

# Customer Update



Dear Valued Customers,

On Sunday, May 19th, 2024, we issued an update regarding disruptions in our flight schedules due to the unscheduled and extended grounding of two of our 787 Dreamliners. This grounding was caused by constraint in delivery of engine components. Today, we are pleased to announce that we have received the necessary engine components for one of the affected aircraft. As a result, we anticipate having it back in operation within the next 24 hours.

Over the past few days, our dedicated teams have worked tirelessly to readjust our network and schedules. We have also proactively communicated with passengers who were impacted by these changes. We are delighted to report that our network is gradually returning to normal.

We understand the importance of your travel plans and the expectation of a seamless, hassle-free experience when you choose to fly with us. Unfortunately, circumstances beyond our control led to this disruption, and for that, we sincerely apologize. Your patience and understanding during this challenging time are greatly appreciated, and we are truly grateful for your continued support.

Rest assured that we are exerting every effort to swiftly and efficiently resolve this issue. Your safety and well-being, along with that of our crew, remain our unwavering top priority.

If your flight was impacted or if you require further assistance, please don't hesitate to reach out to our Customer Excellence team. You can contact us via phone at **+254 711 024 747**, **WhatsApp at +254 705 474 747**, or email us at **customer.relations@kenya-airways.com**. Additionally, feel free to connect with us on **Twitter @KQSupport**.

Thank you for choosing Kenya Airways, and we look forward to serving you soon.

**CORPORATE COMMUNICATIONS**

**22 MAY 2024**