

LETTER TO EDITOR

MALAY MAIL

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MHmobile hiccups result in cancelled booking

MALAYSIA Airlines (MAS) Customer Relations head Gunalan Unni Nair states MAS contacted KAMARUL directly and addressed his concerns. While KAMARUL confirms that MAS had contacted him, he states he was still unsuccessful in making a Booking.

To this, MAS Commercial Strategy executive vice-president Dr Amin Khan tells Hotline, "Our team, comprising representatives from various business units, attended to KAMARUL's booking attempts and provided him step-by-step guidance to complete his transactions.

We are in touch with him to further assist him on the MHMobile application, an avenue for making bookings and payments. Dr Amir adds MAS was also able to further identify areas of its business processes that can be enhanced and is able to extend their booking solutions to cover more options.
