

Complaint : MyEzyVacation

Written by Administrator

Friday, 11 September 2009 10:08 -

I as the name and address above would like to request NCCC to investigate the above tour company which promises discounted tour packages.

Attached is the chronological event of what have happened to me with regards to this company. Your investigation in this case is highly appreciated.

Chronological Events

1-Mar-08:

I was approached at Carrefour Seberang Jaya Penang by a marketing agent of a company called My Ezy Vacation Services (M) Sdn Bhd, promoting a tour plan membership which promises discounted domestic and overseas tour packages. Upon signing up, according to the marketing agent, the company will provide 1-night free stay at any of their panel resorts in Malaysia. They also promised to send me brochures on tour packages available at their company and a supplementary card for my wife in a week time. According to them, I can also check the company website to book for the 1-night free domestic tour and check and book for oversea tour packages if I wish. I was so convinced on the conveniences provided and decided on the spot to sign up this membership. I paid RM150 cash and RM249 by credit card (total RM399) for this membership.

30-Mar-08:

After one month, I still have not received anything from the company and started to feel something is not right. I tried to go to the company's website (<http://www.myezyvacation.com.my/>) but unfortunately the website is not available.

31-Mar-08:

I called up the company the next day to enquire about the brochures and the website but the receptionist does not know anything about the promises given by the marketing agent. I also requested for oversea packages that are currently available but I was told that the person-in-charge was on medical leave and nobody can help me until the person-in-charge return to work. I didn't even want to continue asking about the free stay package considering the poor response from the receptionist.

I was so frustrated and disappointed with the service provided and wanted to know if other consumers were also facing the same problem and found out that there are a lot of people facing the same problem that I am facing.

I decided to get the refund from them. I immediately called UOB Credit Card Center to request for reverse charge. The officer told me to request refund from the company first before anything can be pursued at UOB side.

1-Apr-08:

I called the company and requested for refund. I was told by the receptionist that I need to send an official letter for the request. A letter was sent then by email on the same day.

I called FOMCA to ask for opinion. FOMCA told me to either log an e-complaint at NCCC website (<http://www.nccc.org.my/>) or call 03-78779000 for advice. I did not call NCCC yet because I wanted to wait for response from My Ezy Vacation before any further action to be taken.

I called back UOB to request for reverse charge but was advised to wait for My Ezy's response first before taking further action. If My Ezy refuses to refund, I can call back UOB later for further help.

2-Apr-08:

I called the company to follow up on the refund. According to the receptionist, they did not receive my email and ask me to resend. I resent my letter on the same day and have confirmed by call that the company had received my letter.

8-Apr-08:

I called the company again to follow up on the refund. The receptionist told me that the manager was out of office and told me to left my contact number so that they can contact me when the manager comes back to office in the

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afternoon. I waited until 4:00pm but did not receive any call back. I tried to call back again to the company but nobody pick up the phone and I was put to an answering machine for the subsequent calls.

9-Apr-08:

I tried to make calls again to the company the whole day but nobody picked up the phone, only the answering machine answered the calls. I made about 10 calls, at least.

The subsequent calls couldn't even get into the answering machine. The line seems like engaged or was cut.

I called back UOB to request for help. The customer service officer (Ann) told me to fax her the following for them to act further:

1. My letter to My Ezy Vacation
2. An official letter to UOB on the dispute payment
3. An official report I lodge to NCCC</p><p align="justify">I decided to lodge a report to NCCC.</p><p align="justify">Director NCCC:</p><p align="justify">NCCC has received many complaints from consumers on this company called MyEzyVacation scamming consumers. Consumers are advised to be carefull when approached by agents of this company and not to purchase any holiday packages from them. Currently NCCC is in the midst of organising a press conference on this issue and we will appreciate if any of you who have fallen prey to this company can come forward to assist.</p><p align="justify">16 April 2008
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