

NOTIFICATION CONTACT NUMBER NEEDS BY MINISTRY OF HEALTH MALAYSIA

To : MH APPOINTED AGENTS
From : Country Manager, Indochina
Date : 24 JUL 2020
Ref : MY/RSM/2020/007/008

Dear Valued Partners,

In our earlier memo dated 29May2019 (KH/RSM/2019/05/011), Travel Agents are required to insert customer contact information and make it available to airlines for the purpose of airline contact during irregular operation.

Please be informed of the procedures of Ministry of Health Malaysia to perform contact tracing in the event of any detection of COVID 19 positive onboard as well as within Terminal Airport premises.

Once again, Travel Agents are required to insert customer contact number (mobile telephone number) and ensure this is made available in airlines booking reference. This information will allow efficient and faster tracing process to further curb the spreading of the virus in Malaysia.

The SSR CTC for entering customer mobile telephone number is "SSR CTCM". The mobile telephone number should start with the Country Code, followed by the Telephone Number. For example, +60XXXXXXXXX (omit the prefix digit 0 of the mobile number). It is very important that Travel Agents incorporate this process into their procedures and make front liner staff fully aware, for travel agents operating online platforms or self-booking tools, these requirements will need to be included in booking flows.

Please feel free to email SSUPPORT@malaysiaairlines.com or contact your Account Manager should you have any questions or queries related to this.

Thank you for your usual support.

Yours sincerely

Anusorn Thongchusaeng
Country Manager, Indochina

