

Media Statement 9
MH17 Incident
Released at 6:19pm/21 July 2014

Malaysia Airlines' primary focus is to care for the family members affected by MH17. The airline will be supporting the families during these trying times and will be providing them hotel accommodation, meals, and transport assistance. At the same time, the airline has assigned caregivers (who are trained Malaysia Airlines' staff) for each family member to provide emotional support and basic needs. To date, 79 caregivers and other support staff are in Amsterdam, whilst 43 are based in Kuala Lumpur.

Malaysia Airlines is very grateful to be working alongside KLM, who have been assisting it in supporting the family members from the outset.

As goodwill, to ease the immediate families of the passengers with their economic needs, the airline is also offering a financial assistance of USD5,000 to the families of each passenger. Funds have already been made available for this purpose. Citibank has supported Malaysia Airlines with the logistical arrangements for the fund transfer. This financial assistance will not be offset against the final compensation nor affect the families' legal rights to claim.

Meanwhile, Malaysia Airlines will be organising a multi-faith prayer session for both staff and the public at large. Further details will be advised at a later date.

The airline requests the cooperation from members of the media to respect the privacy of the grieving families. Malaysia Airlines' top priority remains to provide care and assistance to the families of the passengers and crew and any information with regard to their personal circumstances will not be made public.

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