

MALAYSIAN AVIATION COMMISSION

Consumer Report July to December 2020



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Consumer complaints summary



This Consumer Report summarizes aviation consumers' complaints registered with MAVCOM in writing, by telephone, e-mail, website, mobile application or in person received for the period from 1 July to 31 December 2020 ("2H20").

A total of 428 complaints were registered with MAVCOM in 2H20, in which, 99.3% of the total complaints were received on airlines and 0.7% related to airports. This was a decrease of 45.3% as compared to the same period last year when 783 complaints were registered with MAVCOM.

98.3% of the total complaints received in 2H20 have been resolved and closed by MAVCOM. Processing of refunds, flight cancellations and flight rescheduling issues represent 62.4% of the nature of complaints received by MAVCOM during this period. MAVCOM reviewed 86.7% of the total complaints and 59.0% of the reviewed complaints have resulted in airlines reversing their initial decisions by providing resolutions that are more equitable or satisfactory to the consumers. This was an increase of eight percentage points as compared to the same period in 2019.

AirAsia was the highest contributor with 196 complaints registered with MAVCOM for 2H20. This was followed by Malaysia Airlines and AirAsia X.

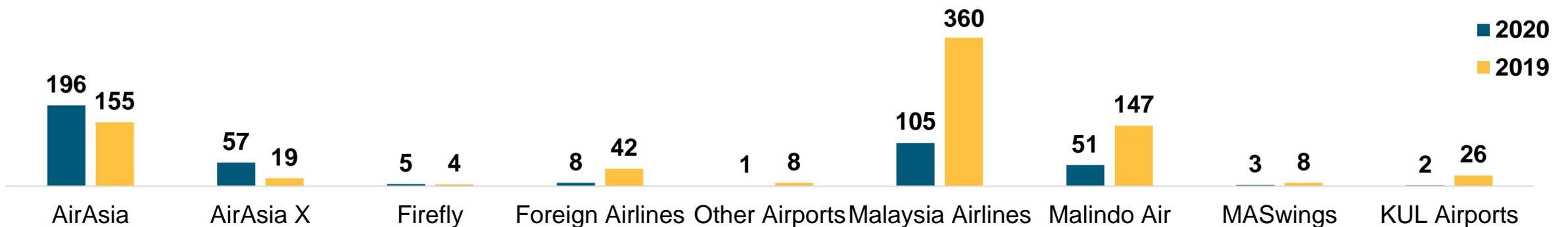


Figure 1: Breakdown of total complaints received, 2H20

Source: MAVCOM

Non-actionable complaints registered with MAVCOM



MAVCOM also received 401 complaints which are non-actionable due to the following reasons:

- ❑ 270 complaints were related to incomplete document submission by consumers, resulting in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up
- ❑ 45 complaints were either:
 - more than 1 year from the date of the incident;
 - not related to the aviation industry; and
 - consumers requests to withdraw the complaints
- ❑ 40 complaints were related to bookings made through travel agents and the consumers have approached MAVCOM for assistance;
- ❑ 24 complaints whereby MAVCOM's immediate assessment established that the airline or airport concerned had fulfilled the obligations under the Malaysian Aviation Consumer Protection Code 2016 ("MACPC") and therefore, were not taken further; and
- ❑ 22 complaints were beyond the scope of MACPC.

COVID-19 Update – Flight disruptions



Travel restrictions imposed internationally and locally, as a result of the COVID-19 pandemic, have led to flight cancellations in Malaysia. The Malaysian Government has imposed travel restrictions since 18 March 2020 for domestic and international travel. The Malaysian Government had subsequently lifted COVID-19 travel restrictions and reopened nearly all economic activities and allowing domestic travel for certain states. However, international borders will remain closed.

Flight cancellations by airlines have directly affected consumers as they were not able to travel and utilize the purchased tickets. Arising from travel restrictions, airlines are providing consumers with service recovery options such as travel vouchers and credit accounts that consumers could utilize at a future date. Airlines have also **extended the validity of the travel vouchers and credit accounts** given the uncertainty relating to travel restrictions in curbing COVID-19. Some airlines are offering **the flexibility for the travel vouchers and credit accounts to be transferrable to others or to purchase tickets on behalf of others**. In addition, some airlines are also allowing consumers to **utilize the travel vouchers for multiple transactions including ancillary spending**.

In the case of **consumers who decide not to accept the travel vouchers or credit accounts and not to travel**, the refund value of the purchased **tickets would depend on the terms and conditions of the tickets**. **Nevertheless, consumers are entitled to be refunded for all the taxes, charges and fees prescribed under any written law when purchasing the tickets**.

MAVCOM has registered 1,403 refund requests related to COVID-19 from consumers in 2H20. As part of MAVCOM's continuous efforts to protect consumers during these challenging times, consumers may refer to some Frequently Asked Questions (FAQs) regarding COVID-19 at;

[**Flight Disruptions – COVID-19 FAQs**](#)

Consumer complaints by airline



A total of 425 complaints on airlines (with complete document submission) were registered with MAVCOM in 2H20 (see Table 1). This was a decrease of 43.4% as compared to the same period in 2019 whereby 751 complaints were registered with MAVCOM.

All airlines had a reduction in the number of complaints in 2H20 except for AirAsia, AirAsia X and Firefly. Similarly, the number of passengers carried by airlines declined significantly contrary to the same period last year.

For every million passengers carried, AirAsia X received the highest number of registered complaints with 8,948. This correlates with the lowest passenger carried for 2H20 against other domestic carriers. Malaysia Airlines registered 477 complaints for every million passengers carried, followed by Malindo Air with 208 complaints per million passengers.

Table 1: Consumer complaints by airline, 2H20

	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MASwings		Malindo Air		Foreign Airlines		Total	
	Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Total complaints registered with MAVCOM	357	460	87	68	16	11	221	936	7	13	93	349	43	133	824	1,971
Total complaints registered with MAVCOM (complete document submission)	196	169	57	27	5	3	105	350	3	6	51	151	8	45	425	751
MAVCOM's immediate assessment found that the airline had fulfilled their obligations	9	39	NA	4	2	1	10	82	NA	1	3	19	NA	17	24	163
Total passenger carried (in millions)	2.3	16.6	0.01	3	0.2	0.6	0.2	7.4	0.2	0.5	0.2	3.8	NA	NA	3.1	31.9
Complaints registered with MAVCOM per million passengers carried	87	10	8,948	9	24	5	477	47	15	13	208	40	NA	NA	133	22

Source: MAVCOM, ASL Holders

Consumer complaints by category



The top three complaint categories registered with MAVCOM in 2H20 were processing of refunds, flight cancellation and flight rescheduling (see Table 2). However, mishandled baggage was the top complaint category followed by processing of refunds and flight delays in the same period in 2019.

Complaints related to processing of refunds in 2H20 increased by 18.3% to 149 from 126 in the same period in 2019. AirAsia and AirAsia X contributed 75.8% of the complaints received. Malaysia Airlines contributed 12.1% and followed by Malindo Air 10.1%.

Complaints related to flight cancellations in 2H20 increased by 210.7% to 87 from 28 in the same period in 2019. Complaints related to flight rescheduling in 2H20 increased by 34.8% to 31 from 23 in the same period in 2019. Malaysia Airlines contributed 54.8% of the complaints related to flight rescheduling, followed by Malindo Air with 25.8% and AirAsia 16.1% in 2H20.

74.6% of the total flight cancellations and flight rescheduling complaints were attributable to domestic flights (voluntary flight cancellation), and 25.4% were attributable to international flights (mandatory cancellations).

Table 2: Complaints by category, 2H20

Complaints Category	Number of Complaints	% of Total
Refunds	149	35.1
Flight cancellation	87	20.5
Flight rescheduling	31	7.3
Online booking	26	6.1
Communication of change in flight status	23	5.4
Frequent flyer programme	21	4.9
Mishandled baggage	16	3.8
Offloaded	16	3.8
Customer service	16	3.8
Others	16	3.8
Price of tickets	10	2.4
Flight delays	4	0.9
Lounge	3	0.7
Safety and security	3	0.7
Denied boarding	2	0.5
Facilities/in-flight services	2	0.5
Total	425	100.0

Source: MAVCOM

Note: 'Others' comprise of complaints, re-booking charges, unable to utilize travel vouchers to book hotels, forfeiture of credit accounts and any other complaints. For further on these categories, please refer to the **Appendix**.

Consumer complaints by airline and category

Table 3: Complaint categories by airline, 2H20

Airlines / Categories	AirAsia		AirAsia X		Firefly		Malaysia Airlines		MASwings		Malindo Air		Foreign Airlines		Total	
	Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Communication of change in flight status	9	8	1	-	-	-	12	14	-	-	1	5	-	1	23	28
Customer service	11	9	-	3	-	-	4	28	-	1	1	11	-	3	16	55
Denied boarding	-	-	-	-	-	-	1	4	-	-	1	1	-	1	2	6
Facilities/inflight services	1	3	-	3	-	-	1	15	-	-	-	7	-	-	2	28
Flight cancellation	47	5	3	2	1	-	20	14	-	2	16	4	-	1	87	28
Flight delays	1	17	-	-	-	2	1	55	1	-	1	32	-	3	4	109
Flight rescheduling	5	3	-	1	1	-	17	8	-	1	8	8	-	2	31	23
Frequent flyer program	17	4	3	-	-	-	1	6	-	-	-	-	-	-	21	10
Lounge	-	-	-	-	-	-	3	1	-	-	-	1	-	-	3	2
Mishandled baggage	4	27	1	5	-	-	8	104	-	-	-	16	3	20	16	172
Offloaded	7	13	-	2	-	-	6	25	-	-	2	8	1	5	16	53
Online booking	15	19	2	3	1	1	2	26	2	-	3	14	1	4	26	67
Others	5	3	2	1	1	-	7	11	-	-	-	4	1	-	16	19
Price of tickets	6	9	-	1	-	-	3	8	-	1	1	3	-	2	10	24
Refunds	68	48	45	6	1	-	18	31	-	1	15	37	2	3	149	126
Safety and security	-	-	-	-	-	-	1	-	-	-	2	-	-	-	3	-
Special Assistance (Persons With Disability)	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Total	196	169	57	27	5	3	105	350	3	6	51	151	8	45	425	751

Source: MAVCOM

Note: 'Others' comprise of complaints, re-booking charges, unable to utilise travel voucher to book hotel, forfeiture of credit account and any other complaints. For further on these categories, please refer to **Appendix**. 8

Consumer complaints by airports and category



MAVCOM registered **three complaints on airports** involving Kuala Lumpur International Airport, Kota Kinabalu Airport and Sibul Airport in 2H20 (see Table 4).

For the same period in 2019, MAVCOM registered 32 complaints on airports. The complaints were mainly related to airport facilities and airport security.

Table 4: Complaint categories by airport, 2H20

Airports / Categories	KLIA		Kota Kinabalu		Sibu		klia2		Kuantan		Kuala Terengganu		Miri		Senai		Penang		Kuching		Total	
	Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec		Jul – Dec	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Customer Service	-	3	-	-	1		-	3	-	-	-	-	-	1	-	-	-	-	-	-	1	7
Facilities	1	3	1	-	-	1	-	9	-	-	-	-	-	1	-	-	-	3	-	1	2	18
Safety & Security	-	1	-	-	-		-		-	1	-	1	-	-	-	1	-	-	-	-	-	4
Others	-	3	-	-	-		-		-	-	-	-	-	-	-	-	-	-	-	-	-	3
Total	1	10	1	-	1	1	-	12	-	1	-	-	-	-	1	-	3	-	1	3	32	

Source: MAVCOM, MAHB and Senai

Total passenger movements for all the airports in Malaysia between the period of July to December 2020 was 6.79 million in contrast to 56.18 million for the same period in 2019.

Other Initiatives

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



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

User Experiences	Equipment Availability and 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 QoS framework, MAVCOM had implemented a total of 20 service quality elements as of 1 July 2020. Work is still in progress to complete the remaining eight service quality elements at both terminals. The remaining service quality elements are related to queueing times (including immigration, check-in, customs and kerbside queues).

Since 18 March 2020, the enforcement of the Movement Control Order by the Government of Malaysia due to the COVID-19 pandemic has affected the installation, testing and commissioning work as well as overall implementation of the queueing times service quality elements.

The full implementation of all 28 service quality elements at both terminals is now expected to be completed in 2022.

FlySmart continues to protect and champion air travel rights during these unprecedented times



The COVID-19 outbreak has spread worldwide without acknowledging borders. From travel restrictions to flight cancellations, the airline industry has been the hardest-hit industry due to the COVID-19 pandemic. These unprecedented and extraordinary circumstances are also true in Malaysia.

To ensure consumers are well informed and protected during these unprecedented times, MAVCOM continues to implement various initiatives aimed at protecting and empowering consumers through its sub-brand, FlySmart.

FlySmart Website

The outbreak has caused major flight disruptions to all airlines around the world. The Commission has prepared Frequently Asked Questions (FAQs) for information on refund requests during the COVID-19 period.

The FAQ page also provides links that direct consumers to the local carriers to ascertain the terms of any refund requests. This is to ensure consumers are well informed should they require to travel during the outbreak.



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FlySmart Social pages – Facebook and Instagram

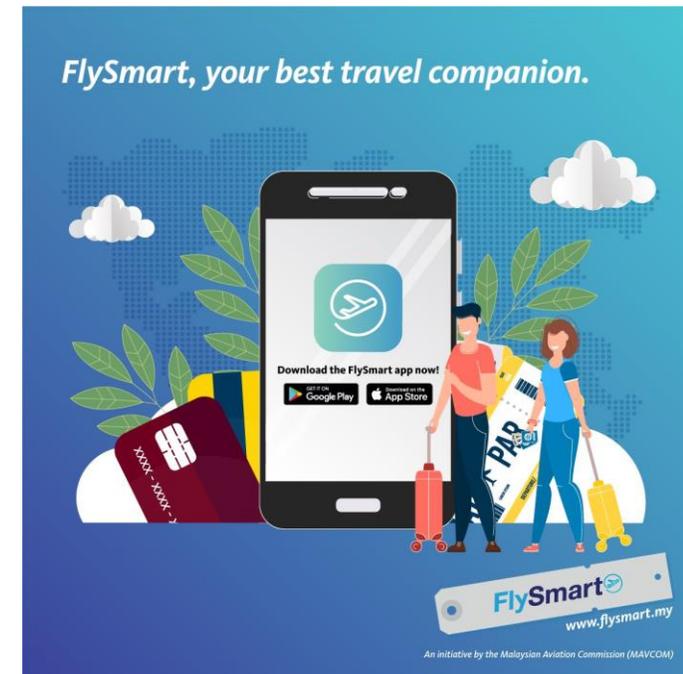
While travellers have a strong preference of learning and getting information about their rights, the Commission has published information related to travel rights, COVID-19 FAQs, to allow consumers to share the information with their families and friends by the push of a button.



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.

Meanwhile, the Commission is in the works of enhancing the FlySmart mobile application features as part of its educational efforts to heighten awareness on FlySmart and travel rights.



APPENDIX

Glossary



Categories	Details
Refunds	Reimbursement of money requested by consumers
Mishandled baggage	Complaints on baggage that were delayed, damaged, pilfered, lost or stolen
Flight cancellations	Complaints on flights that were cancelled by airlines
Flight delays	Complaints in relation to flights that departed two hours later than the scheduled time of departure reflected in the 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 passengers
Denied boarding	Person(s) not allowed to board flights due to overbooking
Customer service	Complaints on attitude and/or service levels of airlines/airports staffs
Complaints handling	Complaints on the manner in which consumers feedback/complaints were 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
Frequent flyer program	Complaints related to airline loyalty programmes
Food and beverage	Complaints related to food and beverage served by airlines/airports
Downgrading	Complaints related to downgrading of ticket class
Others	Complaints related to re-booking charges, unable to utilise travel vouchers to book hotels, forfeiture of credit account and any other complaints
Voluntary flight cancellation	Flight cancellation within the airlines control
Mandatory cancellations	Flight cancellation beyond the airlines control

THANK YOU



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