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MH370 Flight Incident

Tuesday, March 11, 11:15 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 11th Media Statement

As we enter into Day 4, the aircraft is yet to be found.

The search and rescue teams (SAR) have expanded the scope beyond the flight path to the West Peninsular of Malaysia at the Straits of Malacca. The authorities are looking at a possibility of an attempt made by MH370 to turn back to Subang. All angles are being looked at. We are not ruling out any possibilities.

The mission is aided by various countries namely Australia, China, Thailand, Indonesia, Singapore, Vietnam, Philippines and the United States of America. The assets deployed to cover the search and rescue is extensive. In total there are nine aircraft and 24 vessels deployed on this mission.

Apart from the search in the sea, search on land in between these areas is also conducted.

The search and rescue teams have analysed debris and oil slick found in the waters. It is confirmed that it does not belong to MH370.

The B777-200 aircraft that operated MH370 underwent maintenance on 23 February 2014, 12 days before this particular flight on 8 March 2014. The next check is due on 19 June 2014. The maintenance was conducted at the KLIA hangar and there were no issues on the health of the aircraft.

The aircraft was delivered to Malaysia Airlines in 2002 and have since recorded 53,465.21 hours with a total of 7525 cycles. All Malaysia Airlines aircraft are equipped with continuous data monitoring system called the Aircraft Communications Addressing and Reporting System (ACARS) which transmits data automatically. Nevertheless, there were no distress calls and no information was relayed.

Malaysia Airlines has a special task force to take care of families. Mercy Malaysia and Tzu Chi and others are also helping Malaysia Airlines by providing special psychological counseling to families and also the MH crew.

The Chinese government officials in Malaysia are also working closely with Malaysia Airlines. A representative from the embassy is stationed at the Emergency Operations Centre to assist with the emergency management and matters related to families in Kuala Lumpur.

In Beijing, the Prime Minister's special envoy to China, Tan Sri Ong Ka Ting is there to assist and coordinate all operational matters with Malaysia Airlines.

We regret and empathise with the families and we will do whatever we can to ensure that all basic needs, comfort, psychological support are delivered. We are as anxious as the families to know the status of their

loved ones.

To the families of the crew on-board MH370, we share your pain and anxiety. They are of the MAS family and we are deeply affected by this unfortunate incident.

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

马来西亚航空公司**MH370**航班事件

媒体声明十一

马航首席执行官阿末佐哈里发表声明

(2014年3月11日上午11点50发布)

已经进入第四天了，可是马航失联客机还是没被搜获。

搜索和救援队目前已经将搜索范围扩大到飞行道以外位于马六甲海峡的西海岸。有关当局也正全力研究有关失联MH370可能折返马来西亚梳邦的可能性。所有的角度也正被检验，并不排除任何可能性。

此项搜索任务也得到多国协助，其中包括澳大利亚、中国、泰国、印尼、新加坡、越南、菲律宾和美国。所派出应付搜索及救援行动的物资是庞大的。目前已共有9架飞机和24艘船只被部署在东部地区进行搜索。

除了海上，搜寻行动也包括陆地。

至于此前在海上发现的残骸和油带样本，搜寻组已经分析并证实其不属于MH370航班。

执行MH370航班的波音777-200飞机在失联前12天，即2014年2月23日进行了保养维护，而下一次检查时间则定于2014年6月19日。该项维护工程在吉隆坡国际机场的飞机库进行，并且没有发现任何飞机机械问题。

这架客机于2002年移交给马航，至今已执飞行多达53,465.21个小时和7,525飞行周期。所有马航的飞机上都配有持续数据监控系统，即通信寻址和报告系统(the Aircraft Communications Addressing and Reporting System, ACARS)，这一系统将自动与地面联络，发送信息。然而，失联客机并无发出任何求救讯号或信息。

马航同时也已经成立了一支特别行动组以照顾失联客机乘客的家属。大马医药援助协会和慈济基金会等组织也将会帮助马航向乘客以及机组人员的家属提供特别的心理援助。

身在马来西亚的中国政府的官员目前也与马航紧密合作。一名中国驻马大使馆官员现位于紧急行动中心，以协助应急管理和有关失联班机家属在吉隆坡的事宜。



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MH370 Flight Incident

Tuesday, March 11, 05:29 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 12th Media Statement

This statement is in reference to the many queries on the alleged five (5) passengers who checked-in but did not board MH370 on 8 March 2014 from Kuala Lumpur to Beijing despite having valid tickets to travel.

Malaysia Airlines wishes to clarify that there were four (4) passengers who had valid booking to travel on flight MH370, 8 March 2014, but did not show up to check-in for the flight.

As such, the issue of off-loading unaccompanied baggage did not arise, as the said four passengers did not check in for the flight. Hence, the above claim is untrue.

马来西亚航空公司**MH370**航空事件

媒体声明十二

马航首席执行官阿末佐哈里发表声明

(2014年3月11日下午5点29分发布)

此声明为回应有关五名乘客尽管持有有效机票，兼办妥登机手续而最后未登上2014年3月8日从吉隆坡飞往北京之MH370航班。

马航特此澄清只有四名乘客持有2014年3月8日MH370的有效机票而未到柜台办理登机手续。

为此並沒有产生卸除寄舱行李的问题，因该四名乘客从未办理登记手续。因此，上述声称並不真确。

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MH370 Flight Incident

Tuesday, March 11, 11:30 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 13th Media Statement

Malaysia Airlines has become aware of the allegations being made against First Officer, Fariq Ab Hamid which we take very seriously. We are shocked by these allegations.

We have not been able to confirm the validity of the pictures and videos of the alleged incident. As you are aware, we are in the midst of a crisis, and we do not want our attention to be diverted.

We also urge the media and general public to respect the privacy of the families of our colleagues and passengers. It has been a difficult time for them.

The welfare of both the crew and passenger's families remain our focus. At the same time, the security and safety of our passengers is of the utmost importance to us.

针对**MH370**副机师指控的媒体声明

马来西亚航空在此声明我们非常认真地看待针对副机师 Fariq Ab Hamid 所做出的指控。我们对这些指控感到震惊。

目前，我们无法证实涉嫌事件的图片和视频的真实性。如您所知，我们正在处理危机当中，我们不希望我们的注意力被转移。

这是一个艰难的时刻，我们呼吁媒体和广大公众尊重我们的同事和乘客的家庭的隐私。

乘客家属和马航员工的福利是我们极为关注的重点。与此同时，乘客的安全保障是我们首要任务。

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Press/Media Contact



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MH370 Flight Incident

Wednesday, March 12, 01:00 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 14th Media Statement

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. All these costs are borne by Malaysia Airlines.

We have deployed teams of caregivers consisting of trained MAS staff and volunteers from Mercy Malaysia and Tzu Chi Foundation. These caregivers are stationed at five different locations at Beijing and four different locations in Kuala Lumpur.

As of now, we have 115 family members in Kuala Lumpur and they are taken care of by 72 different caregivers. At least one caregiver is assigned to each family together with a Mandarin translator for the families from China.

The caregivers have been keeping the families updated on the search and rescue efforts as well as provide emotional support.

Equal amount of initial financial assistance are being given out to all families of passengers and crew over and above their basic needs. This amount is extended to families of all crew and passengers in Malaysia as well those from other nations.

We regret and empathise with the families and we will do whatever we can to ease their burden. We are as anxious as the families to know the status of their loved ones.

马来西亚航空公司**MH370**航空事件

媒体声明十四

(2014年3月12日中午1点05分发布)

马来西亚航空公司当下的首要任务是尽全力照顾MH370航班的乘客与機組成員家属，提供及时信息、安排交通、食宿、医疗服务及提供心灵关怀辅导。这些费用将由马来西亚航空公司承担。

此外，我们已组成多支关怀团队，成员包括经过培训的马航职员、大马医药援助协会(Mercy Malaysia)和慈济基金会，他们分别在北京五个地点和吉隆坡四个地点提供关怀援助。



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MH370 Flight Incident

Wednesday, March 12, 11:30 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 15th Media Statement

Similar to the situation in Kuala Lumpur, the focus of Malaysia Airlines team in Beijing is to provide care for the families of passengers.

Malaysia Airlines has to-date deployed a team of 112 caregivers to provide assistance to the family members during this trying time.

Once the news of the incident became known, a total of 94 caregivers including the Senior Management members of Malaysia Airlines were deployed to Beijing immediately. In the days that followed, an additional 18 caregivers were deployed.

The caregiver's primary role is to provide family members with emotional support and ensure their basic needs are met to try and make this difficult time relatively bearable.

Malaysia Airlines also provided equal amount of initial financial assistance to all families of passengers, over and above meeting their basic needs. All travel arrangements, accommodation, meals, and medical support are also absorbed by the Airline.

Regular briefings are conducted to update the families on current progress. During these briefings, the team also takes questions from the families to clear any doubt that they may have. We have arranged a team of translators to convey our messages in Mandarin. We also continue to keep the Chinese media informed and updated via regular press conferences.

Malaysia Airlines also received support from the Department of Civil Aviation Malaysia (DCAM), who deployed two of their officers to join the team in Beijing. This was to facilitate questions and provide information on the search and rescue mission which is coordinated by the DCAM.

The Airline continues to work closely with the authorities and we appreciate the help we are receiving from all local and international agencies during this critical period.

Our top priority remains to provide any and all assistance to the families of the passengers and crew.

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



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MH370 Flight Incident

Thursday, March 13, 12:45 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 16th Media Statement

Malaysia Airlines wishes to clarify the claims that some families of the passengers were flown to India instead of Malaysia. This is not true.

Malaysia Airlines flies directly from Beijing to Kuala Lumpur without a transit. There is also no Malaysia Airlines direct flights from Hong Kong to Mumbai or any part of India.

The welfare of both the crew and passenger's families remain our focus. At the same time, the security and safety of our passengers is of the utmost importance to us.

马来西亚航空公司MH370航空事件

媒体声明十六

(2014年3月13日零点45分发布)

我们，马来西亚航空公司谨此澄清，关于一些乘客家属安排来马来时却经过香港到了印度的说法是不正确的。

马来西亚航空公司是从北京直飞到吉隆坡，无中转。而且马来西亚航空公司没有从香港到孟买的直飞航班，并且也没有从香港直飞印度的任何地区的直飞航班。

我们马来西亚航空公司最关切的是乘客家属的安全，以及舒适度。

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MH370 Flight Incident

Thursday, March 13, 11:10 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 17th Media Statement

As a mark of respect to the passengers and crew of MH370 on 8 March 2014, the MH370 and MH371 flight codes will be retired from the Malaysia Airlines' Kuala Lumpur- Beijing-Kuala Lumpur route.

With effect from 14 March 2014, the new flight number to replace MH370 and MH371 will be:-

MH 318 – Kuala Lumpur - Beijing

MH 319 – Beijing - Kuala Lumpur

There are no changes to the frequency of our services and we will continue to operate double daily services to Beijing.

Our thoughts and prayers remain with the families of our colleagues and passengers of MH 370.

马来西亚航空公司**MH370**航空事件

媒体声明十七

(2014年3月13日上午11时10分发布)

马来西亚航空为表达对2014年3月8日MH370航班的乘客与机组人员的尊重，故MH370 与 MH371 航班号将不再用于马来西亚航空公司的吉隆坡-北京往返航线。

自2014年3月14日起，MH370 及MH371 将更改为以下新的航班号： -

吉隆坡飞往北京——MH318

北京返回吉隆坡——MH319



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MH370 Flight Incident

Friday, March 14, 12:00 AM MYT +0800 Malaysia Airlines MH370 Flight Incident - 18th Media Statement

Malaysia Airlines reiterates that we will continue to give our full support in cooperating with the search and rescue mission which is coordinated by the Department of Civil Aviation Malaysia (DCA) under the purview of the Ministry of Transport, Malaysia.

Malaysia Airlines is fully aware of the on-going media speculations and we have nothing further to add to the information we have already provided.

Our 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.

Malaysia Airlines will continue to provide regular updates to the general public via the media and our website on all matters affecting MH370.

马来西亚航空公司**MH370**航空事件

媒体声明十八

(2014年3月14日下午12时13分发布)

马来西亚航空公司再次郑重声明，公司将继续与马来西亚民航局紧密合作，全力支持该局在马来西亚交通部权限范围下所进行的搜索和救援任务。

对于各方媒体持续不断的各种猜测，马来西亚航空重声我们已将所掌握的一切信息全面地提供与发表，故暂无补充。

马航此时的首要任务乃尽全力关注及照顾MH370航班的乘客与机组人员的家属，为他们提供及时信息、安排交通、食宿、医疗服务及心灵关怀辅导。

马来西亚航空将继续通过媒体及网站向公众发布所有关于MH370事件的最新消息。

媒体咨询请联络+603 8777 5698 / +603 8787 1276。

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#)

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MH370 Flight Incident

Saturday, March 15, 05:45 PM MYT +0800 Malaysia Airlines MH370 Flight Incident - 19th Media Statement

Further to the statement by the Malaysian Prime Minister Datuk Seri Najib Tun Razak earlier today into the ongoing search for Flight MH370, Malaysia Airlines has shared all available information with the relevant authorities since the moment we learned that the aircraft had disappeared, in the early hours of Saturday 8th March. This includes the very first indications that MH370 may have remained airborne for several hours after contact was lost, which the Prime Minister referred to today.

This is truly an unprecedented situation, for Malaysia Airlines and for the entire aviation industry. There has never been a case in which information gleaned from satellite signals alone could potentially be used to identify the location of a missing commercial airliner. Given the nature of the situation and its extreme sensitivity, it was critical that the raw satellite signals were verified and analysed by the relevant authorities so that their significance could be properly understood. This naturally took some time, during which we were unable to publicly confirm their existence.

We were well aware of the ongoing media speculation during this period, and its effect on the families of those on board. Their anguish and distress increases with each passing day, with each fresh rumour, and with each false or misleading media report. Our absolute priority at all times has been to support the authorities leading the multinational search for MH370, so that we can finally provide the answers which the families and the wider community are waiting for.

We remain absolutely committed to sharing confirmed information with family members and the wider public in a fully open and transparent manner. However given the nature of the situation, the importance of validating new information before it is released into the public domain is paramount.

Our thoughts and prayers remain with the families of the 227 passengers and our 12 Malaysia Airlines colleagues and friends on board flight MH370. They will remain at the centre of every action we take as a company, as they have been since MH370 first disappeared.

Please note translation for this statement to Chinese language is in progress.

请您理解本声明的中文版本目前正在翻译中。

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