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MH370 Flight Incident

Saturday, March 08, 07:30 AM MYT +0800 Media Statement - MH370 Incident released at 7.24am

Sepang, 8 March 2014: Malaysia Airlines confirms that flight MH370 has lost contact with Subang Air Traffic Control at 2.40am, today (8 March 2014).

Flight MH370, operated on the B777-200 aircraft, departed Kuala Lumpur at 12.41am on 8 March 2014. MH370 was expected to land in Beijing at 6.30am the same day. The flight was carrying a total number of 227 passengers (including 2 infants), 12 crew members.

Malaysia Airlines is currently working with the authorities who have activated their Search and Rescue team to locate the aircraft.

The airline will provide regular updates on the situation. Meanwhile, the families may contact +603 7884 1234 for further info.

(2014年3月8日雪邦讯) 马来西亚航空公司证实MH370航班于2014年3月8日凌晨2点40分与苏邦空中交通管制台失去联系。

MH370航班由波音777-200机型执飞，于2014年3月8日凌晨0点41分由吉隆坡起飞，预计今晨6点30份抵达北京。该航班运载227名旅客（包括2名婴儿）及12名机组人员。

马来西亚航空公司目前正与搜寻与救援机构通力合作以确定飞机位置。

航空公司将会根据事件进展及时提供最新资讯。公众可以联络+603 7884 1234了解更多信息。

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Contact Information

You may contact this number for query :

Malaysia: +603 7884 1234 Beijing: +8610 6437 6249

Press/Media Contact

Malaysia: +603 8787 1276

For the passenger manifest of MH370, [click here](#).



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MH370 Flight Incident

Saturday, March 08, 09:05 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 2nd Media Statement

We deeply regret that we have lost all contacts with flight MH370 which departed Kuala Lumpur at 12.41 am earlier this morning bound for Beijing. The aircraft was scheduled to land at Beijing International Airport at 6.30am local Beijing time. Subang Air Traffic Control reported that it lost contact at 2.40am (local Malaysia time) today.

Flight MH370 was operated on a Boeing B777-200 aircraft. The flight was carrying a total number of 239 passengers and crew – comprising 227 passengers (including 2 infants), 12 crew members. The passengers were of 13 different nationalities. Malaysia Airlines is currently working with the authorities who have activated their Search and Rescue team to locate the aircraft. Our team is currently calling the next-of-kin of passengers and crew.

Focus of the airline is to work with the emergency responders and authorities and mobilize its full support. Our thoughts and prayers are with all affected passengers and crew and their family members. The airline will provide regular updates on the situation.

The public may contact +603 7884 1234. For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

For the next-of-kin, please inform them to **to Anjung Tinjau, Level 5, KLIA. Our staff will be there to assist. Transport will be provided to go to the South Support Zone Facility building for the next-of-kin.**

Or next-of-kin may head straight to the Support Facility Building at KLIA's South Support Zone.

(2014年3月8日雪邦讯) 马来西亚航空公司对与MH370航班失去所有联系的事件深表遗憾。该航班于今天凌晨0点41分由吉隆坡起飞前往北京，原计划于北京时间早晨6点30份抵达北京首都国际机场。苏邦空中交通管制台证实该航班于今天凌晨2点40分（马来西亚时间）与管制台失去联系。

MH370航班由波音777-200机型执飞，该航班总共运载239人，包括227名乘客（2名婴儿）及12名机组人员，航班的乘客来自于13个国家。马来西亚航空公司目前正与搜寻与救援机构通力合作以确定飞机位置。工作人员正在与乘客和机组人员的亲属联系。

航空公司与紧急工作组及有关当局紧密合作，提供全力支持。航空公司将会根据事件进展



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MH370 Flight Incident

Saturday, March 08, 10:30 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 3rd Media Statement

Ladies and Gentlemen, we are deeply saddened this morning with the news on MH370.

Malaysia Airlines confirms that flight MH370 had lost contact with Subang Air Traffic Control at 2.40am, today. There has been speculation that the aircraft has landed at Nanming. We are working to verify the authenticity of the report and others.

Flight MH370 was operated on a Boeing 777-200 aircraft. It departed Kuala Lumpur at 12.41 am earlier this morning bound for Beijing. The aircraft was scheduled to land at Beijing International Airport at 6.30am local Beijing time.

The flight was carrying a total number of 239 passengers and crew – comprising 227 passengers (including 2 infants), 12 crew members. The passengers were of 14 different nationalities - citizens from:-

1. Chinese – 152, 1 infant
2. Malaysian - 38
3. Indonesian - 7
4. Australian - 6
5. French - 3
6. American – 3 pax plus 1 infant
7. New Zealander - 2
8. Ukrainian - 2
9. Canadian - 2
10. Russian - 1
11. Italian - 1
12. Indian - 5
13. Dutch - 1
14. Austrian - 1
15. Chinese Taipei - 1

We are working with authorities who have activated their Search and Rescue team to locate the aircraft.

Our team is currently calling the next-of-kin of passengers and crew.

The flight was piloted by Captain Zaharie Ahmad Shah, a Malaysian aged 53. He has a total flying hours of 18,365 hours. He joined Malaysia Airlines in 1981. First officer, Fariq Ab.Hamid, a Malaysian, is aged 27. He has a total flying hours of 2,763 hours. He joined Malaysia Airlines in 2007.

Our focus now is to work with the emergency responders and authorities and mobilize its full support. Our thoughts and prayers are with all affected passengers and crew and their family members.

The airline will provide regular updates on the situation. The public may contact +603 7884 1234. For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

Next-of-kin may head to the Support Facility Building at KLIA's South Support Zone. For directions, call 03 8787 1269.

女士们，先生们，

我们对今晨发生MH370航班事件深表遗憾。

马来西亚航空公司证实MH370航班于今天凌晨2点40分与苏邦空中交通管制台失去联系。目前有推测该客机在Nanming地区降落，我们正在和有关当局证实该信息的真实性。

MH370航班由波音777-200机型执飞，该航班于今天凌晨0点41分由吉隆坡起飞前往北京，原计划于北京时间早晨6点30分抵达北京首都国际机场。

该航班总共运载239人 - 其中包括227名旅客（2名婴儿）及12名机组人员。航班的乘客来自于14个地区。

1. 中国内地152成人及1婴儿 / 中国台湾1人
2. 马来西亚 – 38人
3. 印度尼西亚 – 7人
4. 澳大利亚 – 6人
5. 法国 – 3人
6. 美国 – 3成人及1婴儿
7. 新西兰 – 2人
8. 乌克兰 – 2人
9. 加拿大 – 2人
10. 俄罗斯 – 1人
11. 意大利 – 1人
12. 印度 – 5人
13. 荷兰 – 1人
14. 奥地利 – 1人

马来西亚航空公司目前正与搜寻与救援机构通力合作以确定飞机位置。工作人员正在与乘客和机组人员的亲属联系。

该航班机长为Zaharie Ahmad Shah，马来西亚籍，年龄53岁，总计飞行时间18,365小时，于1981年加入马航；副驾驶



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MH370 Flight Incident

Saturday, March 08, 02:30 PM MYT +0800 Malaysia Airlines MH370 Flight Incident update as 2.30pm

We regret to announce that Subang Traffic Control lost contact with flight MH370 at 2:40 am today.

We are currently working with international authorities on the search and rescue mission and as at 1400 hours, 08 March 2014, we have no information on the location of the aircraft.

MH370 is a Boeing 777-200 aircraft on a code share with China Southern Airlines. It departed Kuala Lumpur at 12.41 am today for Beijing. The aircraft was scheduled to land at Beijing International Airport at 6.30am local Beijing time. The flight had a total number of 227 passengers and 12 crew members. The passengers were from 14 different countries, most of whom are from China.

Our team is currently calling family members of passengers to keep them updated on the situation and our focus now is to work with the emergency responders and the authorities. We are sending a MH team to support the families of passengers at Beijing. The airline will continue to publish regular updates on the situation.

Our thoughts and prayers are with all passengers, our crew and their family members.

Media: +603 8777 5698/ +603 8787 1276.

Public: +603 7884 1234

我们很遗憾MH370航班于今天凌晨2点40分与苏邦空中管制台失去联系。

我们目前正与搜寻与救援机构通力合作，截至2014年3月8日下午2点，还没有飞机确切位置的信息。

MH370航班由波音777-200机型执飞。该航班于今天凌晨0点41分由吉隆坡起飞前往北京，原计划于北京时间早晨6点30分抵达北京首都国际机场。航班搭载227名旅客及12名机组人员。乘客来自于14个国家，多数为中国人。

我们的工作人员正在联络乘客亲属并告知事件的最新进展，航空公司正在是与紧急工作组及有关当局紧密合作以了解最新事态。马航总部已派出专门小组前往北京为乘客家属提供协



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MH370 Flight Incident

Saturday, March 08, 04:20 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 4th Media Statement

Sepang, 8 March 2014: Malaysia Airlines is still unable to establish any contact or determine the whereabouts of flight MH370. Earlier today, Subang ATC had lost contact with the aircraft at 2.40am. The last known position of MH370 before it disappeared off the radar was 065515 North (longitude) and 1033443 East (latitude).

We are still trying to locate the current location of the flight based on the last known position of the aircraft. We are working with the International search and rescue teams in trying to locate the aircraft. So far, we have not received any emergency signals or distress messages from MH370. We are working with authorities and assure that all sources are deployed to assist with the search and rescue mission.

The passenger manifest will not be released until all families of the passengers have been informed. The flight was carrying a total number of 239 passengers and crew – comprising 227 passengers (including 2 infants) and 12 crew members.

We are deploying our “Go Team” to Beijing which will depart Kuala Lumpur International Airport at 4.30pm with a team of caregivers and volunteers to assist the family members of the passengers.

The passengers are of 14 different nationalities. All crew on-board are Malaysians.

Please take note that the earlier statement did not include the number of Indian nationals. This was due to confusion between the country code of Indonesia and India.

The below table shows the latest number of passengers and their nationalities:-

Nationality	Total
China/Taiwan	154 including infant
Malaysia	38
India	5
Indonesia	7

Australia	6
France	4
USA	3 including infant
New Zealand	2
Ukraine	2
Canada	2
Russian	1
Italy	1
Netherlands	1
Austrian	1

Our focus now is to work with the emergency responders and authorities and mobilize our full support.

Our thoughts and prayers are with all affected passengers and crew and their family members.

The public may contact +603 7884 1234.

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

The airline will provide regular updates on the situation. There are many unvalidated reports out in the media and Malaysia Airlines strongly urges the media and the public at large to only report from official statements from Malaysia Airlines and the Government of Malaysia.

马来西亚航空公司目前仍然无法与MH370航班取得联系并确定飞机位置。苏邦空中交通管制台于今天凌晨2点40分与该航班失去联系。MH370航班从雷达系统失踪前的位置在北纬06°55'15，东经103°34'43。

我们正在依据上述位置信息，竭尽全力确定飞机的位置。航空公司正在与国际搜寻与救援机构紧密配合以确定具体位置。截至目前，我们还没有收到MH370发生事故或遇难的信息。我们正与当局合作，调动一切资源全力配合搜救团队。



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MH370 Flight Incident

Saturday, March 08, 07:20 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 5th Media Statement

Sebang, 8 March 2014: The families of all passengers on board MH370 are being informed. The flight was carrying a total number of 239 passengers and crew – comprising 227 passengers (including 2 infants) and 12 crew members.

An international search and rescue mission was mobilized this morning. At this stage, our search and rescue teams from Malaysia, Singapore and Vietnam have failed to find evidence of any wreckage.

The sea mission will continue while the air mission will recommence at daylight.

For the passenger manifest of MH370, [click here](#).

The passengers are of 14 different nationalities. All crew on-board are Malaysians.

The below table shows the latest number of passengers and their nationalities:-

Nationality	Total
China/Taiwan	153 including infant/1
Malaysia	38
India	5
Indonesia	7
Australia	6
France	4
USA	3 including infant

New Zealand	2
Ukraine	2
Canada	2
Russian	1
Italy	1
Netherlands	1
Austrian	1

Our thoughts and prayers are with all affected passengers and crew and their family members.

The public may contact +603 7884 1234.

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

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Contact Information

You may contact this number for query :

Malaysia: +603 7884 1234 Beijing: +8610 6437 6249

Press/Media Contact

Malaysia: +603 8787 1276

For the passenger manifest of MH370, [click here](#).

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MH370 Flight Incident

Sunday, March 09, 02:00 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 6th Media Statement

Sepang, 9 March 2014: Malaysia Airlines humbly asks all Malaysians and people around the world to pray for flight MH370.

It has been more than 24 hours since we last heard from MH370 at 1.30am. The search and rescue team is yet to determine the whereabouts of the Boeing 777-200 aircraft.

An international search and rescue mission from Malaysia, Singapore and Vietnam was mobilized yesterday morning. At this stage, they have failed to find evidence of any wreckage. The sea mission will continue overnight while the air mission will recommence at daylight.

We are dispatching all information as and when we receive it. The situation in Beijing is also being monitored closely. As many families of passengers are in China, we have deployed our “Go Team” to Beijing with a team of caregivers and volunteers to assist the family members of the passengers.

Once the whereabouts of the aircraft is determined, Malaysia Airlines will fly members of the family to the location. Travel arrangements and expenses of immediate family members will be borne by Malaysia Airlines.

Our sole priority now is to provide all assistance to the families of the passengers and our staff. We are also working closely with the concerned authorities in the search and rescue operation

The families may contact +603 7884 1234 (Kuala Lumpur) / +8610 6437 6249 (Beijing)

For media queries, kindly contact +603 8777 5698/ +603 8787 1276.

There will be a press conference at Sama Sama Hotel at 9.00 am today 9 March 2014 by DCA.

(2014年3月9日凌晨2点发布)

马来西亚航空公司恭请所有马来西亚及全世界人民共同为MH370航班祈祷。

距离最后一次接收MH370讯号，已经过去超过24小时。搜寻和救援队伍仍然没有确定波音777-200客机的行踪。

来自马来西亚、新加坡及越南的国际搜寻与救援机构已于昨天早晨启动搜救行动。截至目前，搜救队伍还没有找到飞机失事的证据。海上搜救还在进行，空中搜救将在今天白天继续进行。

我们会及时发布收到的相关信息，北京的事态也在紧密地控制中。由于乘客亲属大部分都



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MH370 Flight Incident

Sunday, March 09, 02:43 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 8th Media Statement

Statement by MAS GCEO, Ahmad Jauhari Yahya

Together with all those affected by the MH370 incident, we understand the need to provide regular updates on the progress of the search and rescue operations. As the hours turn into days, we at Malaysia Airlines are similarly anxious and we appreciate the patience, support and prayers from everyone.

We however acknowledge that the most affected group in this incident is the families of those on-board. As such, our primary focus at this point in time is to care for the families. This means providing them with timely information, travel facilities, accommodation, meals and emotional support. Initial financial assistance has been given out to all families. Caregivers are already assigned to each family and they are trained staff and volunteers from Malaysia and Australia.

Family members of the MH370 passengers from Beijing who wish to travel will be flown in stages to Kuala Lumpur on the available flights. We are also communicating with the families from other nations to similarly arrange for their travel to Kuala Lumpur.

In the event flight MH370 is located, a Response Control Centre (RCC) in the area will be activated to support the needs of families.

The airline continues to work with the authorities and we appreciate the help we are receiving from all parties during this critical and difficult time.

马来西亚航空公司**MH370**航班事件

媒体声明八

马航首席执行官阿末佐哈里发表声明

(2014年3月9日上午2点43分发布)

我们理解所有失联航班的乘客和乘务员家属的心情，我们会第一时间更新搜救团队的在搜救工作中的最新进展。随着时间的推移，我们在马来西亚同样万分焦急。同时我们也感谢那些帮助，支持，以及为MH370失联航班祈福的人员。



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MH370 Flight Incident

Monday, March 10, 10:00 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 9th Media Statement

It has been more than 48 hours since we lost contact with our flight MH370 from Kuala Lumpur to Beijing.

Despite not being able to establish any positive findings on the whereabouts of the aircraft, Malaysia Airlines has been actively cooperating with the search and rescue authorities coordinated by the Department of Civil Aviation Malaysia (DCA).

DCA has confirmed that search and rescue teams from Australia, China, Thailand, Indonesia, Singapore, Vietnam, Philippines and the United States of America have come forward to assist. We are grateful for these efforts.

Malaysia Airlines' primary focus at this point in time is to care for the families. This means providing them with timely information, travel facilities, accommodation, meals, medical and emotional support. The costs for these are all borne by Malaysia Airlines.

Initial financial assistance has been given out to all families over and above their basic needs.

At least one caregiver is assigned to each family. These caregivers are well-trained staff and volunteers from Malaysia and other organisations.

As of now, there are more than 150 "Go Team" members consisting of senior management and caregivers at Beijing to attend to these families. In Kuala Lumpur, a different group of caregivers are attending to the families' needs.

Families from other nations apart from China have been arriving at Kuala Lumpur since early yesterday. More are expected to arrive today.

Malaysia Airlines is working closely with the government of China to expedite the issuance of passports for the families as well as with the immigration of Malaysia for their visas into Malaysia.

When the aircraft is located, a Response Coordination Centre (RCC) will be activated within the vicinity to support the needs of the families. This has been communicated specifically to the families.

The airline continues to work with the authorities and we appreciate the help we are receiving from all parties and agencies during this critical and difficult time especially the members of the media.

Malaysia Airlines reiterates that it will continue to be transparent in communicating with the general public via the media in all matters affecting MH370.

Malaysia Airlines is similarly anxious and we appreciate the patience, support and prayers from everyone.

马来西亚航空公司**MH370**航班事件

媒体声明九

马航首席执行官阿末佐哈里发表声明

(2014年3月10日早9点53分发布)

我们与吉隆坡飞往北京的MH370失联航班失去联系已经超过48个小时。尽管目前仍然未有任何关于MH370失联航班确切位置的发现，航空公司已经尽全力支持由马来西亚民航部门协调的搜救团队开展搜救工作。

马来西亚民航部门表示国际搜救团队来自澳大利亚，中国，泰国，印度尼西亚，新加坡，越南，菲律宾和美国。航空公司感谢这些搜救团队的帮助。

航空公司现在的首要任务是及时为MH370失联航班乘客以及乘务员家属提供照顾与援助。这些工作包括最新进展的及时通知，交通，住宿，食物以及情绪安抚方面的支持与援助。航空公司将承担因此产生的费用。

航空公司为每个失联航班乘客与乘务员家庭安排了至少一位护理人员，这些护理人员都是经过专业训练的工作人员与志愿者，她们来自马来西亚和其它相关机构。

截至目前，超过150人的特别工作小组，他们包括航空公司高层管理人员以及护理人员，他们已经在北京开始照顾失联航班乘客家属。在吉隆坡，另一支护理人员的团队也正在照顾失联航班乘客与乘务员家属的需求。

除了中国之外的第一批失联航班乘客家属已经在昨天早些时候来到吉隆坡，更多家属将在今天陆续抵达。

航空公司正在与中国政府和马来西亚签证服务中心积极沟通，加速办理失联航班家属赴马来西亚的签证。

航空公司已经特别告知失联航班乘客与乘务员家属，一旦失联航班的位置被确定，邻近的



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MH370 Flight Incident

Monday, March 10, 05:30 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 10th Media Statement

The purpose of this statement is to update on emergency response activities at Malaysia Airlines.

On notification of the incident the following steps have been taken:-

The EOC:-

1. Activation of the Emergency Operations Center (EOC) in the early morning of 8 March 2014. The EOC is the central command and control facility responsible for carrying out emergency management functions at the strategic level during a disaster.
2. In addition to the EOC, various departments of Malaysia Airlines are also addressing to all the different needs during this crisis.

Family Management

1. Malaysia Airlines is working closely with the government of China to expedite the issuance of passports for the families intending to travel to Malaysia, as well as with the immigration of Malaysia on the issuance of their visas into Malaysia.
2. Malaysia Airlines is deploying an additional aircraft to bring the families from Beijing to Kuala Lumpur on 11 March 2014.
3. When the aircraft is located, a Response Coordination Centre (RCC) will be established within the vicinity to support the needs of the families. This has been communicated specifically to the families.
4. Once the Response Coordination Centre is operational, we will provide transport and accommodation to the designated areas for the family members.
5. Our **one** world partners have been engaged to help bring family members in other countries aside from China into Kuala Lumpur.

Search and Rescue

1. Malaysia Airlines has been actively cooperating with the search and rescue authorities coordinated by the Department of Civil Aviation Malaysia (DCA) and the Ministry of Transport
2. DCA has confirmed that search and rescue teams from Australia, China, Thailand, Indonesia, Singapore, Vietnam, Philippines, New Zealand and the United States of America have come forward to assist. We are

grateful for these efforts.

We also want to address a few common queries from the media.

We are receiving many queries about how the passengers with the stolen passports purchased their tickets. We are unable to comment on this matter as this is a security issue. We can however confirm that we have given all the flight details to the authorities for further investigation.

We also confirm that we are making necessary arrangements for MH370 passengers' families from Beijing to travel to Kuala Lumpur. However, flight details of the families' arrival are highly confidential. This is to protect the privacy and well-being of the families during this difficult time and to respect their space. Our position is not to reveal any information on the flight or movements of the families.

Malaysia Airlines' primary focus at this point in time is to care for the families of the passengers and crew of MH370. This means providing them with timely information, travel facilities, accommodation, meals, medical and emotional support. The costs for these are all borne by Malaysia Airlines.

All other Malaysia Airlines' flights are as per schedule. The safety of our passengers and crew has always been and will continue to be of utmost importance to us.

The airline continues to work with the authorities and we appreciate the help we are receiving from all local and international parties and agencies during this critical and difficult time.

Malaysia Airlines reiterates that it will continue to be transparent in communicating with the general public via the media on all matters affecting MH370.

马来西亚航空 **MH370** 航班事故

媒体声明十

马航首席执行官阿末佐哈里发表声明

(2014年3月10日下午6点10发布)

本声明之目的為更新马来西亚航空对此次紧急事故所做的应急处理工作。

為应对此事件，马航已经开展以下各项工作：

紧急行动中心：

1 此次事件的紧急行动中心于 3 月 8 日清晨开始運作。紧急行动中心为是次事件的中央指挥及控制中心。於策略上負責處理災難性的緊急事故。

1 除了紧急行动中心，马来西亚航空的各部門亦會處理此危機當中的不同需求。