



SHAREHOLDERS' BENEFIT PROGRAMME

Frequently Asked Questions ("FAQ")

Q: How do I know if I am eligible to take part in the Inaugural Benefit?

A: *Subject to applicable terms and conditions, if you are a shareholder who have applied and successfully subscribed or acquired Initial Public Offering ("IPO") Shares under the Retail Offering for Malaysian public (being White Form application, Electronic Share Application and Internet Share Application) and Eligible Passengers (being Blue Form application) you will be entitled to take part in the Inaugural Benefit.*

Q: Will I be entitled to participate in the Inaugural Benefit if I do not have any Shares upon Listing but subsequently acquire the Shares from the open market?

A: *No, the entitlements under the Inaugural Benefit are only applicable to shareholders who successfully applied for the IPO Shares under the Retail Offering of our IPO and not through the acquisition of Shares from the open market.*

Q: Will I be entitled to participate in the Inaugural Benefit if I apply for 11,000 IPO Shares but only get allocated 9,000 IPO Shares, or apply for 110,000 IPO Shares but only get allotted 90,000 IPO Shares?

A: *No, to qualify as a Category A Eligible Shareholder, you need to be allotted a minimum of 10,000 IPO Shares or above at Listing and continue to hold it for the relevant Eligibility Periods before you are entitled to the benefits under the Inaugural Benefit.*

Similarly, to qualify as a Category B Eligible Shareholder, you need to be allotted a minimum of 100,000 IPO Shares or above at Listing and continue to hold it for the relevant Eligibility Period Periods before you are entitled to the benefits under the Inaugural Benefit.



Q: Will I be entitled to more zero fare return air tickets if I apply significantly higher number of IPO Shares, for example 1,000,000 IPO Shares?

A: *No, there are only two (2) qualifying shareholding levels, specifically Category A being at least 10,000 Shares which will entitle you to one (1) zero fare return air ticket for each redemption period, and Category B being at least 100,000 Shares which will entitle you to three (3) zero fare return air tickets for each redemption period.*

Q: Is there a fixed allocation of free tickets for each flight which I may be competing, with other promotional activities of AirAsia X which involve giving out discounted or free tickets?

A: *No, there is no fixed allocation of free tickets for each flight under the Inaugural Benefit. You can redeem your ticket so long as a seat is available for the particular chosen destination and flight time. However, please be advised that reservations are conducted on a first-come-first-serve basis, as with reservations by any other fee paying passengers. The availability of seats, whether free or otherwise, is therefore dependent on the overall demand for that particular flight.*

Q: If I am allocated 10,000 IPO Shares under the Retail Offering reserved for Bumiputra public and 10,000 Shares under the Retail Offering made available for the Malaysian public, will I be entitled to enjoy the Inaugural Benefit for every 10,000 IPO Shares?

A: *No, if all the IPO Shares are held under your name, you are only entitled to the Inaugural Benefit as one Eligible Shareholder.*

Q: How do I redeem my free flight after the respective Entitlement Dates?

A: You may email us at aax_shareholder@airasia.com or call us at 603 8775 4680 to redeem your free flight. Providing us the following details:

- Full Name as per your National Registration Identity Card ("NRIC") number
- NRIC Number
- Passport Number and Expiry Date
- BIG Card Number (if available)
- AirAsia Member User ID
- Travel destination; and preferred travel date and time



Q: How about for Eligible Shareholders which are corporations, legal entities or trust, etc to redeem the free flight after the respective Entitlement Dates?

A: *You may nominate a person to be named as passenger and email us at aax_shareholder@airasia.com or call us at 603 8775 4680 to redeem your free flight.*

Providing us the following details:

- Full name of the Corporation, legal entities or trusts, etc:
- Business Registration Number or documentary evidence for verification
- Full Name of the nominated passenger
- NRIC Number
- Passport Number and Expiry Date
- BIG Card Number (if available)
- AirAsia Member User ID
- Travel destination; and preferred travel date and time

Q: How about for Eligible Shareholder who is an authorised nominee which holds the IPO Shares for a beneficial owner under a securities account to redeem the free flight after the respective Entitlement Dates?

A: *The beneficial owner who is deemed eligible by virtue of the IPO Shares beneficially held for him during the Eligibility Period may email us at aax_shareholder@airasia.com or call us at 603 8775 4680 to redeem your free flight.*

Providing us the following details:

- Sufficient documentary evidence, identifying him/her as the beneficial owner of the relevant IPO Shares and such letter is duly acknowledged by the registered shareholder (ie. authorised nominee) of the IPO Shares.
- Full Name as per your National Registration Identity Card ("NRIC") number
- NRIC Number
- Passport Number and Expiry Date
- BIG Card Number (if available)
- AirAsia Member User ID
- Travel destination; and preferred travel date and time

Q: Can the ticket(s) redeemed be used by another person(s)? If I am a Category B Eligible Shareholder, can the 3 tickets be issued in 3 different names in one entitlement period?

A: *No. The Inaugural Benefit is not transferable and the reservation of the zero fare return air ticket(s) must be made in the name of the Eligible Shareholder.*



Q: If my shareholding drops below 10,000 Shares but subsequently increases back to above 10,000 Shares by the First Entitlement Date, will I still be eligible for the Inaugural Benefit under Category A?

A: *No. For Category A Eligible Shareholders, you must maintain the Category A Qualifying Shareholding of at least 10,000 Shares at all times during the Eligibility Period to enjoy the Inaugural Benefit.*

Q: If my shareholding drops below 100,000 Shares but subsequently increases back to above 100,000 Shares by the First Entitlement Date, will I still be eligible for the Inaugural Benefit under Category B?

A: *For Category B Eligible Shareholders, in the event that you reduce your shareholding to below 100,000 Shares but above 10,000 Shares, you will only be entitled to the benefits under Category A, notwithstanding that you subsequently increase your shareholding above 100,000 Shares.*

Q: Is there a minimum time period between my redemption (or booking) and travel date?

A: *You are required to redeem your zero fare return air ticket no less than 14 days from your intended travel dates, during the redemption periods.*

Q: What happens if I try to redeem my tickets towards the end of the relevant redemption periods and unable to secure a reservation?

A: *As the redemption of the Inaugural Benefit, the reservation of the flights and the utilisation of the ticket(s) for departure and return must all take place within the relevant redemption period, it is your responsibility to ensure that all of the above are completed within the relevant redemption period so as to enjoy the Inaugural Benefit.*

You are advised to plan your travel dates early as there may not be any available seats and you are unable to make any reservations before the expiry of the relevant redemption period.



Q: What are my chances of being able to redeem a flight of my desired travel date?

A: *As the reservations are conducted on a first-come-first-serve basis, your chances of being able to redeem a flight of your desired travel date(s) are equal to any passenger booking a flight through our official website, or through any other channels for reservation.*

Q: I am a Category B Eligible Shareholder; do I need to redeem my entitled three (3) tickets simultaneously?

A: *No, as a Category B Eligible Shareholder, you are able to redeem any of your multiple tickets at any time during the relevant redemption periods.*

Q: In the event of death of an Eligible Shareholder before or after the respective Entitlement Dates, how will the entitlement under the Inaugural Benefit be treated?

A: *The entitlement under the Inaugural Benefit will lapse as the redemption of the tickets must be made in the name of the individual Eligible Shareholder.*

Q: When can I start redeeming my ticket?

A: *The holding and the redemption period is as follow:*
(i) Year 1: 365 days from the Date of the Listing (ie. 10 July 2014)
(ii) Year 2: 730 days from the Date of the Listing (ie. 10 July 2015)
(iii) Year 3: 1,095 days from the Date of the Listing (ie. 10 July 2016)

Q: Are there other charges incurred for the zero fare return air tickets?

A: *For avoidance of doubt, Eligible Shareholder will be required to pay for any fuel charges, airport taxes, any non-refundable processing fee incurred for payments via credit, debit or charge card as well as any ancillary products (such as insurance, meals or baggage allowance) selected in connection with the reservation and usage of the air tickets, where applicable.*



Q: If there is more than one Eligible Shareholder that has the entitlement and would like to travel together, is that possible?

A: *If there is more than one Eligible Shareholder that has the entitlement and would like to travel together, they may submit the redemption request together indicating the request. After the verification process, we will accommodate the request subject to availability.*

Q: After I have confirmed my reservation, what happen if I would like to make amendment to my travel date?

A: *You may manage your booking through AirAsia Booking Portal. Any amendments will subject to fees applicable as well as fares difference.*

Q: How can I upgrade to premium seat?

A: *Kindly inform us via through email at aax_shareholder@airasia.com or call us at 603 8775 4680 on the upgrade to premium seat, subject to availability and fares difference.*