

Melbourne, 22 October 2009

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Newsroom

# Jetstar statement regarding cabin crew attendant

Jetstar has completed its internal investigation of an official complaint recently made against a member of its cabin crew by a passenger in relation to communication made via a social networking site.

The incident followed a Jetstar Sunshine Coast-Melbourne service on 26 September 2009.

Jetstar has taken appropriate action in relation to this issue and the outcome remains private between the individual and the airline.

Jetstar has kept a line of communication with the family of the passenger through senior management over the period to the conclusion of its internal investigation.

It is inappropriate for the airline to provide further details of the findings of its internal investigation and now considers the matter closed.

Jetstar continues to pride itself in operating its fast growing low fare operations throughout Australasia and South East Asia that offers excellent customer service by our award winning cabin crew.

We continue to uphold our very high standards of customer care.

## About Jetstar

### About Jetstar Group

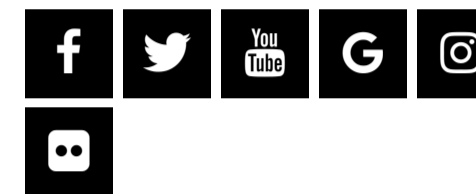
Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific's fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the "2022 World's Top 10 LCC" released by Airline Ratings.

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