

MALAYSIAN AVIATION COMMISSION Consumer Report

January to June 2020



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Complaints Statistics – 1 January to 30 June 2020

Consumer complaints summary



This Consumer Report summarises aviation consumers' complaints lodged with MAVCOM in writing, by telephone, e-mail, mobile application or in person received for the period 1 January to 30 June 2020.

A total of **384 complaints were registered with MAVCOM for the period 1 January to 30 June 2020**, with 381 complaints on airlines and 3 on airports. This is a decrease of 52.6% as compared to the period 1 January to 30 June 2019, when MAVCOM registered 810 complaints. As a result of flight cancellations due to Covid-19, the Commission also registered an additional **2,340** cases from consumers related to refunds to their tickets.

90.9% of the complaints received for the period 1 January to 30 June 2020 have been resolved and closed by MAVCOM. Processing of refunds, mishandled baggage and flight cancellation issues represent 51.3% of the nature of complaints received by MAVCOM during this period. Through the Commission's review of the complaints for the period 1 January to 30 June 2020, 57.8% of the complaints resulted in the airlines reversing its initial decision and producing a resolution that is more equitable or satisfactory to the consumer than initially provided. This is an increase of 3.8% as compared to the period 1 January to 30 June 2019. For the period 1 January to 30 June 2020, Malaysia Airlines was the highest contributor of complaints received by MAVCOM. This is followed by AirAsia and Malindo Air.

Please see the following slide for details.

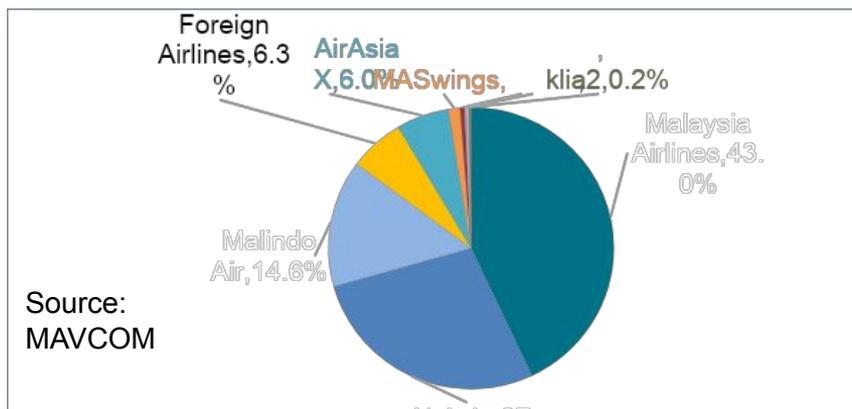


Figure 1: Breakdown of total complaints received for 1 January to 30 June 2020

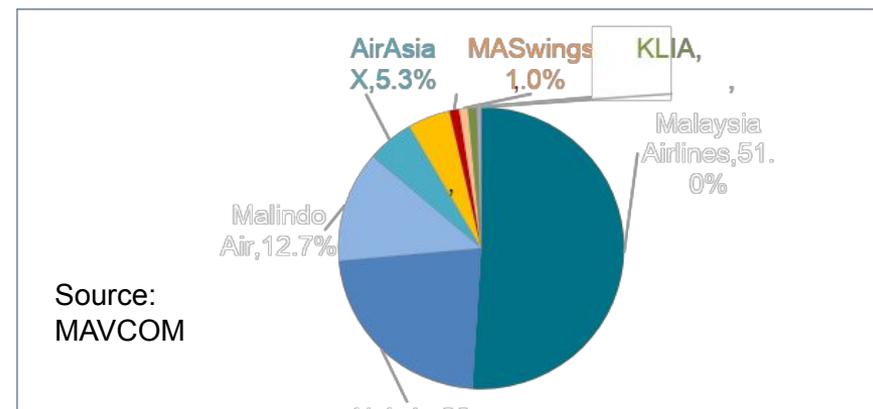


Figure 2: Breakdown of total complaints received for 1 January to 30 June 2019

Non-actionable complaints lodged with MAVCOM



In addition to the 384 complaints that were registered with MAVCOM, the Commission also received an additional:

- 490 complaints where document submission by consumers remained incomplete even subsequent to MAVCOM's follow up, thereby resulting in those complaints not able to be properly and fairly evaluated;
- 79 complaints where the Commission's immediate assessment established that the airline or airport concerned had fulfilled their obligations under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC"), and therefore were not taken further; and
- 79 complaints that were lodged with the Commission were either (i) more than one year from the date of incident, (ii) beyond the scope of the MACPC, (iii) subsequently withdrawn or (iv) related to the travel agents.

The Commission advises all consumers who submit their complaints to MAVCOM to ensure all relevant documents are submitted to the Commission to ensure the complaints can be processed and evaluated accordingly.

COVID-19 update



COVID-19 has contributed towards the aviation industry globally undergoing one of the most challenging periods of its history. Passenger travel has plummeted, and airline revenues have therefore significantly decreased, therefore resulting in the airlines facing severe challenges in managing their resources and cashflows. These unprecedented and extraordinary circumstances are also true in Malaysia.

As of June 2020, Malaysian and foreign carriers have cancelled 38.8 million seats. Given the unprecedented situation and in the spirit of facilitating the industry, the Commission has provided a temporary leeway on the MACPC, in terms of airlines time to respond and complete refund requests by the consumers.

Flight cancellations due to Covid-19 is deemed as extraordinary circumstances in which airlines will have to abide due to security and safety measures. Under the MACPC, airlines are not obliged to provide care or compensation during extraordinary circumstances. Airlines in Malaysia are providing consumers with service recovery options such as issuing travel vouchers or credit accounts which consumers may utilize at a future date or an option to change their flight dates and waive any change fee.

The Commission also received 2340 request for refunds in relation to Covid-19 from the consumers. 2146 request were request for refunds and 194 request were for change of flight dates.

Consumer complaints by airline



Table 1: Consumer complaints by airline for the period 1 January to 30 June 2020 vs 1 January to 30 June 2019

	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MASwings		Malindo Air		Foreign airlines		Total	
	Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Total complaints received by MAVCOM	126	209	25	50	3	10	206	472	7	8	61	117	29	50	457	916
Total complaints registered with MAVCOM (complete document submission)	106	183	23	43	2	9	165	413	5	8	56	103	24	39	381	798
MAVCOM's immediate assessment found that the airline had fulfilled their obligations	20	26	2	7	1	1	41	59	2	NIL	5	14	5	11	76	118
Complaints received by MAVCOM per million passengers carried	12	8	24	16	4	10	44	45	12	11	32	24	N/A	N/A	24	19

Source: MAVCOM, MAHB

A total of 381 complaints on airlines were registered with MAVCOM for the period 1 January to 30 June 2020. This is a decrease of 52.3% as compared to the period of 1 January to 30 June 2019, when MAVCOM registered 798 complaints. All airlines had a reduction in the number of complaints that were registered with MAVCOM. While the complaints decreases, the number of consumers approached MAVCOM for assistance for their refunds in view of flight cancellation due to Covid19 has increased.

For every million passengers carried, Malaysia Airlines received the highest number of registered complaints with 44 complaints for every per million passengers carried. This is followed by Malindo Air and AirAsia X, which received 32 and 24 complaints respectively per million passengers carried for the period 1 January to 30 June 2020.

Consumer complaints by category

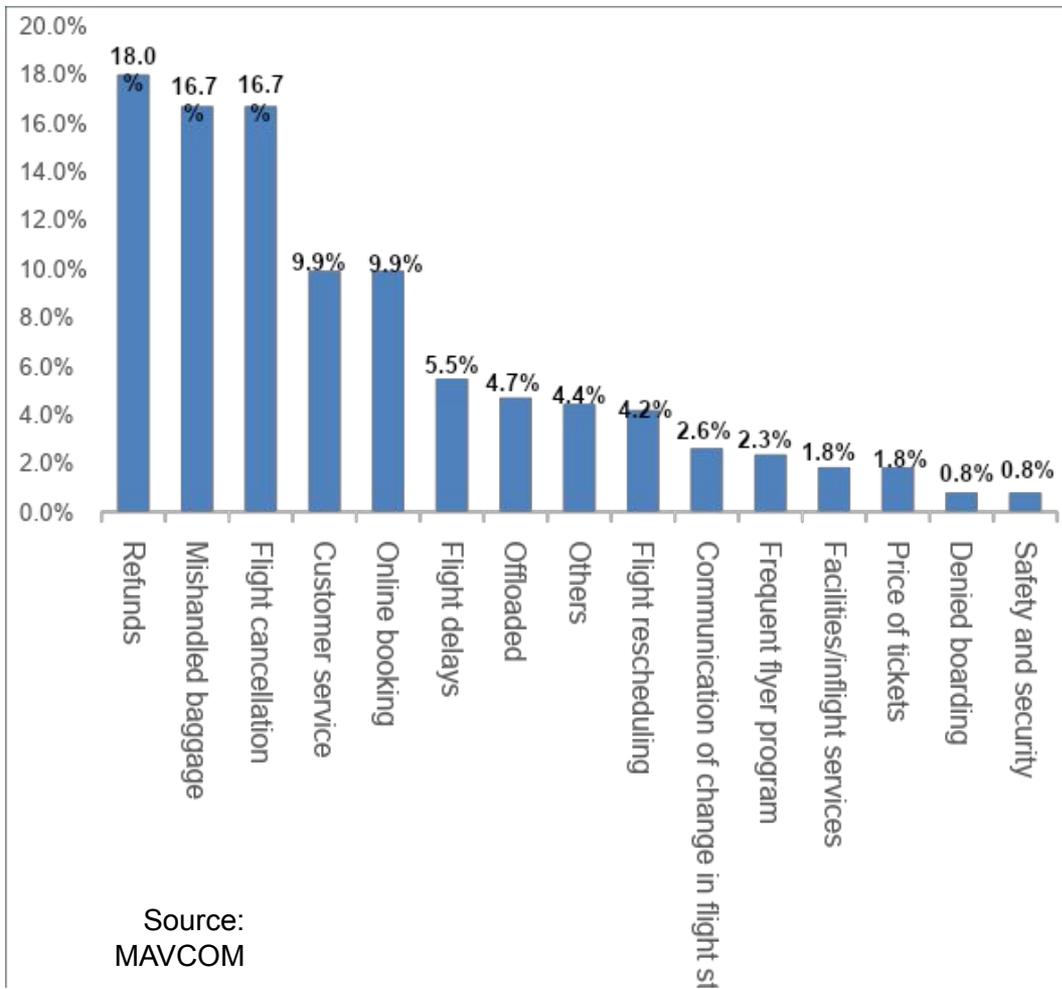


Figure 4: Consumer complaints by category – 1 January to 31 June 2019

The **top three** complaints received by MAVCOM for the period 1 January to 30 June 2020 were **processing of refunds, mishandled baggage, and flight cancellation**. Complaints related to the processing of refunds for the period 1 January to 30 June 2020 decreased year-on-year from 121 to 69.

The number of complaints on mishandled baggage for the period 1 January to 30 June 2020 decreased year-on-year from 170 to 64.

Complaints related to flight cancellations for the period 1 January to 30 June 2020 increased from 44 to 64 during the same period in 2019, an increase of 45.5%. The increase of flight cancellations was largely attributable to the travel restrictions imposed as part of measures taken by countries worldwide to contain the spread of COVID-19. This includes the implementation of the nationwide Movement Control Order (MCO) in Malaysia effective 18 March 2020.

Refer to next page for complaints by category and by airline.

Consumer complaints by airline and category



Table 2: Complaint categories by airline for the period 1 January-30 June 2020 against 1 January-30 June 2019

Category / Airlines	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MAS wings		Malindo Air		Foreign airlines		Total	
	Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Communication of change in flight status	3	-	1	1	-	-	5	7	-	-	-	4	1	2	10	14
Customer service	8	7	1	1	-	-	23	35	-	-	6	7	-	4	38	54
Denied boarding	1	3	-	-	-	-	1	4	-	-	1	1	-	-	3	8
Facilities/inflight services	1	7	-	-	-	1	4	19	-	1	1	4	1	-	7	32
Flight cancellation	22	4	1	1	-	2	20	29	2	1	17	6	2	1	64	44
Flight delays	4	19	-	6	-	-	14	44	1	1	2	16	-	6	21	92
Flight rescheduling	3	1	-	4	-	-	8	9	2	3	2	7	1	-	16	24
Frequent flyer program	7	10	-	1	-	2	1	14	-	-	1	-	-	-	9	27
Lounge	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Mishandled baggage	8	39	2	6	-	-	39	96	-	-	4	15	11	14	64	170
Online booking	19	23	6	3	-	1	8	61	-	-	3	9	2	3	38	100
Offloaded	5	20	-	1	1	-	9	33	-	-	1	6	2	5	18	65
Price of tickets	2	9	1	1	-	-	3	8	-	1	-	5	1	1	7	25
Refunds	17	38	9	17	1	2	25	40	-	1	16	20	1	3	69	121
Safety and security	-	1	-	-	-	-	1	1	-	-	-	-	-	-	1	2
Special assistance (Persons with Disability)	1	-	-	-	-	-	-	2	-	-	1	-	-	-	2	2
Others	5	2	2	1	-	1	4	10	-	-	1	3	2	-	14	17
Grand Total	106	183	23	43	2	9	165	413	5	8	56	103	24	39	381	798

Source: MAVCOM

Note: 'Others' comprise of complaints on fees, reservation issues, special assistance, facilities and any other complaints. For further details on these categories, please refer to **Appendix 1**

Consumer complaints by airport and category



MAVCOM received **3 complaints on airports** involving KL International Airport 2 (“klia2”), Kuching International Airport and Kuantan Airport for the period 1 January to 30 June 2020. For the period 1 January to 30 June 2019, MAVCOM received 12 complaints on airports. **The complaints were mainly related to airport facilities and airport security.**

Table 3: Complaint categories by airport for the period 1 January-30 June 2020 against 1 January-30 June 2019

Category / Airport	KLIA		Klia2		Kota Kinabalu		Labuan		Kuantan		Kuching		Miri		Senai International Airport		Sultan Abdul Aziz Shah		Total	
	Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun		Jan-Jun	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Facilities	-	2	-	1	-	1	-	1	-	-	1	-	-	1	-	-	-	1	1	7
Customer service	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Safety and security	-	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	2	1
Others	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	2
Grand Total	-	5	1	2	-	1	-	1	1	-	1	-	-	1	-	1	-	1	3	12

Source: MAVCOM

Note: ‘Others’ comprise of complaints on change of gate. For further details on these categories, please refer to **Appendix 1**.

Other Initiatives

Non-compliance to the Malaysian Aviation Consumer Protection Code 2016 (MACPC)

The Commission consistently monitors the conduct of airlines and airports to ensure they comply with the MACPC

Pursuant to paragraph 3(2) of the MACPC, before the purchase of a ticket, airlines are required to disclose the final price of its airfare which includes base fare, government-imposed fees and taxes, fees and charges prescribed under any written law, fuel surcharge and charges for optional services purchased.

On 16 January 2020, the Commission imposed a financial penalties amounting to RM 2 million for second non-compliance to both AirAsia Berhad and AirAsia X for violating paragraph 3(2)

However, both airlines have failed to remit the payment of the financial penalties to the Commission within the stipulated timeline. Due to that, the Commission has commenced an ongoing legal proceedings to recover the unpaid financial penalties from both airlines.

In addition, AAB and AAX have also filed for leave for judicial review application against the Commission pertaining to the Commission's decision on the imposition of the financial penalties. Similar to the recovery of the unpaid financial penalties, this matter is also currently ongoing.

WHEN PAYING FOR TICKETS

Airlines must display the breakdown of:



Base fare



Government imposed taxes and fees



Fees and charges prescribed under any written law



Fuel surcharge



Optional services purchased by a consumer on an opt-in basis



An initiative by the Malaysian Aviation Commission (MAVCOM)

Implementation of the Airports Quality of Service (Airports QoS Framework) at KLIA and klia2



As at 1 January 2020, 20 service quality elements have been implemented at both terminals. Details of the implementation are as follows:

User Experiences	Equipment Availability + Baggage Flows	Operator and Staff Facilities
<ul style="list-style-type: none"> • Kerbside congestion (for departure) • Wayfinding • Flight information display • Availability of Wi-fi • Cleanliness of the terminal • Ambiance of the terminal • Cleanliness of passenger washroom • Overall satisfaction with the washroom • Overall satisfaction with the airport 	<ul style="list-style-type: none"> • Lifts, escalators and walkalators availability • Aerotrain availability (applicable at KLIA only) • Aerobridge availability • Visual Docking Guidance System availability • Baggage Handling System • Short-shipped bags • Baggage retrieval on arrival – first bag • Baggage retrieval on arrival – last bag 	<ul style="list-style-type: none"> • Ramp Wi-Fi • Aerobridge operator availability • Cleanliness of staff washrooms

From the overall 28 service quality elements in the Airports QoS Framework, the Commission has implemented a total of 20 service quality elements as of 30 June 2020. Work is still in progress to complete the remaining 8 service quality elements at both terminals. The remaining service quality elements are related to queueing times (including e.g. immigration queue, check-in queue, customs queue and kerbside queue).

On 18 March 2020, the enforcement of the Movement Control Order (“**MCO**”) due to COVID-19 pandemic had affected the implementation of the remaining service quality elements at both terminals.

Implementation timeline for the remaining service quality elements for both terminals is now expected to be completed in 2021.

FlySmart - initiative to educate consumer of their air travel rights



The Commission has implemented various initiatives aimed at protecting and empowering consumers through its sub-brand, FlySmart.



FlySmart Website

The Novel Coronavirus (COVID-19) outbreak has caused major flight disruptions to all airlines around the world. Due to the outbreak, the Commission had prepared Frequently Asked Questions (FAQs) about COVID-19 to ensure consumers are well informed should they require to travel during the outbreak.

FlySmart Social pages – Facebook and Instagram

FlySmart has published travel related news, COVID-19 FAQs, stories and experiences from travellers with the objective for other consumers to acquire the knowledge from travellers who have completed their travel.

Mobile Application

Consumers are also empowered to provide feedback or lodge complaints on the go through the FlySmart mobile application especially during the Covid-19 period.



Here are some practical tips if you are required to travel during the COVID-19 outbreak:-

Before Leaving Home for a Flight

- Do a self-check before you travel; if you are unwell, stay home
- Bring your own masks, sanitisers, water bottles and cutlery... See more



THANK YOU



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Appendix 1

Consumer complaints by category



Categories	Explanation
Refunds	Request for reimbursement of money due to the passenger
Mishandled baggage	Complaints on baggage that is delayed, damaged, pilfered, lost or stolen
Flight cancellations	Complaints on flights that were cancelled by the airline
Flight delays	Complaints in relation to flights that depart more than 2 hours later than the scheduled time of departure reflected in the e-ticket
Flight rescheduling	Complaints on flights that were rescheduled by airlines with advanced notification to consumers
Online booking issues	Complaints related to problems faced at the point of online booking such as payment confirmation or e-ticket not received by the passenger
Denied boarding	Person(s) not allowed to board the flight due to overbooking by the airline
Customer service	Complaints on attitude or service level of airline/airport staff
Complaints handling	Complaints on the manner in which consumer feedback/complaint was handled
Communication of change in flight status	Complaints in relation to no notification by airlines of changes in flight status
Facilities and inflight services	Complaints on facilities and services onboard the aircraft such as toilet cleanliness, food quality and inflight entertainment system

Consumer complaints by category (cont'd)



Categories	Explanation
Frequent flyer program	Complaints related to airline loyalty programs (accrual and redemption of points/ miles)
Food and beverage	Complaints related to food and beverage served by the airlines
Downgrading	Complaints related to the downgrading of the ticket class
Lounge	Complaints related to airlines lounge facilities
Price of tickets	Complaints related to the price of tickets by the airlines
Special assistance (Persons with Disability)	Complaints related to special assistance (wheelchairs etc.) for Persons with Disability
Safety and security	Complaints on immigration, customs and airport security
Airport facilities	Complaints related to the facilities at the airport
Others	Complaints on other issues such as change of operating airport, processing fee charged by airlines, sports equipment charges and any other complaints.