

23 August 2024

Dear Valued Partners,

Malaysia Aviation Group Prioritises Fleet Reliability and Operational Resilience

On behalf of Malaysia Aviation Group (“MAG”), I would like to take this moment to extend our deepest gratitude and appreciation for your continued support to our organisation over the years.

Given the recent operational challenges affecting the services of Malaysia Airlines, Firefly and Amal, I would like to take this opportunity to share important updates and outline the measures we are implementing to address these issues effectively.

After careful consideration and a thorough evaluation of our current operations and multiple constraints involving supply chain issues, manpower challenges, delay of new aircraft deliveries and other external factors, we have made the decision to **adjust and rationalize our capacity across our network between now to December 2024**. These changes will take effect starting today and will remain in place until the situation stabilises – further updates will be provided in due course.

As safety remains our utmost priority, these proactive measures are intended to improve fleet reliability and ensure our aircraft are in optimal condition for safe and efficient operations whilst minimising further potential disruptions.

We understand that these cancellations may cause inconvenience to customers and impact on your operations. Our team is working tirelessly to reallocate passengers in advance to minimise further disruptions during this period, where they will receive an email notification related to changes to their flight. Should you require further information, please do not hesitate to reach out to your respective account/sales manager.

I must emphasise that this decision is not one we made lightly but is necessary to ensure the stability and efficiency of our operations in the long term and regain the trust we worked hard to build over the years. Our priority is to maintain the high level of service and reliability that you have come to expect from us. By doing this, we aim to enhance our ability to ensure our customers face minimal disruptions and have the best experience possible flying with us.

We greatly appreciate your patience, understanding and support during this period of adjustment. We believe that these changes, though challenging, will ultimately position us to serve you better in the future.

Yours faithfully,



Izham Ismail
Group Managing Director