

Batik Air Malaysia's Card Payment Surcharge Policy

Table I

Payment Method	Card Type	Applicable Markets	Rate* from Oct2025
Mastercard & Visa	Credit & Debit	AU, HK, ID, SG, JP, KR, TW, VN, NP, BD, MV, TS, TR & other foreign markets	3.00%*
American Express	Credit	AU, HK, ID, SG, JP, KR, TW, VN, NP, BD, MV, TS, TR & other foreign markets	3.00%*
Diners & Discover	Credit	AU, HK, ID, SG, JP, KR, TW, VN, NP, BD, MV, TS, TR & other foreign markets	3.00%*
UATP	Credit	AU, HK, ID, SG, JP, KR, TW, VN, NP, BD, MV, TS, TR & other foreign markets	3.00%*
All Other Cards	All	AU, HK, ID, SG, JP, KR, TW, VN, NP, BD, MV, TS, TR & other foreign markets	3.00%*

1. Applicable to Online Website and Mobile Application Bookings

Batik Air (OD) applies a Card Surcharge for bookings made via its online channels (website — **batikair.com** or **batikair.com.my**) and **Batik Air mobile application** and paid for by use of **Credit and Debit cards**, in selected markets. The Surcharge rates are subject to foreign currency conversion charges.

2. Markets with Card Payment Surcharge

Departures ex-Australia (AU), Hong Kong (HK), Indonesia (ID), Singapore (SG), Japan (JP), South Korea (KR), Taiwan (TW), Vietnam (VN), Nepal (NP), Bangladesh (BD), Maldives (MV), and other applicable international markets.

3. Markets without Card Payment Surcharge

Departures ex-Malaysia, Thailand, and India.

4. Charges for card processing costs

All Credit and Debit cards bookings made online will incur this cost to cover processing costs.

5. NIL Payment Surcharge for bookings payments via:

- AU - PayTo or bank transfer
- HK - FPS QR
- ID - e-Wallets (e.g. GoPay, OVO, DANA)
- SG - PayNow QR
- TH - PromptPay QR
- All Markets - Batik Air Club Miles

(Refer to Table II below for more details)

6. Card Payment Rate

3% per passenger, per ticket issued

7. Non-refundable

The payment surcharge is non-refundable as service has been rendered.

8. Transactions that are excluded.

- When additional fares or fees collected during changes to bookings
- Ancillary products e.g seat selection, excess baggage
- Full redemption of Batik Air Club miles.
- Partial redemption of Batik Air Club miles. Balance ticket costs applicable.

9. Card Payment Surcharge calculation

- Based on the all-inclusive fare - base fare, taxes, other charges & fees
- Applies to all passenger types – adults, children & infants

10. Using a foreign currency

- If the card's billing and booking currency are different, your bank will perform its own foreign currency conversion and they may charge a separate foreign transaction fee.
- This foreign transaction fee is charged to the ticket by your bank and not by Batik Air
- Contact your bank for transaction fee details.

11. Application of card payment surcharge

- Automatically applied when booking with Credit or Debit card, as form of payment
- Payment surcharge cannot be manually waived or removed.
- Unauthorised alteration of payment surcharge will be subject audit and administrative recovery.

Alternative Payment Options – No Surcharge

12. Forms of payment EXEMPT from Card Payment Surcharge in Table II

Table II

Market	Surcharge-Free Payment Option	Description	Surcharge
Australia (AU)	PayTo / Bank Transfer	Real-time account-to-account payment via the New Payments Platform (NPP) or direct bank transfer. Available for eligible Australian bank accounts.	
Hong Kong (HK)	FPS QR	Faster Payment System QR code payment. Scan and pay instantly via your bank's mobile app.	
Indonesia (ID)	e-Wallet	Pay via supported digital wallets (e.g. GoPay, OVO, DANA). No card required.	
	Virtual Account Bank Transfer	Transfer directly to a unique virtual account number via internet or mobile banking.	
	Pay Later	Instalment or deferred payment option via supported providers.	
Singapore (SG)	PayNow QR	Scan to pay instantly via PayNow using your Singapore bank or e-wallet app.	
Thailand (TH)	PromptPay QR	Scan and pay via Thailand's PromptPay interbank QR payment network.	

All Markets	Batik Air Club Miles	Full redemption bookings using Batik Air Club miles are exempt from the Card Surcharge.	
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Note: Passengers are encouraged to use surcharge-free payment methods to avoid additional charges. Foreign currency conversion rates applied by your bank or card issuer may still apply independently of Batik Air Malaysia's Card Payment Surcharge Policy.