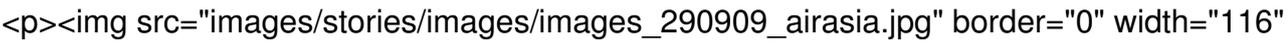


Complaint Against Airasia...

Written by Administrator

Saturday, 26 June 2010 06:15 - Last Updated Saturday, 26 June 2010 06:17

At about 8.30am on Tuesday, 11 May 2010, I telephoned AirAsia's customer service number to inquire whether there was a 20% discount for bank credit card holders on Air Asia's flights to London. ♦ The lady, confirmed that there was such a promotion and I replied that if there was, I would book a flight. ♦ She explained that when I clicked on ♦ 'Pay' ♦ when I booked online, I would be able to see the discount given.

I proceeded to book online but when I clicked 'Pay' at the end of the booking, no such discount was given. ♦ I checked with bank and found that the full amount was charged to my credit card account. ♦ I tried to call AirAsia customer service again twice but did not succeed in speaking to a customer service officer.

My husband then wrote a complaint to Air Asia. The booking period for the promotion is 10 - 16 May 2010 for travel from 11 May - 13 February 2011. We booked on 11 May, well within the booking period for travel from 9 September - 3 October 2010.

My booking no. is S9V9DE for 2 return tickets from Kuala Lumpur to London. This is very unfair practice by Air Asia and we feel very cheated. ♦ If not for the discount, I would not have booked the airtickets. I would like AirAsia to honour its promise to give us the discount. ♦ If it does not do so, then Air Asia should refund us our airfare of RM5,888.00 for the tickets. We would be grateful for your quick action on this complaint. ♦

NCCC Action :
The refund has been credited into the complainant Citibank credit card account successfully after NCCC bring this matter to the Air Asia attention.

NCCC Advise : From the above complaint we would understand that there is misrepresentation and misleading indication as to the price. Therefore in this kind of situation the consumer have the protection under Sec 12 of Consumer Protection Act 1999 (which gives right to consumer for misleading indication to price)

Deiviga Krishna
National Consumer Complaints Centre