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Cybersecurity Incident Involving Third-Party Technology Provider

30 OCT 2026 | IMPORTANT FOR YOU

Malaysia Airlines wishes to inform customers of a cybersecurity incident involving Amadeus, our third-party airline reservation technology provider.

The incident may have affected certain customer information processed through Amadeus between August 2023 and September 2026. We wish to reassure customers that Malaysia Airlines' own IT systems have not been compromised, and there is currently no evidence that financial information has been accessed.

We are treating this matter with the utmost seriousness and are working closely with Amadeus and relevant parties to investigate the incident and assess its impact.

As a precaution, we encourage customers to remain vigilant against suspicious or unsolicited communications, particularly those requesting personal or financial information.

The privacy and protection of our customers' information remain our foremost priority. We are committed to ensuring that this matter receives the highest level of attention and appropriate safeguards.

We will provide further updates as more information becomes available.