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For immediate release

CAAM MONITORS AIRBORNEO FLIGHT DISRUPTIONS AND REMINDS CONSUMERS OF THEIR RIGHTS

PUTRAJAYA – The Civil Aviation Authority of Malaysia (CAAM) is monitoring the recent flight delays, cancellations and schedule changes affecting AirBorneo services across Sabah and Sarawak, which the airline has attributed to operational and maintenance-related matters.

While safety must always remain the highest priority in the operation of any flight, affected consumers must continue to be treated fairly and in accordance with the requirements of the Malaysian Aviation Consumer Protection Code 2016 (MACPC).

AirBorneo is reminded to take all reasonable measures to minimise inconvenience to affected consumers and to ensure compliance with its obligations under the MACPC while maintaining the highest standards of operational safety.

Consumers affected by the disruptions are advised to check the latest status of their flights before proceeding to the airport and to contact the airline directly for updated information, available assistance and alternative travel arrangements.

Under the MACPC, airlines are required to provide consumers with timely, accurate and updated information regarding any flight delay, cancellation or schedule change, including the reasons for the disruption and the options available to affected consumers.

Depending on the nature and duration of the disruption, consumers may be entitled to care and assistance, including meals, communication facilities, accommodation, transportation, re-routing to their final destination, or a refund, subject to the applicable provisions under the MACPC.

Consumers are encouraged to first seek resolution directly with AirBorneo through the airline's official customer service channels. Airlines are required to address consumer concerns promptly and provide clear guidance on the available remedies and next steps.

Should the matter remain unresolved, or if consumers are dissatisfied with the response provided, complaints may be submitted to CAAM through the following channels:

- FlySmart website: www.flysmart.my
- Online complaint form: www.flysmart.my/make-a-complaint
- Email: consumer@caam.gov.my
- Consumer Hotline: 1800-18-6966 (within Malaysia) or +603-7651 2777 (outside Malaysia)

The Consumer Hotline operates from Monday to Friday, 8.30 a.m. to 5.30 p.m., excluding public holidays.

Consumers lodging complaints are encouraged to provide relevant information and supporting documents to facilitate CAAM's review of the matter.

CAAM will continue to closely monitor the situation and assess AirBorneo's compliance with the applicable consumer protection requirements under the MACPC. Airlines are expected to ensure that communication, assistance, re-accommodation and refund processes are carried out in a timely, transparent and accountable manner.

CAAM remains committed to safeguarding consumer rights while maintaining safety as the highest priority in Malaysia's civil aviation sector.

About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator, entrusted with ensuring the safety, security, and efficiency of Malaysia's civil aviation sector. CAAM provides comprehensive safety and security oversight of flight operations, aviation personnel licensing, and is responsible for the provision of air navigation services and air traffic management across Malaysian airspace. Operating in accordance with international standards set by the International Civil Aviation Organization (ICAO), CAAM is committed to fostering a safe, sustainable, and forward-looking aviation ecosystem through regulatory excellence, innovation, and strategic collaboration.

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