

MyCorporate FAQs



What is MyCorporate?



MyCorporate is AirAsia's travel program, exclusively designed for our corporate customers.

The program offers an exclusive set of products, to assist our corporate customers manage their business travel costs, as well as provide their employees with a number of different and exclusive benefits to make their travel experience more enjoyable and flexible.

MyCorporate also allows the Company to have access to a convenient and easy-to-use online booking system and offers comprehensive reporting to keep track of your corporate travelling expenses.

What are the products offered in MyCorporate?

MyCorporate offers three types of products including Fare Only, Corporate Lite and Corporate Full Flex. The benefits of which are as follows:

			
BENEFITS	FARE ONLY	CORPORATE LITE	CORPORATE FULL FLEX
FLEXIBILITY			
Flight Time Changes	48 hours before	24 hours before	2 hours before
Flight Change	Fee Applicable	Fee Waived (x1) Fare Different Applies	Unlimited Fee Waived Fare Difference Applies
GoShow	X	X	✓
VALUE			
Meal	X	Included*	Included*
Seat	X	Standard Seat Selection	Hot Seat Selection
Baggage	X	X	20kg
Xpress Boarding	X	X	✓
Xpress Track*	X	X	✓
Xpress Baggage	X	X	✓
Dedicated Check-in	X	✓	✓
Premium Red Lounge**	X	X	✓
Insurance by Tune Protect***	X	X	✓
 BIG Points per MYR1	Earn up to 12 BIG Points for every MYR1 spent. ****		

Disclaimer:

- * Xpress Track: Only available at Klia2 (KUL), Kuching (KCH) and Kota Kinabalu (BKI) airport. For more info, visit: <https://www.airasia.com/my/en/at-the-airport/xpress-track.page>
- ** Premium Red Lounge available at Klia2. For more info, visit <https://www.airasia.com/my/en/inflight-comforts/airasia-premium-lounge.page>
- *** Baggage delay & 1 hour on time guarantee
- **** BIG Points are awarded based on travellers' membership status. Please visit www.airasiabig.com or download the BIG Loyalty mobile app for more details.



'Fare Only' is our lowest available fare that consists of solely air fare. Adding on check-in baggage allowance, seat selection and meal will incur additional charges to your booking at a higher price than the comparable bundles offered to MyCorporate 'Corporate Lite' and 'Corporate Full Flex' customers.

Change of flight date or time is permitted, however it must be completed 48 hours before flight departure time and will incur a flight change fee as well as any applicable fare difference.

Purchasing 'Fare Only' through the MyCorporate system offers 100% bonus on BIG points vs. booking on the open airasia.com website at a rate of MYR1 = 1 Big Point.



'Corporate Lite' is an entry bundle product for our MyCorporate guests, including air fare, standard seat selection and a meal*. The bundle also includes one free date change, up to 24 hours before departure.

Passengers with 'Corporate Lite' tickets may use the Dedicated Premium Flex Check-in Counter to check-in.

'Corporate Lite' customers enjoy 1.5 BIG points for every RM1 (or applicable currency) spent on base fare.

*Meal choice is limited to onboard snack, for 'Corporate Lite'.



'Corporate Full Flex' is our all-inclusive product for our Corporate Guests.

The product consists of air fare, seat selection including Hot Seat and meal choice from our full offering.

Unlimited change of flight date or time is allowed up to 2 hours before flight departure time*.

* Applicable fare difference still applies.

Passengers with 'Corporate Full Flex' tickets will enjoy express services which include Dedicated Premium Flex Check-in Counter to check-in and drop baggage, Xpress Baggage, Xpress Immigration clearance, Priority Boarding and complimentary Red Lounge access for International departures from KLIA2.

'Corporate Full Flex' also includes the exclusive **GoShow** product, giving corporate customers complete flexibility on the day of travel.

'Corporate Full Flex' enjoys complimentary travel insurance when travel begins from:

Australia	Brunei	Cambodia	China	Hong Kong	India	Indonesia
Japan	Laos	Macau	Malaysia	Myanmar	New Zealand	Philippines
Singapore	Thailand	Vietnam				

Passengers will enjoy Tune Protect Travel Insurance, which covers **Baggage Delay** and **1 Hour On-Time Guarantee**.

* Terms and Conditions Apply.

What is GoShow?

GoShow is a standby product, exclusively available to 'Corporate Full Flex' customers. The product allows guests to jump on an earlier flight, on the same day, to the same destination, with no additional costs in fare or fee. GoShow is subject to availability of seats at closure of flight 1 hour before flight departure.

How Do I Use GoShow?

Customers holding a 'Corporate Full Flex' ticket must approach the Premium Flex Check In desk (or standard check in desk, if no Premium Flex check desk is available), no later than one (1) hour before flight departure. If a seat is available on the earlier flight at flight closure, you will be offered this seat at no additional fare difference or fee.

Do I get to keep my Hot Seat, if I GoShow on an earlier flight?

Any passenger using GoShow, waives their right to the pre-booked HotSeat, or any previously held seat number, for an available seat on an earlier flight. The check in staff will do all possible to extend the best available seat in the cabin booked.

Do I get to keep my Meal choice, if I GoShow?

Any passenger using GoShow, waives their right to their pre-chosen meal. The cabin crew will however offer a meal onboard, and will do all possible to meet the previous booked request. Where not possible to offer the same pre-booked meal, the cabin crew will offer choice of available onboard options.

Can I GoShow on a later flight on the same day?

No. GoShow is only applicable for earlier flights, on the same day to the same destination. If you miss your original flight time, you will forfeit the value of that ticket, which will be considered a no show for the flight. You will be required to purchase an additional ticket, at the prevailing cost of travel.

Insurance FAQ

Is insurance included in MyCorporate bookings?

Insurance is included in all 'Corporate Full Flex' and Premium Flatbed bookings that originate from departure points listed below.

No.	Country	Currency
1	Malaysia	MYR
2	Thailand	THB
3	Singapore	SGD
4	Hong Kong	HKD
5	Macau	MOP
6	Indonesia	IDR
7	Myanmar	USD
8	Laos	USD
9	Cambodia	USD
10	Vietnam	USD
11	Japan	JPY
12	China	CNY
13	India	INR
14	Brunei	BND
15	Philippines	PHP
16	Australia	AUD
17	New Zealand	NZD

What does the Insurance offer me?

The benefits include Baggage Delay & 1 hour On-time Guarantee.

No.	Benefit	Details
1	AirAsia On-time Guarantee	Delay more than 1 hour from scheduled departure time
2	Baggage Delay	For every 6 consecutive hours delay from arrival time of scheduled time to time you receive your luggage

For more information on the Baggage Delay & 1 hour On-time Guarantee, please visit:

<https://www.tuneprotect.com/airasia/en/product/baggage-delay-1-hour-on-time-guarantee-insurance/>

The insurance policy might defer according to departure points. To find out more on the policy, kindly select your country of departure at the top of the website.

Does this insurance benefit come at a cost to me or my business?

No. This insurance is included complimentary to all 'Corporate Full Flex' Bookings and Premium Flatbed bookings.

Can I opt out of insurance, if I purchase 'Corporate Full Flex' or Premium Flatbed?

No. However, the insurance is complimentary and does not carry a cost to the traveler or business.

Does MyCorporate come with a dedicated customer support?

Yes. MyCorporate customers have a dedicated customer support line to assist in post transaction queries. Details of the support line can be found on MyCorporate after log in.

How do I register my business for MyCorporate?

You may register your business for MyCorporate by completing a MyCorporate registration at www.airasia.com/mycorporate

If you're registration is successful, you will receive a username and password for entry to the system within 7 working days.

What are the requirements to be eligible for MyCorporate?

Your business must have valid company registration number and business website. In addition, your business annual travel spend on AirAsia Group of airlines must be more than RM50,000 or equivalent in local currency. You must indicate acceptance of the Terms and Conditions of usage of the site, at registration.

Is there any membership or enrollment fee for MyCorporate?

There is no membership or enrollment fee to be paid by corporations to participate in MyCorporate.

What are the payment options available in MyCorporate?

You may purchase flight tickets from the MyCorporate online system using Credit, Debit Cards and AirAsia BIG PrePaid Card. AG Prepayment is available on request.

Can I use AG Prepayment?

AG prepayment can be set up on request by the corporate, subject to approval by AirAsia Management. Specific information will be asked on request of the AG prepayment creation.

What is an AG Prepayment account and how does it work?

AG Prepayment is a prepayment system designed as an alternative to customary payment methods for airline ticket purchase. It uses a floating balance format where the ticket amount will be deducted from your AG Prepayment account every time a booking is made through the MyCorporate online system. AG Prepayment offers extra savings to your corporation as there are no processing fees imposed for tickets purchased using AG Prepayment.

I am interested to use AG Prepayment. How do I top up funds into my AG Prepayment account?

You may top up funds into your AG Prepayment account via Cash or Cheque Deposit, Online or Interbank GIRO (IBG) transfer and transfer via JomPAY. A minimum deposit of RM5,000 is required for each top-up and the amount will be updated and displayed in your AG Prepayment account within 3 working days.

Can I earn AirAsia BIG loyalty points for bookings made with MyCorporate?

Yes, you can earn AirAsia BIG points when purchasing tickets via the MyCorporate online booking System.

- For 'Fare Only', RM1 equals to 1 AirAsia BIG Point
- For 'Corporate Lite', RM1 equals to 1.5 AirAsia BIG Points
- For 'Corporate Full Flex', RM1 equals to 3 AirAsia BIG Points

Can I do a name change for tickets booked through MyCorporate?

No, name change is not permitted for all types of tickets.

Am I allowed to make a Flight Change for a flight that I have missed?

No, once you have missed a flight, you will need to purchase a new ticket. The fare and fee paid for the previous flights will be forfeited.

Can I cancel my tickets booked through MyCorporate?

No, once a booking is confirmed, cancellation is not permitted. Though you may use the flexibility offered with the ticket, as per the type of ticket purchased.