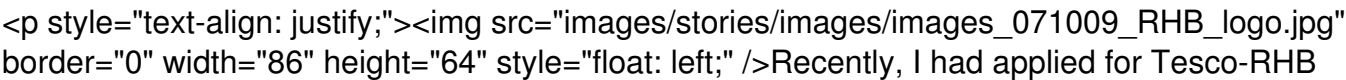


## Complaints - DISAPPOINTMENTS AGAINST RHB

Written by Administrator

Wednesday, 03 March 2010 06:53 - Last Updated Thursday, 11 March 2010 06:16

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 Recently, I had applied for Tesco-RHB credit card. The reason was, I was attracted to the promotion stating that there's 5% rebate and near Chinese New Year they even had more rebates which comes up to 8%. I've calculate the rebates will able to cover my gst of RM50, then I thought its worth it. Later when I received my RHB credit card statement the rebates was not exactly as they had advertise and I had to pay for the gst. This is really upsetting.. And at the same time OTHER BANK was also giving their customer rebates of 5%. I've called RHB customer service to complaint, they gave me a formula of calculation and its actually on 40% of the 5% rebate and told me that it is stated in their terms and condition. How could they do that? If this is the latest promotion given, isn't it right for them to put at least a small text telling us about it, moreover they are still using the banners at banks outlet to advertise about their credit cards. If I knew the promotion/rebates are not genuine, I must as well used OTHER BANK credit card which I had said earlier offering the same rebates and they are genuine as I had seen in my latest statement.