

MALAYSIAN AVIATION COMMISSION

Consumer Report January to June 2021



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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Consumer complaints summary



This Consumer Report summarises aviation consumers' complaints registered with MAVCOM by website, e-mail, telephone, mobile application and in writing from 1 January to 30 June 2021 ("1H21").

A total of 157 complaints were registered with MAVCOM in 1H21, in which, 98.1% (154) of the total complaints were received on airlines and 1.9% (3) related to airports. This was a decrease of 59.1% as compared to the same period last year when 384 complaints were registered with MAVCOM.

97.5% (153) of the total complaints received in 1H21 have been resolved and closed by MAVCOM. Complaints related to refunds, frequent flyer programs and flight cancellations made up 60.5% (95) of the total complaints registered with MAVCOM for the same period. Through MAVCOM's review of the complaints received in 1H21, 60.1% (83) of the 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 2.3 percentage points as compared to the same period in 2020.

AirAsia was the highest contributor with 41.4% (65) of total complaints registered with MAVCOM in 1H21, followed by Malaysia Airlines, 28.7% (45) and Malindo Air, 12.1% (19).

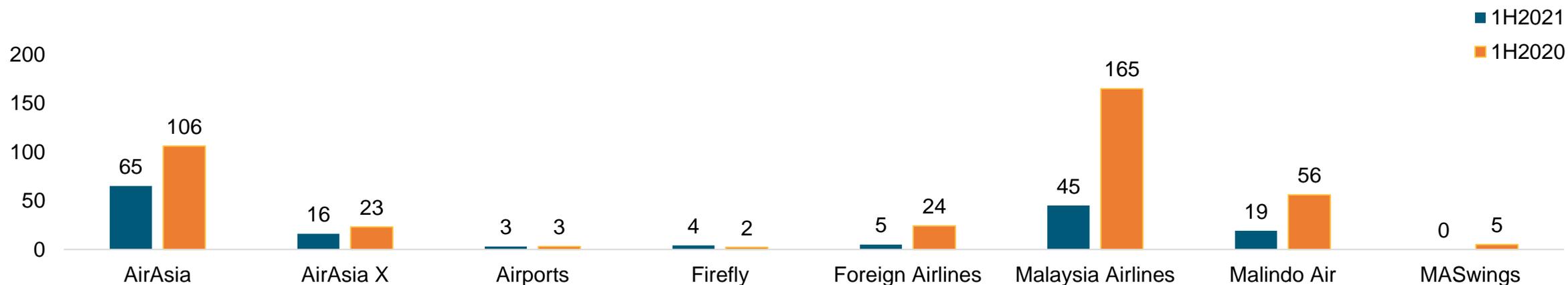


Figure 1: Breakdown of total complaints registered with MAVCOM, 1H21

Source: MAVCOM

Non-actionable complaints registered with MAVCOM



MAVCOM also received 82 complaints which were non-actionable due to the following reasons:

- 50 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;
- 12 complaints were beyond the scope of MACPC;
- 7 consumers request to withdraw the complaints as fair resolution provided by the airline;
- 5 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;
- 5 complaints were related to bookings made through travel agents and the consumers have approached MAVCOM for assistance; and
- 3 complaints were more than one year from the date of incident

COVID-19 Update – Flight Disruptions



Air travel demand has severely weakened due to international border restrictions and the movement control orders enforced locally to curb the spread of the COVID-19 pandemic in 1H21. The ongoing travel ban for non-essential travels has resulted in a significant reduction of airlines' domestic and international flight operating capacity.

Despite the flight cancellations, MAVCOM acknowledges that airlines have been accommodating consumers' requests for refunds by adopting various options of refunds including cash, vouchers, and credit account for consumers affected by flight cancellations. In view of the elevated uncertainty of the COVID-19 pandemic, some airlines have taken the initiative to review the existing service recovery measures and extended the travel voucher/credit account validity to three years.

In the case of consumers cancelling their flight tickets voluntarily or declining to accept the travel voucher/credit shell offered by airlines, the refund value of the purchased tickets would depend on the terms and conditions of the airline's flight ticket. Irrespective of the ticket conditions, consumers are entitled to a full refund of the taxes, charges, and fees prescribed under any written law at the time the ticket was purchased.

MAVCOM received 675 COVID-19 related request cases in 1H21. As part of MAVCOM's continuous efforts to protect consumers during these challenging times, MAVCOM has prepared some Frequently Asked Questions (FAQs) regarding COVID-19 at:

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

Consumer complaints by airline



A total of 154 complaints on airlines (with complete document submission) were registered with MAVCOM in 1H21 (see Table 1). This was a decrease of 59.6% as compared to the same period in 2020 whereby 381 complaints were registered with MAVCOM. All airlines had a reduction in the number of complaints in 1H21 except for 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 57,971 complaints. This correlates with the lowest passenger carried for 1H21 against other domestic carriers. Malaysia Airlines registered 204 complaints for every million passengers carried, followed by AirAsia with 119 complaints per million passengers.

Table 1: Consumer complaints by airline, 1H21

	AirAsia		AirAsia X		Firefly		Foreign Airlines		Malaysia Airlines		Malindo Air		MASwings		Total	
	Jan-June		Jan-June		Jan-June		Jan-June		Jan-June		Jan-June		Jan-June		Jan-June	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Total complaints received by MAVCOM	97	126	20	25	7	3	10	29	67	206	29	61	NA	7	230	457
Total complaints registered with MAVCOM (Complete document submission)	65	106	16	23	4	2	5	24	45	165	19	56	NA	5	154	381
MAVCOM's immediate assessment found that the airline had fulfilled their obligations	1	20	1	2	NA	1	NA	5	2	41	1	5	NA	2	5	76
Total passengers carried (in millions)	0.5	5.7	0.0003	1.0	0.1	0.3	NA	NA	0.2	2.6	0.2	1.3	0.1	0.2	1.2	11.1
Complaints received by MAVCOM per million passengers carried	119	12	57,971	24	36	4	NA	NA	204	44	113	32	0	113	132	24

Source: MAVCOM, ASL Holders

Consumer complaints by category



The top three complaint categories registered with MAVCOM in 1H21 were processing of refunds, frequent flyer programs and flight cancellations (see Table 2). For the same period in 2020, refunds were the top complaint followed by flight cancellations and mishandled baggage.

Complaints related to refunds in 1H21 decreased by 21.7% to 54 from 69 for the same period in 2020. AirAsia, Malaysia Airlines and Malindo Air contributed 92.6% of the complaints related to refunds in 1H21.

Complaints related to frequent flyer programs contributed 17.5% of the total complaints registered in 1H21. AirAsia and AirAsia X contributed 88.9% of the complaints, followed by Malaysia Airlines which contributed 11.1%.

Complaints related to flight cancellations in 1H21 decreased by 78.1% to 14 from 64 in the same period in 2020. 50.0% of these complaints were due to limited choice of refund options, and 14.3% consumers were unhappy with the flight cancellations. AirAsia contributed 42.9% of the complaints related to flight cancellations followed by Malaysia Airlines, 35.7% and Malindo Air, 14.3%.

Table 2: Complaints by category, 1H21

Complaints Category	Number of complaints	% of total
Communication of change in flight status	4	2.6%
Customer service	4	2.6%
Facilities/inflight services	1	0.6%
Flight cancellation	14	9.1%
Flight delays	4	2.6%
Flight rescheduling	8	5.2%
Frequent flyer program	27	17.5%
Mishandled baggage	6	3.9%
Offloaded	11	7.1%
Online booking	10	6.5%
Others	3	1.9%
Price of tickets	6	3.9%
Refunds	54	35.1%
Safety and security	1	0.6%
Special assistance/PWD	1	0.6%
Total	154	100.0%

Source: MAVCOM

Note: 'Others' comprise of complaints regarding the travel vouchers which were not on the consumers' name, priority booking flights that were not honored and consumers were unable to view the past itinerary. Refer to the **Appendix** for more details.

Consumer complaints by airline and category



Table 3: Complaint categories by airline, 1H21

Airlines/Categories	AirAsia		AirAsia X		Firefly		Foreign Airline		Malaysia Airlines		Malindo Air		MASwings		Total	
	Jan-June		Jan-June		Jan-June		Jan-June		Jan-June		Jan-June		Jan-June		Jan-June	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Communication of change in flight status	2	3	-	1	1	-	-	1	1	5	-	-	-	-	4	10
Customer service	2	8	-	1	-	-	-	-	2	23	-	6	-	-	4	38
Denied boarding	-	1	-	-	-	-	-	-	-	1	-	1	-	-	-	3
Facilities/inflight services	-	1	-	-	-	-	-	1	1	4	-	1	-	-	1	7
Flight cancellation	6	22	1	1	-	-	-	2	5	20	2	17	-	2	14	64
Flight delays	1	4	-	-	2	-	-	-	1	14	-	2	-	1	4	21
Flight rescheduling	1	3	-	-	-	-	-	1	4	8	3	2	-	2	8	16
Frequent flyer program	12	7	12	-	-	-	-	-	3	1	-	1	-	-	27	9
Mishandled baggage	3	8	-	2	-	-	1	11	-	39	2	4	-	-	6	64
Offloaded	3	5	-	-	-	1	2	2	4	9	2	1	-	-	11	18
Online booking	6	19	-	6	-	-	-	2	3	8	1	3	-	-	10	38
Others	-	5	1	2	-	-	-	2	1	4	1	1	-	-	3	14
Price of tickets	3	2	-	1	-	-	1	1	2	3	-	-	-	-	6	7
Refunds	25	17	2	9	1	1	1	1	18	25	7	16	-	-	54	69
Safety and security	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	1
Special assistance/PWD	1	1	-	-	-	-	-	-	-	-	-	1	-	-	1	2
Total	65	106	16	23	4	2	5	24	45	165	19	56	0	5	154	381

Source: MAVCOM

Note: 'Others' comprise of complaints regarding the travel voucher which were not on the consumers' names, priority booking flights not honored and consumers unable to view the past itinerary. Refer to the **Appendix** for more details.

Consumer complaints by airports and category



MAVCOM registered **three complaints on airports** in 1H21 involving Skypark Terminal Sultan Abdul Aziz Shah Airport (SZB) and KL International Airport (KUL), which was similar for the same period in 2020. Two complaints were related to facilities and customer service at SZB. The remaining one complaint was related to a contest organised by Malaysia Airports Holdings Berhad (MAHB) at KUL.

Table 4: Complaint categories by airport, 1H21

Airports/Categories	KLIA		Kota Kinabalu		Sibu		Skypark Terminal		Total	
	Jan-June		Jan-June		Jan-June		Jan-June		Jan-June	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Customer Services	-	-	-	-	-	1	1	-	1	1
Facilities	-	1	-	1	-	-	1	-	1	2
Others ¹	1	-	-	-	-	-	-	-	1	-
Total	1	1	-	1	-	1	2	-	3	3

Source: MAVCOM, MAHB

Total passenger movements² for all airports in Malaysia between the period of January to June 2021 was 2.5 million in contrast to 16.6 million for the same period in 2020.

Note:

1. 'Others' comprise of complaints regarding the contest organised by MAHB
2. Contributed by Malaysian carriers only

Other Initiatives

FlySmart continues its advocacy efforts to empower and educate consumers on air travel rights

Keeping up with the current travel restrictions such as COVID-19 test requirements, vaccination requirements, quarantine rules etc., could be challenging for travelers due to the ever-changing travel regulations from one country to another. The Commission is working towards providing consumers with a **one-stop travel information platform** as a guide on travel restrictions for countries globally.

FlySmart Website and Mobile Application

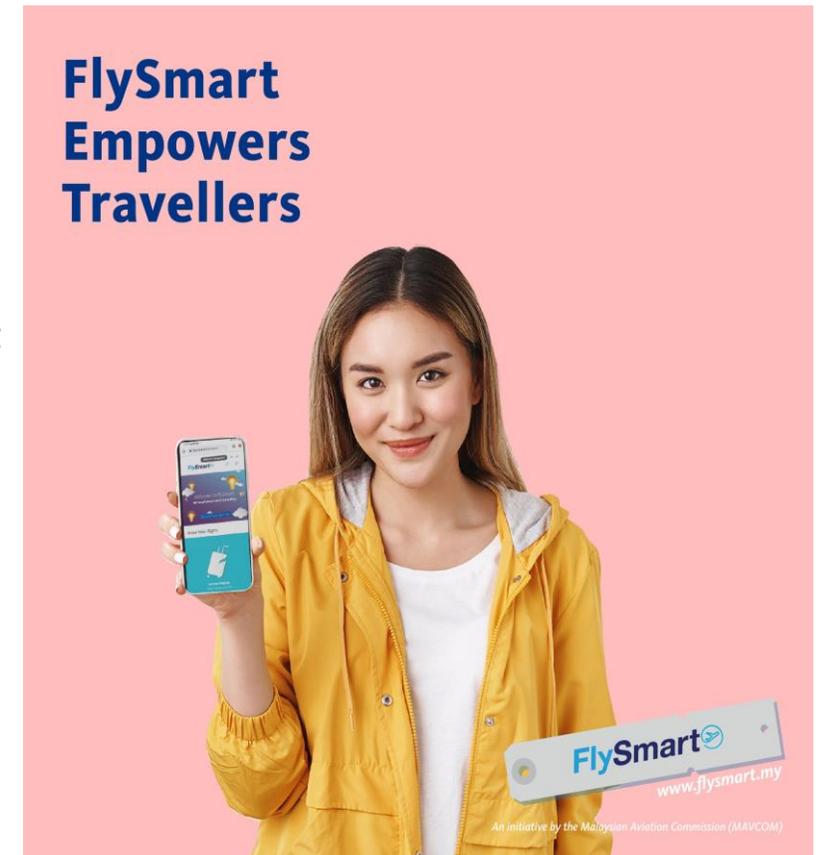
To better inform and empower travellers, the Commission has undertaken efforts to provide a travel information platform as a guide for travelers. Consumers can refer to this travel advisory section under FlySmart as a one-stop reference check on information that would be beneficial before they travel such as travel requirements and documentation, health advisory, visas etc. These new features would be made available in the Commission's website and mobile app by Q4 2021.

Other significant features such as the FAQs on travel rights as well as the airline and airport contact details will also be available in the latest edition of the FlySmart mobile app that allows travelers to access information on the go.

FlySmart Social pages – Facebook and Instagram

MAVCOM has continued its ongoing efforts to promote travel rights through its official social pages - Facebook and Instagram. These platforms provide travellers with the insight and knowledge into navigating flight issues that are commonly encountered by travellers.

Consumers would also be able to raise attention to their concerns, receive support and share information with their friends and family with the push of a button.



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



From the **overall 28 service quality elements** in the Airports QoS Framework, **MAVCOM had implemented** a total of **20 service quality elements** as of 30 June 2021 at **both terminals** (KLIA and klia2). Details of the implementation are as follows:

Service Quality Elements	Implemented			To be implemented in 2022
	Passenger Comfort and Facilities	Operator and Staff Facilities	Passenger and Baggage Flows	Queuing Times
	<ul style="list-style-type: none"> ▪ Kerbside congestion ▪ Wayfinding ▪ Flight information displays ▪ Availability of Wi-Fi ▪ Cleanliness of the terminal ▪ Ambiance of the terminal ▪ Overall satisfaction with the washrooms ▪ Overall satisfaction with the airport ▪ Cleanliness of passenger washrooms 	<ul style="list-style-type: none"> ▪ Availability of aerobridge ▪ Availability of aerobridge operator ▪ Availability of Visual Docking Guidance System (VDGS) ▪ Availability of ramp Wi-Fi service ▪ Cleanliness of staff washrooms 	<ul style="list-style-type: none"> ▪ Availability of Aerotrain Track Transit System (TTS) – for KLIA only ▪ Availability of lifts, escalators, and walkalators ▪ Availability of Baggage Handling System (BHS) equipment ▪ Outbound baggage ▪ Baggage retrieval – time to first bag ▪ Baggage retrieval – time to last bag 	<ul style="list-style-type: none"> ▪ Passenger security search ▪ Check-in ▪ Transfer queuing ▪ Outbound immigration ▪ Outbound customs ▪ Inbound immigration ▪ Inbound customs ▪ Kerbside queuing

The remaining eight (8) service quality elements are related to **queueing times** in which **the full implementation** of all 28 service quality elements **at both terminals** is expected to be **completed in 2022**.

MAVCOM has also commenced the **development phase** of the **Airports QoS Framework** at **Subang, Langkawi, and Kota Kinabalu airports**. The Airports QoS Framework will also be **implemented progressively** at the **remaining 19 airports** between **2022 and 2025**.

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 programme	Complaints related to airline loyalty programs such as discrepancy on the credit value or unable to access to consumer's profiles
Offloaded	Complaints regarding person(s) not allowed to board flights due to insufficient travel documents or late arrival to boarding gate or check-in counter
Price of ticket	Complaints regarding price of tickets which are charged by airlines
Others	Complaints regarding the travel voucher which were not on the consumers' names, priority booking flights not honored and consumers unable to view the past itinerary
PWD/Special Assistance	Complaints regarding special assistance requests for Persons with disability
Safety & Security	Complaints regarding the inflight safety/security eg: social distancing
Passenger carried	Number of inbound and outbound passengers carried by airlines (excluding passengers on charter flights)
Passenger movements	Number of departing and arriving passengers at the airports

THANK YOU



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