

## **CAPITAL A FOURTH QUARTER 2023 AND FULL FINANCIAL YEAR 2023 OPERATING RESULTS**

**Aviation: Sustained high load factor at 88% leading to flying nearly 57 million passengers in FY2023, up 23 million YoY**

**MOVE Digital: Strong finish for airasia MOVE as it hits 15 million Average Monthly Active Users in FY2023, BigPay's annual carded users growth persists at 14% YoY**

**Teleport: Nearly 200,000 tonnes moved in FY2023, YoY increase 88% and daily parcel delivery surpassing 130,000 parcels in 4Q2023**

**Aviation Services: Riding high on aviation surge, ADE, Santan and GTR continue to thrive as travel activities increase**

**KUALA LUMPUR, 24 January 2024** - Capital A Berhad ("Capital A" or the "Group") has announced operating statistics for its aviation, digital, logistics and aviation services segments for the Fourth Quarter ("4Q2023") and Full Year of the Financial Year 2023 ("FY2023").

### **AIRASIA AVIATION GROUP**

The airlines – AirAsia Malaysia, AirAsia Thailand, AirAsia Indonesia, and AirAsia Philippines (collectively the "Group") – have consistently recorded load factors in the high 80s every quarter, leading to a robust Group load factor of 88% for FY2023 - a Year-on-Year ("YoY") increase of 5 percentage points ("ppts"). This achievement signifies the return of strong travel demand, which was aligned to the Group's relentless effort in injecting capacity back into the market and reinstating the route network. As more capacity is made available, operations continue to stabilise and customer experience improves.

Closing the year with 162 operational aircraft, overall the Group carried nearly 57 million passengers for the entire year. Compared to pre-Covid levels, the aviation group passenger carried recovery reached 77% on the back of 74% capacity recovery. Leading the way is the domestic recovery which stands at 82%, while the international recovery is at 72%. Within the Group, AirAsia Indonesia and Thailand experienced the most substantial recovery at 90% and 85%, respectively, followed by AirAsia Malaysia and Philippines at 72% and 77%.

### **MOVE DIGITAL**

airasia MOVE (formerly known as airasia Superapp) continues to set new milestones, achieving a peak of close to 17 million in its average Monthly Active Users ("MAU") during 4Q2023, a 48% YoY growth. The app maintained an average of 15 million MAU throughout the year 2023, a 42% YoY surge.

In tandem with the increased users, airasia MOVE achieved a new record for number of transactions, totaling 9.2 million in 4Q2023. This contributed to a cumulative 32.5 million transactions for the entire year, reflecting a 75% growth compared to the previous year.

Gross Booking Value ("GBV") also showcased substantial progress across all business segments, exhibiting a commendable 90% YoY growth.

- Travel: GBV improved 110% YoY against FY2022, driven by the increase in flight bookings fueled by strong recovery in travel demand.
- Ride-hailing: Annual GBV grew by 54% YoY, bringing the total number of rides completed in FY2023 to 5.4 million. Klang Valley continues to be the primary location for utilising rides services.

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

- airasia rewards and other businesses: Posted GBV growth of 42% YoY for FY2023, as travellers are back active in earning and utilising points across the ecosystem.

BigPay saw an uptick in the annual carded users, recording 14% increase YoY to nearly 1.5 million and Gross Transaction Value ("GTV") growth of 28% YoY against FY2022.

- Payment: Grew 6% annually, of which closed-loop payment saw a 60% growth YoY owing to the close collaboration with airasia MOVE.
- Remittance: Grew by 86% YoY in FY2023, driven by a 146% and 21% YoY increase in domestic and international transactions during the year with transaction sizes trending up.
- Lending: Loan disbursement grew by 159% YoY, owing to the utilisation of alternative data in credit scoring methodology to identify low risk segments within its loan application pool.
- Marketplace: Overall GTV recorded a 27% YoY growth in FY2023, attributed to the continued strong take-up rate of mobile prepaid top-up transactions.

### LOGISTICS

Teleport delivered a strong performance across its core operational metrics in both the quarterly and full-year results.

- Cargo segment: 4Q2023 saw 60,565 tonnes delivered, up 94% YoY while the total tonnage moved for the year reached nearly 200,000, reflecting 88% growth compared to the previous year. Throughout the year, the utilisation rate saw an uptick of 2 ppts to 14% (vs 12% in FY2022). This is due to the significantly expanded capacity during the year resulting from the return of international flights, the induction of Teleport's first two dedicated A321F freighter aircraft, as well as Teleport's continued effort in forging close strategic third party airline partnerships.
- Delivery segment: The segment recorded the highest number of parcels delivered in 4Q2023, reaching 12 million parcels, an increase of 279% YoY. Daily parcel deliveries also surpassed 130,000 for the first time in 4Q2023. This was supported by increased volume by new customers during the festive season. Cumulatively, the segment delivered 29.9 million parcels in 2023, demonstrating a 275% YoY growth.

### AVIATION SERVICES

#### Asia Digital Engineering ("ADE")

The Maintenance, Repair and Overhaul ("MRO") service provider, ADE concluded the year strong, capitalising on the increased flight activity leading to increased demand for maintenance checks. ADE completed 50% more base maintenance checks in FY2023 compared to prior year, while the overall full year performance for line maintenance saw a significant 92% surge in the number of checks against FY2022.

#### Santan

The Group's inflight service provider, Santan recorded 19.6 million units sold in FY2023, up by 114% YoY.

- Perishable and non-perishable food and beverages: Sold 19.1 million units during the year, reflecting a 115% YoY growth aligned with increased international flight frequencies and passenger volume.
- Duty-free and merchandise products: Over 500,000 units sold in FY2023 which delivered 90% YoY growth, attributing to our competitive pricing of the products.
- Frozen meal segment: The strategic collaboration with a leading retailer initiated in mid-October yielded encouraging results, with sales reaching nearly 200,000 units.
- Restaurant and cafe segment: Over a million units sold for FY2023, driven by increased foot traffic at the restaurant and cafe areas alongside the establishment of new kiosks at various sites.

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### ASSOCIATE COMPANY

#### Ground Team Red ("GTR")

The Group's affiliated ground handling services company, GTR sustained commendable growth:

- Flight handling: Underpinned by the ongoing resurgence of travel, nearly 144,000 flights were handled for the whole of last year.
- Passenger handling: Handled over 22 million passengers for the full year, attributable to robust return of passenger traffic since the first quarter of the year.
- Cargo handling: Handled over 86,000 tonnes throughout the year, a 63% increase YoY primarily attributed to expanded flight frequencies and the induction of Teleport's freighters.

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Capital A Berhad Airlines - Malaysia, Thailand, Indonesia & Philippines

#### 4th Quarter 2023 Operating Statistics

Capital A Berhad AirAsia Aviation Group (MAA, IAA PAA & TAA)	Oct-Dec 2023	Oct-Dec 2022	Change
Passengers Carried <sup>1</sup>	14,879,889	11,871,266	25%
Capacity <sup>2</sup>	16,899,802	13,632,463	24%
Load Factor (%) <sup>3</sup>	88	87	2ppt
ASK (mil) <sup>4</sup>	19,962	14,221	40%
RPK (mil) <sup>5</sup>	17,243	12,321	40%
Number of stages <sup>6</sup>	92,633	74,305	25%
Average stage length (km)	1,177	1,038	13%
Size of fleet at quarter end (aircraft) <sup>7</sup>	216	209	7
Operating aircraft at quarter end (aircraft) <sup>8</sup>	162	126	36

Note : Inclusion of AirAsia Thailand (TAA) has been made to provide better comparability with the previous year's quarter

#### Full Year 2023 Operating Statistics

Capital A Berhad AirAsia Aviation Group (MAA, IAA PAA & TAA)	Jan-Dec 2023	Jan-Dec 2022	Change
Passengers Carried <sup>1</sup>	56,985,467	34,197,289	67%
Capacity <sup>2</sup>	64,397,379	40,833,504	58%
Load Factor (%) <sup>3</sup>	88	84	5ppt
ASK (mil) <sup>4</sup>	75,020	39,503	90%
RPK (mil) <sup>5</sup>	65,250	33,005	98%
Number of stages <sup>6</sup>	352,586	222,364	59%
Average stage length (km)	1,160	962	21%
Size of fleet at quarter end (aircraft) <sup>7</sup>	216	209	7
Operating aircraft at quarter end (aircraft) <sup>8</sup>	162	126	36

Note : Inclusion of AirAsia Thailand (TAA) has been made to provide better comparability with the previous year's quarter

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Malaysia

AirAsia Malaysia (MAA)	Oct-Dec 2023	Oct-Dec 2022	Change
Passengers Carried <sup>1</sup>	6,435,121	5,281,448	22%
Capacity <sup>2</sup>	7,393,764	6,070,389	22%
Load Factor (%) <sup>3</sup>	87	87	0ppt
ASK (mil) <sup>4</sup>	9,155	6,701	37%
RPK (mil) <sup>5</sup>	7,861	5,859	34%
Number of stages <sup>6</sup>	40,146	32,700	23%
Average stage length (km)	1,232	1,095	13%
Size of fleet at quarter end (aircraft) <sup>7</sup>	103	105	-2
Operating aircraft at quarter end (aircraft) <sup>8</sup>	71	53	18

Note : The fleet count excludes two (2) A320 aircraft leased to a third party airline

### Full Year 2023 Operating Statistics

AirAsia Malaysia (MAA)	Jan-Dec 2023	Jan-Dec 2022	Change
Passengers Carried <sup>1</sup>	25,318,738	16,778,496	51%
Capacity <sup>2</sup>	28,944,745	20,057,194	44%
Load Factor (%) <sup>3</sup>	87	84	4ppt
ASK (mil) <sup>4</sup>	34,855	20,574	69%
RPK (mil) <sup>5</sup>	30,186	17,237	75%
Number of stages <sup>6</sup>	157,104	107,753	46%
Average stage length (km)	1,198	1,016	18%
Size of fleet at quarter end (aircraft) <sup>7</sup>	103	105	-2
Operating aircraft at quarter end (aircraft) <sup>8</sup>	71	53	18

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Thailand

AirAsia Thailand (TAA)	Oct-Dec 2023	Oct-Dec 2022	Change
Passengers Carried <sup>1</sup>	5,099,263	4,059,177	26%
Capacity <sup>2</sup>	5,640,838	4,521,154	25%
Load Factor (%) <sup>3</sup>	90	90	0ppt
ASK (mil) <sup>4</sup>	6,189	4,246	46%
RPK (mil) <sup>5</sup>	5,477	3,774	45%
Number of stages <sup>6</sup>	31,014	24,711	26%
Average stage length (km)	1,092	936	17%
Size of fleet at quarter end (aircraft) <sup>7</sup>	56	54	2
Operating aircraft at quarter end (aircraft) <sup>8</sup>	52	42	10

### Full Year 2023 Operating Statistics

AirAsia Thailand (TAA)	Jan-Dec 2023	Jan-Dec 2022	Change
Passengers Carried <sup>1</sup>	18,877,595	9,949,564	90%
Capacity <sup>2</sup>	20,888,546	11,901,770	76%
Load Factor (%) <sup>3</sup>	90	84	7ppt
ASK (mil) <sup>4</sup>	22,945	10,308	123%
RPK (mil) <sup>5</sup>	20,261	8,627	135%
Number of stages <sup>6</sup>	114,571	65,308	75%
Average stage length (km)	1094	864	27%
Size of fleet at quarter end (aircraft) <sup>7</sup>	56	54	2
Operating aircraft at quarter end (aircraft) <sup>8</sup>	52	42	10

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Indonesia

AirAsia Indonesia (IAA)	Oct-Dec 2023	Oct-Dec 2022	Change
Passengers Carried <sup>1</sup>	1,663,904	1,085,520	53%
Capacity <sup>2</sup>	1,945,440	1,383,300	41%
Load Factor (%) <sup>3</sup>	86	78	8ppt
ASK (mil) <sup>4</sup>	2,700	1,885	43%
RPK (mil) <sup>5</sup>	2,273	1,512	50%
Number of stages <sup>6</sup>	10,808	7,685	41%
Average stage length (km)	1,388	1,362	2%
Size of fleet at quarter end (aircraft) <sup>7</sup>	32	24	8
Operating aircraft at quarter end (aircraft) <sup>8</sup>	24	16	8

### Full Year 2023 Operating Statistics

AirAsia Indonesia (IAA)	Jan-Dec 2023	Jan-Dec 2022	Change
Passengers Carried <sup>1</sup>	6,182,295	3,249,677	90%
Capacity <sup>2</sup>	7,273,620	4,119,300	77%
Load Factor (%) <sup>3</sup>	85	79	6ppt
ASK (mil) <sup>4</sup>	10,338	5,140	101%
RPK (mil) <sup>5</sup>	8,783	4,124	113%
Number of stages <sup>6</sup>	40,409	22,885	77%
Average stage length (km)	1,421	1,248	14%
Size of fleet at quarter end (aircraft) <sup>7</sup>	32	24	8
Operating aircraft at quarter end (aircraft) <sup>8</sup>	24	16	8

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Philippines

AirAsia Philippines (PAA)	Oct-Dec 2023	Oct-Dec 2022	Change
Passengers Carried <sup>1</sup>	1,681,601	1,445,121	16%
Capacity <sup>2</sup>	1,919,760	1,657,620	16%
Load Factor (%) <sup>3</sup>	88	87	1ppt
ASK (mil) <sup>4</sup>	1,918	1,389	38%
RPK (mil) <sup>5</sup>	1,632	1,176	39%
Number of stages <sup>6</sup>	10,665	9,209	16%
Average stage length (km)	999	838	19%
Size of fleet at quarter end (aircraft) <sup>7</sup>	25	26	-1
Operating aircraft at quarter end (aircraft) <sup>8</sup>	15	15	0

### Full Year 2023 Operating Statistics

AirAsia Philippines (PAA)	Jan-Dec 2023	Jan-Dec 2022	Change
Passengers Carried <sup>1</sup>	6,606,839	4,219,552	57%
Capacity <sup>2</sup>	7,290,468	4,755,240	53%
Load Factor (%) <sup>3</sup>	91	89	2ppt
ASK (mil) <sup>4</sup>	6,882	3,482	98%
RPK (mil) <sup>5</sup>	6,020	3,017	100%
Number of stages <sup>6</sup>	40,502	26,418	53%
Average stage length (km)	944	732	29%
Size of fleet at quarter end (aircraft) <sup>7</sup>	25	26	-1
Operating aircraft at quarter end (aircraft) <sup>8</sup>	15	15	0

### Airlines

- 1) Number of earned seats flown. Earned seats comprise seats sold to passengers (including no-shows)
- 2) Number of seats flown
- 3) Number of Passengers Carried as a percentage of Capacity
- 4) Available Seat Kilometres (ASK) measures an airline's passenger capacity. Total seats flown multiplied by the number of kilometres flown
- 5) Revenue Passenger Kilometres (RPK) is a measure of the volume of passengers carried by the airline. Number of earned seats flown multiplied by the number of kilometres these earned seats have flown
- 6) Number of flights flown
- 7) Number of total aircraft at quarter end
- 8) Number of operational aircraft at quarter end, excluding operational and maintenance spares



## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Capital A Berhad's Move businesses

#### 4th Quarter 2023 Operating Statistics

airasia MOVE & BigPay	Oct-Dec 2023	Oct-Dec 2022	Change
<b>airasia move</b>			
Monthly Active Users (MAU)('000) <sup>9</sup>	16,989	11,449	48%
No. of Transactions ('000)	9,263	6,628	40%
Gross Booking Value (RM) ('000)	5,217,459	2,752,301	90%
<b>BigPay</b>			
Carded Users (cumulative) <sup>10</sup>	1,495,822	1,311,867	14%

#### Full Year 2023 Operating Statistics

airasia MOVE & BigPay	Jan-Dec 2023	Jan-Dec 2022	Change
<b>airasia MOVE</b>			
Monthly Active Users (MAU)('000) <sup>9</sup>	15,078	10,650	42%
No. of Transactions ('000)	32,469	18,539	75%
Gross Booking Value (RM) ('000)	15,143,786	7,230,118	109%
<b>BigPay</b>			
Carded Users (cumulative) <sup>10</sup>	1,495,822	1,311,867	14%

### Capital A Berhad's Logistics business

#### 4th Quarter 2023 Operating Statistics

Teleport	Oct-Dec 2023	Oct-Dec 2022	Change
Tonnage (tonnes) <sup>11</sup>	60,565	31,158	94%
No. of Delivery ('000) <sup>12</sup>	11,969	3,158	279%
Size of fleet at quarter end (freighter)	2	0	2

#### Full Year 2023 Operating Statistics

Teleport	Jan-Dec 2023	Jan-Dec 2022	Change
Tonnage (tonnes) <sup>11</sup>	198,848	105,572	88%
No. of Delivery ('000) <sup>12</sup>	29,868	7,973	275%
Size of fleet at quarter end (freighter)	2	0	2

## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Capital A Berhad's Aviation Services business

#### 4th Quarter 2023 Operating Statistics

Engineering	Oct-Dec 2023	Oct-Dec 2022	Change
No. of hangar line	7	5	2

Santan	Oct-Dec 2023	Oct-Dec 2022	Change
Inflight products <sup>13</sup>	5,243,857	3,929,384	33%
	Oct-Dec 2023	July-Sept 2023	Change
Frozen food <sup>14</sup>	194,040	770	25K+%
Restaurant and cafe <sup>15</sup>	404,160	295,582	37%

Ground Team Red	Oct-Dec 2023	Oct-Dec 2022	Change
Flights handled <sup>16</sup>	35,548	29,815	19%
Cargo handled (tonnes) <sup>17</sup>	29,806	14,525	105%

#### Full Year 2023 Operating Statistics

Engineering	Jan-Dec 2023	Jan-Dec 2022	Change
No. of hangar line	7	5	2

Santan	Jan-Dec 2023	Jan-Dec 2022	Change
Inflight products <sup>13</sup>	19,640,465	9,179,883	114%
	Jan-Dec 2023	Jan-Dec 2022	Change
Frozen food <sup>14</sup>	330,916	14,725	2,147%
Restaurant and cafe <sup>15</sup>	1,066,125	722,673	48%

Note: Frozen food segment started in November 2022

Ground Team Red	Jan-Dec 2023	Jan-Dec 2022	Change
Flights handled <sup>16</sup>	143,517	102,100	41%
Cargo handled (tonnes) <sup>17</sup>	86,448	53,138	63%

# Press release



## Preliminary Operating Statistics

For the 4<sup>th</sup> Quarter of 2023 and Full Financial Year 2023

### Move

- <sup>9)</sup> Number of unique users who visit a site within the month
- <sup>10)</sup> Number of users with an active card

### Logistics

- <sup>11)</sup> Cargo capacity sold and utilised
- <sup>12)</sup> Number of parcels sold and delivered

### Aviation Services

- <sup>13)</sup> Number of units sold for perishable and non-perishable food and beverages, duty free and merchandise products
- <sup>14)</sup> Number of units sold for frozen food
- <sup>15)</sup> Number of units sold for food and beverages
- <sup>16)</sup> Number of flights handled
- <sup>17)</sup> Cargo handling in tonnes

### **For further information please contact:**

#### **Investor Relations:**

**Joanna Ibrahim**

Email: [joannaibrahim@airasia.com](mailto:joannaibrahim@airasia.com)

#### **Communications:**

**Maryanna Kim**

Email: [maryannakim@airasia.com](mailto:maryannakim@airasia.com)

For further information on Capital A, please visit the Company's website: [capitala.com](http://capitala.com)

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