



## Immediate Release

### **HK Express Grows 89% in 2015 The low-fare airline ends the year on a high note**

**15 January 2016** With another excellent year added to its arsenal, Hong Kong's low-fare airline HK Express has entered 2016 in an enviable position. The airline finished the year strong, with added growth in December 2015 and continued excellent on-time performance.

In its second full year as a low-fare airline, HK Express has flown 2,252,173 Guests aboard its aircraft with 229,898 Guests flying in December alone. By the end of 2015, the low-fare airline saw an 89% increase in the number of Guests flown when compared year-on-year with 2014.

Reflecting incredible dedication to Guest services, the low-fare airline's complaint rate also reduced by 89% in December, compared with the same month in 2014. The popular airline also received overwhelmingly positive feedback in its annual customer satisfaction survey. Guests praised several standout areas of service, such as affordable ticket fares, new routes and attractive promotional offers.

Guests were elated by the low-fare airline's consistent on-time performance (OTP). The OTP rate has remain at an impressive 79.3% year-to-date, as calculated by independent flight statistic monitoring website Flightstats.com.

"It's been a whirlwind ride the past two years but HK Express is aiming even higher in 2016, as we enter our third year as a low-fare carrier," said Andrew Cowen, CEO of HK Express. "In the new year, we will continue to set higher bars, new benchmarks and grow our services to make travel accessible and affordable for regional travellers."

The New Year is sure to bring more successes for Hong Kong's favorite low-fare airline. Beginning the year with two top awards, HK Express was named Asia's safest low-fare airline by independent site AirlineRankings.com, as well as 'Most Popular Airline' by popular travelogue DAYDOW Trip's Ranking of Life on the Road competition.

In the year to come, HK Express is getting ready to welcome a fleet of more efficient A320neo and A321 aircraft, as well as launch numerous new direct flights to exciting points in the Asia/Pacific area, including Guam, Saipan, Luang Pragang, Yangon and Mandalay.

	12 Months to 31/12/2015	Month of December 2015	Average OTP Year-to-date*
<b>Guests Flown:</b>	2,252,173	229,898	-
<b>% change vs last year</b>	89%	56%	-
<b>On-time Performance*</b>	79.3%	-	79.3%
<b>Guest Complaint Rate**</b>	--	0.04%	-
<b>Guest Complaint Rate** % change vs last year</b>	-	-89%	-

\*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.

For reservations or information, please visit [www.hkexpress.com](http://www.hkexpress.com), follow us on Facebook fan page: [www.facebook.com/HKExpress](http://www.facebook.com/HKExpress), SinaWeibo: [www.weibo.com/hkexpress](http://www.weibo.com/hkexpress); WeChat: HK Express; Twitter: HKExpress.jp or refer to our Instagram: @HK\_Express.

*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.*

### **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 20 of the most popular destinations in Asia, including the newly-launched routes to Hiroshima in Japan. Besides Yangon and Mandalay in Myanmar commencing in September 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 3 million Guests – a major achievement that attests to the popularity of the airline.