

## Complaint : Airasia Conduct & Poor Services

Written by Administrator

Friday, 11 September 2009 11:24 -

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**21 April 2008**

I feel very much disappointed with the Airasia service and feeling very much being CHEATED. Therefore I wish to bring up my or most Airasia customers grievances to you and wishing that through your kind service to fight for the rights and justice of all the poor consumers who has been vitimised.

On 12th September, 2007 I was enticed by Airasia on their web site on ticket selling. My wife and I purchased the Tawau JB tickets which is scheduled to travel on the coming 30th May, 2008 and returning on 4th of June, 2008. And I paid the total amount for RM519.96 charged to my VISA credit card.

In early February 2008, I noticed from the Airasia web site that the Tawau - JB sector for the period that I purchased were disappeared. I went to the Tawau Airasia office to inquire for the matter and they told me that they have no idea whether their company will resume the service on operation that sector by May 2008. I told them that I have my vacation planned earlier and they should compensate for what I had purchased should they not operating. And they advised me to write in to their guest support department for further queries so, I wrote them an email dated 14th February 2008. Fearing that they may deny for not receiving my mail I extended a cc copy to your service email with the attachment of my e-ticket purchased.

On 14th of April 2008, after waiting for 2 (two) months without receiving any reply from Airasia, I made a telephone call to KL customer care centre of Airasia on 14th April. And I asked them on what is the arrangement on my purchase? The officer told me no compensation but to refund the money or I should write in if I feel not satisfy. I was so mad to tell the officer that my letter sent exactly 2 months ago but they never give any reply. So, on the same day I followed up with a reminder using the same email letter. At last I got the reply on the 15th of April 2008 which had indicated a telephone contact number in the letter that I have to call up. I did and requested Airasia to compensate my purchased but they rejected.

I strongly feel that it is very unfair to us because when we are not traveling our ticket is 100% forfeited. And should we make any changes we will be penalized for certain amount of money. In this case Airasia had collected our money for more then 7 (seven) months, and they knew that they are not going to operated for the sector sold but they never write or call to inform us. And they hold our money, even we wrote in 2 months ago, they just simply ignore to reply. They purposely hold our money to turn around. And now they said they will refund our money through the credit card in one month time. I requested them over the phone to use the amount of money to purchase a new ticket, the officer (Encik JEVA KUMAR) said it is not permitted because it has to take a month to process for refund. I told them this is not our fault they should return the money instantly when they stop operating to fly the sector and furthermore I had written in 2 months ago.

I sincerely urged the authority concern or the ministry to look into this matter seriously and should take stern action against such company who committed an offence by cheating on selling in the web site. Furthermore the consumers' money that they collected is including the government tax. Should this practice go on freely without control then everybody can start doing business on the web site by collecting money from the general public with out any responsibility.

For your easy understanding, copy of my ticket and the reply are attached.

Thank you for your kind attention.

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style="text-align: justify" class="MsoNormal" align="justify">Sincerely,</p><p style="text-align: justify" class="MsoNormal" align="justify">complainant particulars withheld</p>