

Complaint : Go Holiday Bad Service

Written by Administrator

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I would like to lodge a complaint on Go Holiday terrible service that they provide to their customers. They are providing services and selling their products but their customer service is very bad. I have tried to book a package to Bandung several time on 5th March 08 using both of my credit cards but it prompts to me that the transaction was unsuccessful. In the end, my friend used her credit card for the purchase instead.

The next day i was shocked when i check my credit card statement via maybank2u that there was a transaction on 5th March 08 with the amount of RM 1733.00. I received no confirmation email on the transaction from Air Asia. i called Maybank and they asked me to check with Air Asia. I called Air Asia they asked me to call Go Holiday as according to them, for the travel package they have got nothing to do with it. So i tried to call Go Holiday office for hundreds time but no one pick up the call. Feeling frustrated, i drove all the way to Cyberjaya from my workplace in Kelana Jaya and i had a hard time looking for the office as there are no signage and people seems doesnt know that there is a Go Holiday office there.

I met Ms Thanam who informed me that there is a mistake, and it is true that M2U detected the transaction even though it mentioned on Air Asia online system that the transaction was unsuccessful. She took my credit card number and she said she will send an email to me on this issue. I got an email from her soon after and in the email she told that they will give instruction to Maybank to retract the transaction. But until today, the amount is still there and im paying the credit card interest for nothing. I have tried to email her a few times even calling but not reply. Please advice what i should do? Im pity other customers who has issue with Go Holiday. Just imagine, they dont asnwer calls, they dont reply emails, do they expect us to go all they way to Cyberjaya just for a 5 minutes explanation which is just talking but no actions?

I hope that anyone out there can help me to solve this issue. Thanks for the being the medium to fight for consumer's right.

Complainant

NCCC : Above complaint has been forwarded to the Ministry of Tourism (MOTOUR) for action. ♦ Please find message from NCCC to MOTOUR below.

Tuan,

Again the NCCC pleads that serious action is taken against this Go Holidays Company. What has happened to the complainant is completely unacceptable. Instead of addressing consumer greviance immediately, they are in turn given a run around. In this case it is not the fault of the customer at all but yet again shen is given the run around. Who is to compensate her for all her loss? Is this how Malaysian tour companies licensed by MOTOUR treat holiday makers?

Darshan Singh
Director-NCCC
3 April 2008