

代理人通告

INFORMATION BULLETIN FOR AGENT

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ONLINE TRAVEL VOUCHER REDEMPTION

Please be informed that effective 16 December 2020, Malindo Air has released the complete suite of online travel voucher redemption features on the IBE (www.malindoair.com) as a soft launch. With the new features, any user with valid travel voucher(s) will be able to redeem their vouchers online in addition to the existing channels i.e. call centre and ATO/CTO. The full suite of online voucher redemptions are as follow:

1. Single travel voucher redemption.
2. Multiple travel voucher redemption for same pax.
3. Multi-currency voucher redemption i.e. booking currency is different than travel voucher currency.
4. Multiple vouchers in multi-currencies redemption for same pax.
5. Automatic issuance of residual EMD voucher to be sent via email to customers.

Please refer to the Appendix sections for more details:

Appendix A: Online travel voucher redemption flow on www.malindoair.com
Appendix B: Screenshot of online travel voucher redemption section
Appendix C: FAQ

Kindly ensure this reservations notice is cascaded to all front liners, line stations, team members and departments concerned.

APPENDIX A: Online travel voucher redemption flow on www.malindoair.com

IMPORTANT NOTES

On the payment page, the user is allowed to key in the travel voucher number(s) for each pax in the booking. Please take note of the following conditions:

- Pax name must match with the name on the travel voucher as system will do the validation.
- Multiple vouchers can be used per pax but note that the name on all of the travel vouchers must also match for each individual passenger.
- If the new booking currency is different than the travel voucher currency, the system will calculate the currency exchange automatically.
- The travel voucher shall apply only on total ticket price (including taxes and surcharges).
- Ancillaries i.e seats, baggage, insurance, meals not included due to Sabre limitation.

APPENDIX B: Screenshot of online travel voucher redemption section

APPENDIX C: FAQ

1. My new booking total airfare amount is less than my travel voucher amount. How do I get the balance amount of my original travel voucher?
 - *Answer: The system will automatically deduct the total airfare amount of the new booking from your travel voucher and create a new travel voucher for the balance and send to your email.*

2. Can I use my travel voucher to purchase ancillaries such as baggage add-on on Manage My Booking (MMB)?
 - *Answer: No. Ancillaries add-ons via Manage My Booking can only be purchased using other payment options shown on the payment page.*

3. I used my travel voucher for a new flight but now I want to change my travel date. Can I use my other travel voucher to pay the fare difference on MMB?
 - *Answer: No. Voucher redemption is applicable for fresh bookings. Subsequent exchanges involving fare differences must be settled by the other payment options. Please contact our Call Centre or head to our nearest ticket office.*

4. Can I use my travel voucher for another pax on the same booking?
 - *Answer: No. Pax name on new booking must exactly match the name on the voucher. System will do a name validation and reject if the name is different. In order to redeem for another pax, part of the original travel voucher value should be transferred to the new pax name beforehand. Please contact call center or customer care to arrange the transfer.*

5. If I have a travel voucher in AUD currency, can I use it for a Malaysia domestic flight in MYR?
 - *Answer: Yes, the system will auto-calculate the exchange rate. This applies to all voucher currencies.*

6. Can I combine my Tourism Malaysia stimulus package voucher with my existing travel voucher?
 - *Answer: Yes, both voucher types can be combined as long as the pax name entered during booking exactly matches the name stated on the vouchers.*

7. I have multiple vouchers in different currencies e.g. AUD and MYR, can I use these vouchers together for my new booking?

- *Answer: Yes, this is allowed. The system will auto-calculate the exchange rate. This applies to all voucher currencies as long as the pax name entered during booking is the same as the name on the vouchers.*

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