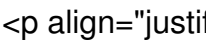


Complaints - Is it Fair To Impose A Convenient Fee For Credit Card Transaction ?

Written by Administrator

Monday, 07 December 2009 15:10 - Last Updated Thursday, 14 January 2010 04:57

A so called Convenience Fee is being charged by AirAsia for online credit card or Debit card payments and i don't understand what is the logic of charging Convenience Fee back to consumer if Airasia is making huge profit ? If refer to the explanation on the AirAsia website the **fee is meant to recover costs in implementing, upgrading and maintaining their online payment systems.** It subsidises but does not cover the full costs of the related systems but this doesn't mean that we as a consumer would need to absorb those cost. Airasia is promoting to purchase tickets online and they doesn't want people to call their call centre and queing up at the counter so that they are able to make more money. 1 more thing that i want to highlight is, you cannot find any cost for convenience fee in any page when you're making the booking and you can only see it on the payment section page which is the last page before we make payment and it is hidden down after the total fare which might include other extra charges for baggage and meal. AirAsia is claiming that this is legal and if so then it should reflect on the first page itself alongside with the fare and airport taxes and they don't have to hide the cost until the last page. AirAsia is just misleading consumers and i only realize after i made the payment. I was cheated by them.

Status : **Sent and waiting for the Ministry Of Transport & KPDNKK response**

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