



UPDATED AS OF 19 APRIL 2010, 4.00PM

MALAYSIA AIRLINES MOUNTS B747 TO ROME
Other Europe flights remain cancelled

To provide more Europe-bound passengers the option to fly into Rome, Malaysia Airlines will be mounting a B747 aircraft with a 352-seat capacity at 11.45pm tonight. This will offer passengers an additional 68 seats, compared to the B777 aircraft which is normally deployed.

An additional flight to Rome is also planned for Wednesday, 21 April on a B777 aircraft, subject to airspace approval and weather updates. Malaysia Airlines flies 3 times weekly to Rome on Monday, Thursday and Saturday.

Passengers who take up this option will be responsible for onward travel to their final destination once they arrive in Rome.

Malaysia Airlines' flights to London, Amsterdam, Paris and Frankfurt on 20 April 2010 remain cancelled.

Yesterday, Malaysia Airlines' flight into Rome departed on schedule at 11.45pm with a load of 246 passengers. It was the sole flight to Europe out of KL International Airport. The flight from Rome to Kuala Lumpur departed at 1.45pm local time this afternoon with 270 passengers.

In order to cater for the influx of phone calls coming into the Call Centre, Malaysia Airlines has opened a new telephone line, 03-7884 1234 for stranded passengers in Kuala Lumpur.

Customers are also urged to check the flight status on www.malaysiaairlines.com under the tab 'Book/Flight Status' before proceeding to the airport.

In addition, customers can still continue to call the MAS Call Center 1300-88-3000 (within Malaysia) or 603-7843 3000 (outside Malaysia). Customers who have mobile phones are encouraged to register their numbers with Malaysia Airlines for ease of notification via SMS.

Passengers on the affected flights have 3 other options:

- Get a full refund
- Exchange tickets for future flights
- Re-book on the next available flight

The above can be done at Malaysia Airlines' ticketing/reservations offices.

Transit passenger can claim for unutilized portions of travel from Malaysia Airlines ticket offices upon returning to their origin destination.

Passengers can make travel date changes by 22 April 2010 and the travel period can be deferred until 31 May 2010. Claim for refunds to be made by 22 April 2010.

The following flights are affected:

From Kuala Lumpur to:

- London (MH4) scheduled to depart 10.05am
- London (MH2) scheduled to depart 11.40pm
- Amsterdam (MH16) scheduled to depart 11.55pm
- Paris (MH20) scheduled to depart 11.35pm
- Frankfurt (MH6) scheduled to depart 11.50pm

To Kuala Lumpur from:

- London (MH3) scheduled to depart 12.00noon
- London (MH1) scheduled to depart 10.00pm
- Amsterdam (MH17) scheduled to depart 12.00noon
- Paris (MH21) scheduled to depart 12.00noon
- Frankfurt (MH5) scheduled to depart 12.30pm

From 15-20 April 2010, Malaysia Airlines would have cancelled 46 flights involving 14,000 passengers system-wide.

