

Complaint : Air Asia Ticket Price Change

Written by Administrator

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16 May 2008◆

I would like to voice my frustration towards Air Asia. As one of the Air Asia◆s loyal customer and always choose Air Asia as a method of travel, I felt betrayed, cheated and isolated by the action of Air Asia. Without further drama, let me brief what happened to me.

On 14 April 2008, I◆ve purchased tickets for 5 persons without realized that Air Asia will offer a tremendous promotion on 12 May 2008. Then, I call Air Asia to change the tickets as the promotion offer is cheaper that what I◆ve purchased before. I think any normal customer will react the same way that I did. My concern here is the attitude of your Customer Service Officer who treated me like a piece of rubbish and without a proper intonation. As the vision of Air Asia which wants to provide the best service to its customer I seriously think this matter should not happened.

On behalf of my part, I lost around 200 ringgit due to my ignorance to realize the upcoming promotion. As YOUR CUSTOMER, may I wish to convert the normal price to the promotion price. Well, even though its not possible but at least I have a decent feedback from Air Asia.

Director :This complaint◆ was sent to Air Asia for solution and below was the reply.

Dear Ms. Nur Haslinda,

We thank you for your continuous support towards AirAsia. We regret if our customer service officer◆s approach had come across impolite to you. All our customer service officers are repeatedly reminded to be courteous, attentive and professional to our guest. Please be assured that your feedback had been forwarded to the department concerned to be addressed.

With regards to your request on fare conversion, we are unable to convert the normal fares into promotion fares. Also, please be informed that AirAsia promotion fares vary based on demand and supply factor.

For AirAsia valued guests, we have created a newsletter on our upcoming promotions and happenings which is circulated via e-mail to guests who have registered in our official website. ◆We would like to understand if you have subscribed to our newsletter. If you are a subscriber, you will be receiving periodical newsletter that keeps you abreast with our new destinations and upcoming promotions.◆ Thus, you will have the privilege to plan your trips and draw on the promotion fares to your advantage.◆ This newsletter will be mailed to your e-mail address which you have provided while registering in our official website. Do keep us posted on your subscription status. We will be glad to add you to our newsletter subscriber list. ◆

Should you require further assistance, please revert and I◆ll be glad to assist.

Thanks and Regards,

Sumathi Guest SupportAirAsia Berhad

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