

<p style="text-align: justify;"><span style="font-size: 10pt; font-family: arial, helvetica, sans-serif;">08 Jan 2023 8:00AM</span><br /><span style="font-size: 10pt; font-family:  
arial, helvetica, sans-serif;">JOHOR BARU ♦ The National Consumer Complaints Centre  
(NCCC) received 3,029 complaints against airliners from January 2020 to December 2021,  
according to its senior manager Baskaran Sithamparam.</span></p> <p style="text-align:  
justify;"><span style="font-size: 10pt; font-family: arial, helvetica, sans-serif;">The majority of  
the complaints, he pointed out, pertain to travellers facing obstacles in receiving refunds for  
cancelled flights.</span></p> <p style="text-align: justify;"><span style="font-size: 10pt;  
font-family: arial, helvetica, sans-serif;">During the height of the pandemic, Baskaran  
highlighted, travel restrictions saw travellers♦ flights cancelled, with some airlines operating in  
Malaysia offering vouchers instead of cash refunds.</span></p> <p style="text-align:  
justify;"><span style="font-size: 10pt; font-family: arial, helvetica, sans-serif;">♦What makes  
things worse is that these vouchers sometimes come with a time limit, whereby travellers must  
use them before the period ends.</span></p> <p style="text-align: justify;"><span  
style="font-size: 10pt; font-family: arial, helvetica, sans-serif;">♦Furthermore, for some  
consumers, vouchers were not a feasible solution given that they paid for flights using their  
credit cards, so in such situations, cash refunds would have been best,♦ Baskaran told The  
Vibes.</span></p> <p style="text-align: justify;"><span style="font-size: 10pt; font-family: arial,  
helvetica, sans-serif;">Najib Redzuan is an example of a customer who purchased a flight with  
a low-cost carrier in early 2020, which was cancelled due to the movement control order in  
place at the time.</span></p> <p style="text-align: justify;"><span style="font-size: 10pt;  
font-family: arial, helvetica, sans-serif;">Until today, despite spending over RM5,000 on flight  
tickets to Japan for a family vacation, he has yet to receive proper reimbursement.</span><br  
planning to fly to Japan sometime in March, and when our flights were cancelled, I was told by  
the airline that I would get a refund within a certain time period.</span></p> <p  
style="text-align: justify;"><span style="font-size: 10pt; font-family: arial, helvetica,  
sans-serif;">♦I waited a whole year until I came across the news that the airline would be  
pursuing a restructuring scheme, which would see customers like me receiving credits we could  
use to purchase another flight.</span></p> <p>♦However, when we decided to book flights  
when the borders reopened, the credits we were given could not be used,♦ Najib said when  
contacted.</p> <p>♦</p> <p style="text-align: justify;"><span style="font-size: 10pt;  
font-family: arial, helvetica, sans-serif;">In the middle of 2022, Najib said he took steps to  
escalate the matter to the Malaysian Aviation Commission (Mavcom) but was informed by the  
regulatory body that they received no response from the airline.</span></p> <p  
style="text-align: justify;"><span style="font-size: 10pt; font-family: arial, helvetica,  
sans-serif;">Meanwhile, Lee Kok Yew purchased tickets from Kuala Lumpur to Vietnam in  
December last year with the same budget airline, but saw his outgoing flight cancelled and  
rescheduled to another date.</span></p> <p style="text-align: justify;"><span style="font-size:  
10pt; font-family: arial, helvetica, sans-serif;">When demanding a refund, Lee was informed that  
he could only obtain a partial reimbursement, which he has still yet to receive.</span></p> <p  
style="text-align: justify;"><span style="font-size: 10pt; font-family: arial, helvetica,  
sans-serif;">♦I was frustrated with the situation and made a complaint to the NCCC, after which

the airline contacted me to inform me that they are looking into my grievance.

I understand now that my case is under the purview of Mavcom, but in the meantime, I will not book any more flights with that airline, Lee said. The Vibes

Source: <https://www.thevibes.com/articles/news/82208/over-3000-complaints-from-2021-2022-received-against-airlines-nccc>