



Embassy
of the Republic of Poland
in Kuala Lumpur

Kuala Lumpur, 27 March 2020

Mr. Samer Allawi
AlJazeera Malaysia Representative
Suite 27-04, Level 27, GTower
199 Jalan Tun Razak,
50400 Kuala Lumpur

Dear Mr. Samer Allawi,

I would like to address flagrantly incorrect information published in an article by Mr. Ian Lloyd Neubauer on the Aljazeera.com website titled “*Coronavirus shutdowns leave travellers stuck in airport terminals*”: <https://www.aljazeera.com/news/2020/03/tourists-limbo-kuala-lumpur-airport-coronavirus-shutdown-200325103528530.html>, which contains erroneous information and puts the Embassy of the Republic of Poland in Kuala Lumpur in bad light.

The article is about a group of individuals who travelled from Malaysia to Thailand on AirAsia flight from KLIA2 Terminal, and who were not allowed to enter Thailand due to the new requirements by Thai Government and were turned back to KLIA2 Terminal in Kuala Lumpur.

These individuals, among them 4 Polish citizens, in accordance with the Movement Control Order (MCO) introduced by the Government of Malaysia, could not re-enter Malaysia and therefore could not transfer from KLIA2 to KLIA1 Terminal from where long-haul flights were departing to Europe. As a result, their situation became unclear and complicated.

The Embassy of the Republic of Poland in Kuala Lumpur, which was informed about the whole situation by its citizens via Facebook, took immediate action. Meantime, the article says the following: "Matysiak [one of the passengers] said the Polish embassy in Kuala Lumpur could not help so the members of her group bought new tickets to London. But they are worried they will not be allowed to fly to Poland when they arrive in the United Kingdom. "

Contrary to what the article says, I would like to kindly inform you that the Embassy of the Republic of Poland in Kuala Lumpur has taken numerous steps to help its citizens, which ultimately led to their safe return home:

1. The Embassy of the Republic of Poland in Kuala Lumpur was in constant contact with 4 Polish citizens who were stranded at the transit zone of the KLIA2 Airport. The Polish Consul held numerous phone conversations, informing them on the continuously changing situation and obtaining additional information about the possibility of them leaving Malaysia as soon as possible.

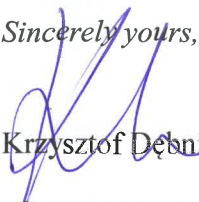
2. The Embassy had written a special letter to the Immigration Office at KLIA2 Airport, requesting an option of transferring its citizens to the KLIA1 Terminal in order to purchase tickets to Europe and depart from Malaysia, to which the Malaysian immigration authorities responded positively.
3. The Embassy had searched for and offered its citizens available flight options from Kuala Lumpur to Europe.
4. The Embassy contacted Malaysian Airlines to confirm (requirement of Malaysian immigration authorities) whether Malaysian Airlines will allow Polish citizens on board MH aircraft flying to London.
5. The Embassy had confirmed with our Diplomatic Mission in London and with Heathrow Airport that Polish citizens will be allowed to transit without problems via London (the British government had introduced new restricted movement rules) and continue their journey to Poland.
6. The Embassy had informed the four Polish citizens about the available options for returning to Poland with Polish Airlines PLL LOT from Heathrow Airport as part of the repatriation operation by the Polish government called "Flight Home" (#LotDoDomu).
7. In addition, at the request of a Russian citizen travelling with a child, also mentioned in the article, the Embassy of the Republic of Poland in Kuala Lumpur had informed the Embassy of the Russian Federation in Kuala Lumpur about their difficult situation of their citizens.

I would like to emphasize that the Polish tourists were very grateful for the actions taken by the Embassy of the Republic of Poland in Kuala Lumpur by sending us a note of thanks.

Therefore, in reference to the above, **I hereby peremptorily request for an immediate correction of the article and rectification of false information it contains, which is detrimental to the good name of the Embassy of the Republic of Poland in Kuala Lumpur and the actions taken by the Polish consular service.**

I would like to take this opportunity to state that at the current unprecedented situation caused by COVID-19 pandemic, all Polish diplomatic missions around the world are operating at full capacity to repatriate our citizens safely back to Poland. Moreover, the Polish government had announced a "Flight Home" action plan (#LotDoDomu), whereby together with Poland's national carrier Polish Airlines LOT, had organised special charter flights worldwide, thanks to which nearly 35,000 Polish tourists have safely returned home in the last 10 days. To achieve this, 250 special charter flights have been arranged to over 50 countries around the world.

Sincerely yours,



Krzysztof Dębicki

Ambassador of the Republic of Poland to Malaysia & Brunei Darussalam