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MEDIA RELEASE

REX IS AUSTRALIA'S MOST RELIABLE AIRLINE – AGAIN

Rex has again been officially recognised as Australia's most punctual and reliable airline for the month of August, according to Federal Government data published today.

Figures from the Bureau of Infrastructure and Transport Research Economics (BITRE) show Rex had the best On Time Performance (OTP) and the lowest flight cancellation rate of any airline last month.

In August, 80% of Rex flights departed on time, more than 10% better than both Virgin (68.4%) and Jetstar (69.8%) with Qantas a distant second at 73.9%.

The gap was even more stark for cancellation rates. Qantas and Jetstar's cancellation rates were almost twice as much as Rex's while the Virgin Group's was almost three times as high.

"Besides being consistently Australia's most reliable airline, we are proud that during COVID we did not de-staff the call centre in a disingenuous attempt to discourage requests for refund," said Rex Deputy Chairman, the Hon John Sharp AM.

In fact, we did the opposite and created a special App so that passengers could be automatically refunded without having to contact the call centre. We even sent out 6 reminders to travel agents to ask them to initiate the refund process for passengers who booked directly through them. The end result is that we refunded every passenger who requested a COVID-related refund," Mr Sharp said.

"We are also proud of the fact that we did not sell tickets for phantom flights in a bid to enhance cash flow. We did not retrench a single staff member and every cent of JobKeeper subsidy has been distributed back to staff. We do not ever gouge our passengers even on routes where we are the sole operator and we do not squat on valuable airport slots by gaming the system."

"Australians are truly sick and tired of being treated with contempt by carriers that charge the earth for unreliable services and questionable business ethics and are now flocking to experience Rex's reliable and affordable services delivered with our trademark country hospitality and integrity."

Rex is Australia's largest independent regional and domestic airline operating a fleet of 58 Saab 340 and 8 Boeing 737-800NG aircraft to 57 destinations throughout all states in Australia. In addition to the airline Rex, the Rex Group comprises wholly owned subsidiaries Pel-Air Aviation (air freight, aeromedical and charter operator), the Australian Airline Pilot Academy with campuses in Wagga Wagga and Ballarat, and propeller maintenance organisation, Australian Aerospace Propeller Maintenance. Rex is also a 50% shareholder of National Jet Express (NJE), a premier Fly-In-Fly-Out (FIFO), charter and freight operator.

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