
Dear Partners,

We are pleased to share an update on your refund status regarding AirAsia X (AAX).

First of all, we thank you for your patience and understanding as we come out of Covid-19, and sincerely apologise for the delayed response. The past two years have been extremely challenging for the travel industry worldwide including AAX due to the unprecedented ongoing effects of the pandemic and closure of international borders. We understand that this has also been a difficult two years for everyone and wish to reassure you that our guests remain our top priority.

As a customer affected by a cancelled flight caused by the pandemic, you may have already received a Credit Account which is valid for two years. Please be informed that starting today, all remaining Credit Accounts issued by AAX will be **converted into a travel voucher valid for up to five years. The travel voucher will be credited to the full value of the outstanding amount** that is owed to you, via email by or before 31st July 2022.

You will be able to use the vouchers **for immediate travel** from the date of issuance, on all AAX services (flight code D7). We will soon have all of your favorite destinations available and even more, for you to book future travels using your vouchers. Many more destinations will be added to AAX's network in the future with the reopening of international borders. Please note that the use of vouchers for payment will be limited and subject to availability on each flight.

For more information on this including how to access and use your travel voucher, and other FAQs, please click [here](#).

Once again, we thank you for your patience during these very challenging times and look forward to welcoming you back on board with our great value fares and industry leading service as the world continues to reopen.

Yours sincerely,
AirAsia X



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