

FAQ – Transition of MASwings Operations to AirBorneo

General FAQ

1. When will the transition take place?

The transition will begin on 1 January 2026, when AirBorneo officially takes over the operation of MASwings flights.

2. What happens to my existing MASwings booking?

Your booking is completely safe. All existing MASwings tickets and bookings remain valid and will be honoured, with no action needed from you.

3. Will my travel plans be affected?

No, your travel plans will continue as usual. Flights, including those already booked through MASwings, will operate under AirBorneo from 1 January 2026.

4. Can I still book MASwings flights?

Yes, you can continue to book tickets on the MASwings website for travel up to 13 January 2026. For travels 14 January 2026 onwards, booking can be done via AirBorneo website (<https://www.airborneo.com/en>) commencing 10 December 2025.

5. How do I book travel from 14 January 2026 onwards?

For trips from 14 January 2026 onwards, new bookings can be made directly through AirBorneo's website (<https://www.airborneo.com/en>)

6. Can I earn or redeem Enrich Points on these flights?

Enrich Points will no longer be eligible for earning or redemption on AirBorneo flights from 1 January 2026 onwards.

7. Do I need to make any changes to my booking?

No changes are required. Your ticket remains valid, and your flight will operate as planned.

8. Who can I reach out to if I need help?

If you need any assistance or would like more information, you may contact AirBorneo Customer Service at [Toll Free/Hot Line at **1300-22-1388** or **International +6082 537 555** and for website (<https://www.airborneo.com/en>) or email (contactus@airborneo.com) for Customer points/complaints email addresses.

9. Why are MASwings operations being transferred to AirBorneo?

The transition is part of an ownership change involving MASwings and the Sarawak Government. This change allows regional air services in Sabah and Sarawak to be further strengthened and supported for the long term. The transition has been planned carefully to ensure continuity of service, with no impact on customers' existing bookings or travel plans.