

WORLD AIRLINE SKYTRAX AWARDS 2026

BEST AIRLINE STAFF IN ASIA **#1**

WORLD'S BEST AIRPORT SERVICES **#2**

WORLD'S BEST CABIN CREW **#3**

YEAR-TO-DATE ALL-TIME HIGH ON-TIME PERFORMANCE

MALAYSIA AIRLINES **91.38%**

FIREFLY **92.63%**

Dear Trade and Corporate Partners,



It gives me immense pride to write to you and share some of the progress and achievements that have taken shape across Malaysia Airlines and Firefly over the past few months.

This year, we have continued to strengthen our operational reliability, and I am pleased to share that our Year-to-Date On-Time Performance has reached an **all-time high of 91.38% for Malaysia Airlines and 92.63% for Firefly**, our sister airline. This is an important milestone for us because reliability is at the heart of the confidence we want to give your corporate and leisure customers, every time they choose to fly with us.

We are also continuing to grow our network. At MATTA Fair, we were delighted to announce **Malaysia Airlines' new service to Busan, Korea, and Firefly's new service to Kunming, China**, with another exciting destination to be announced later this year, subject to regulatory approval.



At the same time, we continue to welcome more of **"The Flight of Your Dreams" - our A330neo flagship aircraft** - as we progressively modernise our fleet and elevate the experience we offer our customers.

We were also honoured to have a number of our improvements recognised last week at the **Skytrax World Airline Awards 2026**. While these recognitions are meaningful to us, we see them not as the destination, but as encouragement to continue improving and raising the standards we set for ourselves.

But none of this progress would be possible without you.

Every booking, every recommendation, every piece of feedback and every conversation you have with your customers has played a part in our journey. Your support has helped fuel our growth, and your feedback continues to help us become better.

On behalf of the entire Global Sales and Commercial team, I want to sincerely thank you for your continued trust, partnership and belief in Malaysia Airlines and Firefly. We know the journey has not always been easy, and we know there is still much more to do. But our commitment to you remains unwavering.

We will listen to you. We will work closely with you. We will act on your feedback. And we will continue to improve.

Most importantly, we want to remain an airline that is **easy to work with, responsive to our partners and truly trade-friendly, with the best of Malaysian Hospitality at the heart of everything we do.**

There is much more ahead, and I look forward to sharing more great news with you as we continue this journey together.

Thank you for believing in us. Your partnership means a great deal to us and to the entire Malaysia Airlines and Firefly family.

Warm regards,

Dersenish Aresandiran
Chief Commercial Officer, Airline Business
Malaysia Aviation Group

