

Customer Update



KENYA AIRWAYS UPDATE ON DISRUPTIONS OF SERVICES

We sincerely apologise to the customers who have been inconvenienced by these delays. We want to reiterate that your safety and well-being, as well as that of our crew, are our utmost priorities. We are doing everything in our power to resolve this situation as quickly and efficiently as possible.

To address these disruptions, we are taking the following quick actions:

- 1) Readjusting our network accordingly.
- 2) Communicating as proactively as possible to our affected customers.
- 3) Speeding up the recovery of the grounded aircraft
- 4) Adjusting our schedule, including downgrading some of our flights, to minimise the disruptions.

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We anticipate that our network will normalise by Tuesday, 21st May 2024, once we receive and install the necessary engines and components. We sincerely appreciate your patience and understanding during this time.

Should you need further assistance or if your flight is impacted, kindly contact our Customer Excellence team at +254 711 024 747, WhatsApp at +254 705 474 747, or email customer.relations@kenya-airways.com.

CORPORATE COMMUNICATIONS
19TH MAY 2024