

Press Release

6 am 03 February 2012 – Malév ceases its operation

Based on the Board of Directors' decision Hungary's National Airline ceased its operation to minimize its losses. According to this statement, after nearly 66 years of continuous operation, Malév aircrafts will not depart from 6 am 03 February.

“Unfortunately, the event occurred which we had a greatest fear of and we wanted to avoid with might and main. Although, until the latter days there were prospects to continue operation and the trust of our passengers is unbroken, our partners lost their trust due to the information published in the last days and they started to ask for payment of their services in advance. This speeded up the cash outflow and the situation of the airline became untenable. It is also known that the owner, despite the best intentions, is unable to provide additional financial resources to operate after the EU decision. Considering all these the Board decided to order the cease of operation of the Hungary's National Airline. We apologize to all of our passengers.” - announced CEO Loránt Limburger.

IMPORTANT PASSENGER NOTICE

Dear Passengers

Concerning your travel, we suggest that you ask other airlines about their offers or, if possible, you choose an alternative method of transport.

As a consequence of the closure of scheduled Malév flights, you should proceed as follows in order to assert rights set down in Government Decree 5/2012. (I.31) (download available in edition 11 of Magyar Közlöny – 31 January 2012, available at <http://www.magyar kozlony.hu/>):

If you fall under the provisions of Paragraph 2 (1) of Government Decree 5/2012. (I.31)

- that is, you purchased a ticket prior to closure of operations; and
- your ticket is for a flight between 3-6 February 2012, or you travelled out on the day of closure or prior to this, and you hold a valid ticket for a Malév scheduled flight operating with a Malév flight number, with the return date until 29 February 2012;

please send your claim for refund of costs to malev@malev.com or to the following address: 1476 Budapest, Postafiók 79. Please attach to the claim copies of all documents relevant to the travel since we are only able to assess the claim when in possession of these documents. You should ensure that all original documents are kept safe.

You should proceed as follows in order to obtain a refund of the cost of the airfare:

- if you paid by bank card or through PayPal (online, travel agency, Malév ticketing office), we suggest that you contact your bank to ask about the refund options;
- if you purchased your ticket in a travel agency for cash or by bank transfer, you should submit your refund claim to the travel agency by 2 March;
- if you purchased a package holiday including the air ticket in a travel agency, please speak to the travel agency about a refund;
- if you purchased your air ticket in a Malév office, for cash or by bank transfer, please submit your refund claim to malev@malev.com or to the following address: 1476 Budapest, Postafiók 79. A decision on reimbursement of claims is expected to be handled within the impending bankruptcy procedure and in compliance with the provisions of effective laws;
- in the case of tickets issued for Malév flights by any other airline, please approach the airline that sold the ticket;

- if you paid for taxes and charges on a Malév frequent flyer ticket by bank card, we suggest that you contact your bank to ask about the refund options;
- if you paid for taxes and charges on a Malév frequent flyer ticket by bank transfer, please submit your refund claim to malev@malev.com or to the following address: 1476 Budapest, Postafiók 79. A decision on reimbursement of claims is expected to be handled within the impending bankruptcy procedure and in compliance with the provisions of effective laws;
- if you purchased a ticket for another airline using Malév frequent flyer points, please approach the airline in question;
- if you are travelling on a Malév air ticket issued for the flight of another airline, please submit your refund claim to malev@malev.com or to the following address: 1476 Budapest, Postafiók 79. A decision on reimbursement of claims is expected to be handled within the impending bankruptcy procedure and in compliance with the provisions of effective laws;

If you have any further questions, please call the Malév Contact Center.

- From Hungary: 06-40-21-21-21
- Abroad: +36-1-802-11-11

Malév Hungarian Airlines