Time GMT +9)</i>• <i>Call Center : + 82 2 3483 4849 Business Hour (MON-FRI): 0900 ~ 1700 (Korea Time GMT +9)</i>
KUL Baggage Office / Mishandle Load Office	<ul style="list-style-type: none">• <i>+603 8776 3733 / +603 8776 3742 Business Hour: 07:00 - 23:00 (Malaysia Time GMT +8)</i>
Global Contact Centre	<ul style="list-style-type: none">• <i>+603-7843 3000 (outside Malaysia)</i>• <i>1-300-88-3000 (within Malaysia)</i> <i>Business Hour: 24 hours</i>

