

**MAVCOM's Launch of AeroLicence and Enhancements to the FlySmart Mobile App**  
**Speech for Yang Berbahagia Datuk Seri Hj. Saripuddin Bin Hj. Kasim,**  
**Executive Chairman of the Malaysian Aviation Commission (MAVCOM)**

*Date: 6 November 2021*

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Assalamu'alaikum warahmatullahi wabarakatuh & Selamat Pagi,

***Yang Berhormat Datuk Seri Ir. Dr. Wee Ka Siong,***  
***Minister of Transport, Ministry of Transport,***

***Yang Berusaha Puan Normah Binti Osman,***  
***Deputy Secretary General (Policy), Ministry of Transport,***

***Yang Berbahagia Dato' Razali Bin Mohamad,***  
***Deputy Secretary General (Management), Ministry of Transport,***

***Yang Berbahagia Dato' Mah Weng Kwai,***  
***Member of the Commission, Malaysian Aviation Commission (MAVCOM),***

***Yang Berbahagia Dato' Iskandar Mizal Mahmood***  
***Managing Director, MAHB***

***Yang Mulia Raja Azmi bin Raja Nazuddin,***  
***Chief Operating Officer of MAVCOM,***

Distinguished guests,  
Members of the media,  
Ladies and gentlemen,

1. Thank you all for joining us on this auspicious occasion.
2. On behalf of MAVCOM, I would like to take this opportunity to extend our utmost appreciation to Yang Berhormat Datuk Seri Ir. Dr. Wee Ka Siong. We are honoured that you have taken the time out of your busy schedule and on a Saturday no less, to grace us with your presence

and to launch MAVCOM's two digital initiatives namely Aerolicence and on Flysmart mobile app for air travellers for Malaysia's aviation industry.

3. The Ministry of Transport had shown its immeasurable support when we first introduced our other digital solutions, including the inception of the FlySmart mobile app in 2019. Indeed, Yang Berhormat Datuk Seri's presence today marks the significance of this occasion and the continued strong working relationship between the Ministry of Transport and MAVCOM. Thank you very much YB.

Ladies and gentlemen,

4. The aviation sector has been one of the industries hardest hit by the COVID-19 pandemic globally, and has suffered devastating economic, financial, and social impacts.
5. While serious issues remain, the path to recovery is coming into view. Malaysia's strong inoculation rate and the lifting of interstate and international travel barriers have contributed to increased optimism that the sector will see strong recovery.
6. Despite challenges encountered by some players, some parts of the industry particularly the air cargo have performed strongly during the pandemic. This is due to increased demand for e-commerce coupled with reduced belly space cargo capacity thrusting the cargo sector globally forward.
7. While future trends indicate potential increase in air travel, the aviation industry is also expected to continue weathering the impact of the pandemic given the fact that uncertainties loom over the industry's path to recovery.
8. In light of these potential challenges, it is critical that we implement mechanisms that can support and move the aviation industry forward to enable a smooth recovery post-pandemic.
9. Towards this end, I believe it is well-timed that the Commission is introducing AeroLicence and the enhancements to the FlySmart mobile application as an effort to help the sector recover in a sustainable manner while championing the rights of consumers.

Ladies and gentlemen,

10. The development of AeroLicence commenced in May 2019 and underwent robust planning and testing process in ensuring the stability of the system prior to the launch. In developing this system, MAVCOM engaged and consulted industry players.
11. As a result, the Commission was able to identify areas of concern and we gained valuable feedback on the proposed licensing system before the launch today.
12. AeroLicence is an end-to-end system that aims to enhance efficiency and provide greater convenience to air service providers by simplifying the commercial licensing application process.
13. The online system minimises the need for aviation service providers to submit physical copies of required documentation and data, as well as ensures a secure and contactless application process.
14. We are glad to be able to bring these improvements to the industry at no cost to industry and are pleased to note that the system can be accessed anywhere and anytime.

Ladies and gentlemen,

15. While AeroLicence serves to support industry players, driving a consumer-oriented, resilient aviation industry remains at the core of the Commission's purpose.
16. The FlySmart application was officially launched in May 2019 to empower consumers to exercise their rights by providing a platform for consumers to provide feedback and lodge complaints on the go.
17. Through our collaboration with the International Air Transport Association (IATA), MAVCOM is introducing a new Travel Advisory guide within the FlySmart mobile app.
18. The Travel Advisory Guide provides up-to-date information on air travel rules and regulations including border restrictions, COVID-19 test, vaccination, and quarantine requirements from any country in the world. The information is updated and verified by a team of specialist in IATA before it is loaded into the FlySmart Travel Advisory Guide.

19. This is beneficial as it would equip travellers with the necessary information for them to take the necessary precautions and to travel confidently. All they need to do is download the app for free on the Apple App Store or the Google Play Store and from there, pick a country that they wish to visit within the app and learn of the latest travel restrictions. Consumers can also access the Travel Advisory guide on the FlySmart website.
  
20. We hope that the FlySmart mobile app will aid in increasing travellers' confidence to fly and to spur the recovery of the sector.

Ladies and gentlemen,

21. The launch of AeroLicence and the enhanced FlySmart app demonstrates the Commission's holistic approach as the industry's economic regulator and the advocate of consumer rights for the nation's aviation sector.
  
22. It is our hope that with continued cooperation from all stakeholders, the aviation industry will not only be able to make a smooth recovery from this pandemic but will also grow to be at the forefront of the global aviation landscape.
  
23. Last but not least, allow me to express my deepest gratitude to MAVCOM team who have worked tirelessly in making this launch possible. I am acutely aware that none of the accomplishments we see today can be attained without the consistent hard work, determination, and perseverance of the team.
  
24. My heartfelt thanks also go out to all stakeholders who have extended their fullest support in the development of these digital solutions. Your cooperation and attendance today truly demonstrate the high level of commitment of the aviation industry towards the revival and development of the sector. My special thanks to Dato' Iskandar, the Managing Director of MAHB and his team for all the cooperation extended to us in making the launching of our double initiatives a success.
  
25. Moving forward, the Commission will continue to support the needs of aviation industry players as well as consumers for the sustainable development of the industry.

Thank you.