

Complaint Solved: AIRASIA VOUCHER-WHAT VOUCHER?

Written by Administrator

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REPLY FROM COMPLAINANT.COMPLAINT HAS BEEN SOLVED

I always had high regard on Airasia to provide a good service to us, until the recent event that happened to me. However, Airasia has restored as they replaced the no-value voucher with an e-voucher to be redeemed via internet. AirAsia is truly customer-oriented. Hope more company would emulate them.

Mr. Darshan Singh, I would like to thank you for your effort relaying the issue to Airasia, consequently settling the matter.

It's a good thing to find that there is a viable avenue in our country that really care and look into consumers interest. All we need is an awareness to safeguard it.

Keep it up; I believe we're moving to the right direction.

Thank you very very much..

COMPLAINT : AIRASIA VOUCHER-WHAT VOUCHER?

As sweetener to the promotion of its credit card, Air-Asia had given out RM 50 voucher to customers applying online. I am one of the lucky applicants.

On 22/4/08, I decided to redeem the voucher by booking a flight seat KL-Solo- Date: 23/5/08-Time: 0655. Via online booking, the total cost was approximately RM200. However, realizing that the voucher is only valid for over-the-counter (OTC) booking, I had to go to KL-Sentral AirAsia's counter. To my surprise, the staff there informed me that OTC booking would cost approximately RM 262, deducting the RM voucher it would cost RM 212, which was still higher than online booking. What a joke!!! I checked the online booking again to ensure the price difference, and it was confirmed.

The main question here is the voucher from AirAsia does not give any value to its customers.

I would like the relevant authority to study and investigate this issue as from the customers point of view, this is as if a hoax by AirAsia making the customers to believe that the voucher will provide a better value for a flight seat.

To AirAsia, I urge them to stop this nonsense.

Disgusted Customer