



**For Immediate Release**

## **HK Express Shines Bright in May The Low-fare Airline Hits Incredible 79.7% On-time Performance**

**Hong Kong, 8 June 2016** Following a strong spring season, HK Express experienced an impressive month of May. The Hong Kong low-fare airline achieved a superb 97.7% On-time Performance (OTP) for one day last month, setting a new record for 2016. The rest of the month saw spectacular performance as well, with HK Express maintaining an average 78.9% OTP in May, and a 79.7% average for the past 12 months, as monitored by independent flight statistics website Flightstats.com.

In addition to excellent OTP, HK Express also recorded notable growth in passenger numbers. With 230,147 Guests flying onboard its routes in May 2016, HK Express enjoyed a 40% increase when compared with May 2015. Over the past 12 months, the low-fare airline welcomed 2,619,954 Guests across its route network, which accounts for a 59% increase compared with the same period last year.

The airline's Guest complaint rate was just 0.10% in May — an impressive 42% decrease from the same month last year. There are many reasons for the positive feedback, thanks to a steady stream of new programmes, routes and innovations. One of the most popular new services is the “reward-U” loyalty programme, which HK Express launched in April this year. The unique programme eschews blackout dates and fare classes to ensure that loyal Guests reap rewards based solely on the money they spend.

Another exciting development is the introduction of new routes to Japan, including June and July flight launches to Ishigaki, Takamatsu and Kagoshima. HK Express is the only airline to offer direct routes between Hong Kong and Ishigaki, as well as Hong Kong and Takamatsu — hidden gems in pristine Okinawa and Kagawa Prefectures.

“May was an extraordinary month for HK Express and it bodes well for another outstanding summer,” said Andrew Cowen, Director and CEO of HK Express. “We are thrilled with the positive feedback regarding our reward-U programme, and we can hardly keep up with demand to Ishigaki and Takamatsu, where HK Express is the only airline to offer direct services between Hong Kong and the cities. We're so proud of our part in creating a more connected world, so that everyone can explore and enjoy these oft-undiscovered gems.”

**hkexpress.com**

	12 Months to 31/5/2016	Month of May 2016	Average OTP Year-to-date*
<b>Guests Flown</b>	2,619,954	230,147	-
<b>% Change vs Last Year</b>	59%	40%	-
<b>On-time Performance*</b>	79.7%	78.9%	78.5%
<b>Guest Complaint Rate**</b>	-	0.10%	-
<b>Guest Complaint Rate** % Change vs last year</b>	-	-42%	-

\*Departures <15 minutes of scheduled departure time from Hong Kong (industry standard measure of punctuality)

\*\*Guest Complaint Rate is calculated based on the number of complaint case per number of carried Guests.

*HK Express is an IATA Operational Safety Audit (IOSA) registered airline and therefore in compliance with IOSA standards. HK Express is committed to delivering operational safety to its Guests and crews.*

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### **About HK Express**

Independent flight statistic monitoring website flightstats.com has already recognized HK Express for its top On-Time-Performance (OTP) rate. The airline has become a leader in the Hong Kong aviation industry by concentrating on low fares, best-in-class on-time performance and safety while revolutionizing air travel throughout the Asia market. The airline also received a “7-star safety rating” – the highest ranking possible, as well as a recognition of one of the world’s 10 safest low-fare airlines from airlineratings.com, an independent, industry-respected research group. HK Express flies to 24 of the most popular destinations in Asia. Besides Yangon and Mandalay in Myanmar, and Ishigaki, Takamatsu and Kagoshima in Japan commencing in second half 2016, it is also expected to launch Luang Prabang in Laos, Guam and Saipan in 2016. With its fast growing fleet and enticing number of destinations, HK Express has flown 4 million Guests – a major achievement that attests to the popularity of the airline, supported by consistent Guest satisfaction scores of +93% and a complaint rate of < 0.1%.