

Celcom Refund

Written by Administrator
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Hi Mr. Darshan,

First and foremost i would like to thanks you to actually read my email. The issue i wanna talk is about the refund of the Celcom 100 Days 100 Cars Contest which was held a month ago. it has become a phenomenon issue to us all. But, as human I can resist it and i participated in the contest. Unfortunately, I didn't win after spending about RM 6300.00 and as a good costumer i paid my bill because i don't want any service interruption on my line.

Today, i got a good news that Celcom is refunding the money back but in terms of crediting it to the phone account. In a way it is like i have deposited RM 6300.00 into my Celcom bill (RM -6300.00).

My issue is, I did called the customer service (which is a totally bad experience for me) and asked if there is any possibilities that i can refund the money in term of cash. Reason being is that, I paid the phone bill using my credit card and i was hoping to get back the cash so that i can pay the credit card and help me in reducing (or not having to pay) the bank interest on the card charges. I bet so many people out there who already paid up the bills are crying for this.

Is there any way that your side can assist us the customer to get a refund in term of cash? Your cooperation is highly appreciated and i'm looking forward to hear from you soon. Thank you very much and god bless you.

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