



SUSPENSION OF SERVICES

Dear Valued Partner,

Date: 17 April 2024

This is to inform that we will be suspending our BKI/MYY vv services on Firefly as per below details.

EFFECTIVE DATE	ROUTE	FLIGHT DETAILS	ETD / ETA	AIRCRAFT TYPE	REMARKS
08 MAY 2024	BKI MYY	FY2500	1120/1215LT	B738	SUSPENDED
	MYY BKI	FY2501	1255/1345LT		

Affected passengers will be re-accommodated into the following flights :

ROUTE	FLIGHT DETAILS	ETD / ETA	AIRCRAFT TYPE
BKI KCH	FY2562	1230/1355LT	B738
KCH MYY	FY2680	1435/1540LT	
MYY KCH	FY2681	1620/1725LT	
KCH BKI	FY2563	2305/0025LT (+1)	



For questions and refund related queries, you can contact our call centre at **03-7845 4543** (between 8:00 AM and 7:00 PM) or alternatively, you can chat with our Live Agent at <https://www.fireflyz.com.my/my/en/support/faq.html> for assistance (between 9:00 AM and 6:00 PM, Monday to Friday) or reach out to your Account Manager for assistance.

You may also provide feedback through our online form at <https://www.fireflyz.com.my/contact-us/customer-feedback>

We thank you for your continuous support and look forward to serving your clients onboard.

Thank you.



NUR HAYATI AZIZ RASHID

Central Region Commercial Sales Head (Malaysia & ASEAN)