



27 DECEMBER 2022

PRESS RELEASE

FOR IMMEDIATE RELEASE

OFFICIAL STATEMENT

SEPANG, 27 Dec 2022 – Batik Air experienced delays in flight departures from Kuala Lumpur International Airport on 22 Dec 2022. Our flights bound to Kuching and Trichy were affected with delays, which were caused by adverse weather conditions and technical defects to our aircraft.

The flights were rescheduled accordingly as a result of weather conditions and the standard operating procedures were carried out by our highly-trained technical crew and engineers to the technical defect of our aircraft to ensure its airworthiness. Batik Air takes the wellbeing and safety of our passengers very seriously.

We have taken extra measures to ensure the smooth sailing of our flight operations and this incident is deeply regretted. We have no intention of causing the delay to be prolonged and we would like to reassure the public that the situation has been rectified and rest assured that our operations at the KLIA terminal have resumed to normal. The delayed flights departed on new scheduled timings. Food vouchers were provided during the delay but accommodation was not able to be provided due to all hotels were full, and no food outlets were opened after mid-night at the domestic terminal.

The cause of the incident is currently being investigated and we will build on any lapses of our operations for a continuous improvement in our customer service delivery. As a gesture, Batik Air will contact all the affected passengers to extend them with special complimentary vouchers.

We deeply regret and apologise that the delays have caused much inconvenience to our passengers and their families.

Find us on the official social media platforms of Facebook, Instagram & Twitter.

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About Batik Air: Batik Air is a Malaysian-based airline with main hubs at the Kuala Lumpur International Airport (KLIA) and Subang Skypark, the convenient KL downtown city airport in Selangor, Malaysia. The airline took to the skies in March 2013 with domestic flights in Malaysia and has since grown to operate routes to all major airports across the continents of Asia and Australia. The airline also obtained the IATA Operational Safety Audit (IOSA).

Today, Batik Air has a fleet of 9 ATR72-600s and 19 Boeing 737NG/MAXs, operating 420 flights weekly across a continuously growing network of about 35 routes in the region. Also an IATA airline member, Batik Air codeshares with Turkish Airline and Batik Air Indonesia, as well as has an interlining partnership with Xiamen Air, All Nippon Airways, Turkish Airline, Qatar Airways, Etihad Airway, Oman Air, EVA Air, Royal Jordanian, Air Mauritius, Pakistan Airline, Emirates & Ethiopian.

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