

FACES

Media Fact Sheet

AirAsia is the first airline to introduce facial recognition technology, FACES, tailored to our digital travel and lifestyle platform in conjunction with our tech partner, Vision-Box.

FACES is now available for contactless boarding at Kuala Lumpur International Airport 2 (klia2) and the technology will soon be upgraded to include other services at the terminal including the now mandatory self check-in, self baggage drop, security check, and multiple other functions within the airasia Super App. Linked to AirAsia's identity management system, it also allows for secured payment verification of all online orders.

Enrollment is easy via the airasia Super App; using their passport, or MyKad for Malaysians, guests simply click on Account and FACES on the super app to begin. For first time FACES users, there will be a one-time verification at a designated counter at the airport, after which the guest's facial recognition biometric will be captured and stored in the airasia Super App. All guest details are securely stored in a centralised vault in accordance with regulatory requirements and industry standards.

Since the successful trials of FACES in 2018, numerous enhancements have been made to the system in line with the current and future travel requirements. FACES will also be integrated with Malaysia Airports' contactless and facial recognition systems for seamless enrolment, check-in, pre-security and boarding soon.

Initially rolled out for air travel, FACES will now make the airasia Super App the one stop shop that instantly identifies customers via instant facial recognition, to order and pay for the many travel and lifestyle offerings seamlessly on the one app.

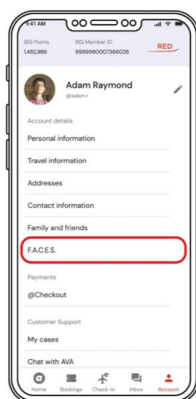
Download and install the airasia Super App from the [Apple App Store](#), [Google Play Store](#) or [Huawei AppGallery](#) now as it is the only all-in-one app that guests need for their journey - from flight to hotel bookings, checking in, through to boarding with the e-Boarding Pass, contactless boarding with FACES and inflight services onboard. Register for FACES today to take advantage of all the expanded offerings with instant verification to come.

How to access FACES on the airasia Super App



1

Open your airasia app.



2

Go to "FACES" under Account or tap the FACES banner.



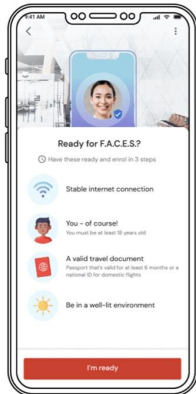
3

Tap "Get Started".

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How to enrol with your Passport or MyKad



1

Tap "I'm Ready".



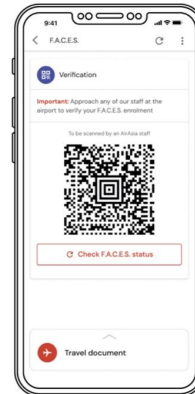
2

Take a selfie.



3

Scan your Passport or National ID and allow authentication to complete.



4

Generate your personalised QR code.

How to get verified at the airport



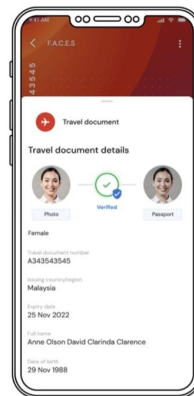
1

Present your personalised QR code along with your original Passport or National ID to the airport staff at the Service Desk.



2

Get verified.



3

You're set to travel with FACES.

Note: Each guest only needs a one-time verification for FACES.

Frequently Asked Questions

1. What is FACES?

FACES is a facial recognition system developed by AirAsia providing guests and millions of the super app users with not only a fully digital and contactless journey on AirAsia flights, but also enhanced convenience, security and safety for all their travels and lifestyle needs.

2. What is facial recognition?

Facial recognition is a form of biometric identification. AirAsia is using facial recognition technology as part of a digital identity system that uses cameras to identify individuals, reducing the need for guests to show physical travel documents for a truly contactless travel experience.

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3. Why is AirAsia introducing FACES?

Facial recognition technology allows us to make it more convenient for our millions of users to access our products and services securely, which will assist in our quest for continual improvement in all that we do and deliver a greater user experience.

4. What are the key benefits of FACES?

The proprietary FACES technology only requires a few seconds to identify guests and their flight details for a fully digital and secured boarding process, with self check-in coming soon. Guests who have a valid booking will be identified by their facial biometrics at the security and boarding gate with the airline's system, without having to present a physical boarding pass or personal identification.

With a simple scan of the face, the revolutionary system will soon unlock all the offerings available on the airasia Super App, including flights, hotels, ordering food, deliveries, ride hailing and so much more.

5. Where can I use FACES?

FACES is now available for contactless boarding at Kuala Lumpur International Airport 2 (klia2) and the technology will soon be upgraded to include other services at the terminal including the now mandatory self check-in, self baggage drop, security check, and multiple functions within the airasia Super App.

FACES will also make the airasia Super App the one stop shop that instantly identifies customers via instant facial recognition, to order and pay for the many travel and lifestyle offerings seamlessly on the one app.

6. How do I enrol for FACES?

Enrollment is easy via the airasia Super App; using their passport, or MyKad for Malaysians, guests simply click on Account and FACES on the super app to begin. For first time FACES users, there will be a one-time verification at a designated counter at the airport, after which the guest's facial recognition biometric will be captured and stored in the airasia Super App. All guest details are securely stored in a centralised vault in accordance with regulatory requirements and industry standards.

7. What if the enrollment process is unsuccessful?

Guests who are unable to enrol for FACES on the airasia Super App, can approach any of our friendly airport staff for assistance.

8. How do I enrol for FACES for my family?

Each guest must enrol for FACES separately using their respective airasia Super App. Once everyone is enrolled and verified, you may check-in in a group (under the same booking no/PNR) via the airasia Super App and pass by pre-security and boarding using FACES.

9. Are pregnant women allowed to use FACES?

Yes, please refer to Article 7.45 in our [Terms and Conditions of Carriage](#).

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10. Can FACES recognise twins that travel together?

Yes, twins can enrol separately and travel together using FACES.

11. How can I use FACES if my flight is booked by someone else or a third-party?

If your flight is booked by someone else or a third-party, please ensure that your name and details match with the document that you used to enrol for FACES. Just follow the simple steps explained in question 6 above.

12. How can I enrol for FACES if I do not have a smartphone?

If you do not have a smartphone, you can enrol for FACES at the airport. Please proceed to the Service Desk and request for FACES enrolment.

13. At the airport, if I don't enrol for FACES, how much is the counter check in fees?

There is minimum counter check in fees applicable as per the sector, for details please refer to our [Fee Table](#).

14. Under what circumstances will the fees be waived?

A waiver of Counter Check-In Fees is applicable as per the policy, please refer [here](#) for more details.

15. Can I update my travel document post-verification?

Yes, you can update your travel document post-verification. For example, if you have enrolled using an old passport, all you have to do is present your new passport to be verified again at the airport counter.

16. Can I use FACES without taking off my mask?

As the system uses facial biometric, you have to remove your mask and take off any hats, visors, or sunglasses.

17. How can I ensure my data is stored responsibly by AirAsia?

Your data is stored in compliance with the security measures prescribed under the Personal Data Protection Act 2010 of Malaysia, its regulation and standards. For our full privacy statement, please click [here](#).

18. Who is Vision-Box?

Vision-Box is a multinational company with a presence on 5 continents and over 6,000 digital identity solutions used by more than 700 million citizens. The company is a world leader in biometrics seamless travel, automated border management and electronic identity management solutions. Vision-Box's technology is present in more than 80 airports worldwide. Responsible for the most relevant advances in the use of biometrics, Vision-Box solutions streamline the passenger experience throughout their journey and improve the efficiency of public services to ensure safety, security and performance. Based in Portugal, the company has 12 offices around the world in countries that include the United Arab Emirates, United Kingdom, Australia, Japan, USA and India.