

MAS has wrong priorities

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QUESTION :

MALAYSIA Airlines (MAS) is code-sharing flights to Cairo with EgyptAir. EgyptAir now has on its website the following information: "Due to the current situation in Egypt, EgyptAir will waive cancellation and changes fees for confirmed tickets booked for travel from Jan 25, 2011 till Feb 28, 2011 plus the eligibility to refund of any unused portion of the ticket." Yet MAS wants to charge a cancellation fee.

Every time I call the MAS call centre the staff cannot give a satisfactory reply. The answer is always we have not heard anything from top management.

Writing to MAS Customer Support is also of no use as there is no response. Twittering MAS CEO Tengku Azmil is also of no use as there is no response.

MAS should not be profiteering from this unfortunate situation in Egypt, especially when it is clear their codeshare partner is putting the customers first before profit.

CAI,
Kuala Lumpur

ANSWER:

MAS is very clear on its priorities

I REFER to "MAS has wrong priorities" (The Star, Feb 7). Firstly, Malaysia Airlines is very clear about our priorities in regards to the situation in Egypt. Our focus is to get Malaysians out of Cairo as quickly and as safely as possible.

Since last Thursday, we have mobilised over 100 employees and mounted six flights to take 2,150 Malaysians out of Cairo to Jeddah.

We successfully brought the first batch of 459 Malaysians home safe and sound on Monday. And it does not end here.

We will continue to work closely with the National Security Council and the Royal Malaysian Airforce to operate more rescue flights into Cairo until all Malaysians have been evacuated.

The team has been working round the clock and no effort has been spared for this massive evacuation exercise.

Secondly, contrary to what was claimed by the writer, Malaysia Airlines customers flying with our codeshare partner Egypt Air are offered a waiver on cancellation and change fees until Feb 28 for travel until June 30.

Customers changing travel dates should note that the tickets must be reissued for the same booking class as per the original purchased ticket and changes must be done at Malaysia Airlines' ticket offices.

Customers are also eligible to get a refund on the unused portion of their ticket, subject to terms and conditions.

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