

## Complaint : Time Share- Leisure Holidays

Written by Administrator

Friday, 11 September 2009 10:13 -

---

Case happened on 24 Feb 08, Sunday @ 12.58pm

My wife and i went to the MAS Travel Fair at Persada, Johor. One of the employee~Jess from Leisure Holidays Bhd has taken her initiative to explain to us about their offer.

And very upfront inform us that if we are not satisfy with their offer, we do not need to accept and purchase their offer. Towards the end of the explanation, she ask us, does the offer looks interesting? We reply her, yes, but we would like to know the total cost incur before we make any decision.

Therefore, she has requested her manager comes in to explained to us the price for her recommended package. The offer is extremely expensive, which is RM16000 after discount. To us, we just a working level couples, how do we afford to pay Leisure Holidays Bhd such a huge amount! The manager ask, do we use Maybank Credit Card, because we can choose to have easy payment scheme if we have.

Then she requested both of us to present our IC and bank Credit Card, we thought that just for photocopying purposes, and therefore we just give to her. After a while, she give us back the IC and credit card. The manager just walk off and ask Jess continue to explain to us. We inform Jess, RM16000 is a huge amount for us, we need her to leave us alone for consideration.

She agreed and leave us for short while. After short discussion with my wife, we meet Jess again and informed her we do not want the offer at this moment, because this incur a big sum of money but we will meet her on 26 Feb 08 if we want the offer.

Jess fine with it but she want us to fill up personal detail form and presented the credit card transaction slip cost RM1600 which is 10% of the offer, she need us to sign. We refuse to sign, reason is we are not aware of our credit card has been transacted for this amount!

We even informed her we have not accept the offer yet and one important point is we yet to sign the Sales and Purchase agreement, how can Leisure Holidays Bhd just force us to sign the credit card transaction slip! Jess explained to us if we want to get back the money can, but we need to sign the sales and purchase agreement and also submit her a official letter saying that we would like to withdraw the offer! Then only will get back our RM1600 in 3 months time! This too much! We feel like we being cheated by Leisure Holidays Bhd! And therefore we need NCCCs advice. Once you review my complaint, please do not hesitate to give me a call, as we need your help.

**NCCC : Aduan ini telah dipanjangkan ke pihak Penguatkuasa KPDN dan berikut adalah jawapannya.**

Y.Bhg Dato'/Tuan,

Adalah saya dengan hormatnya diarah merujuk kepada perkara tersebut di atas.

2. Untuk makluman, pihak pengadu En.Teng Seng Hin bersama-sama pasangannya telah hadir ke pejabat ini sebentar tadi. Hasil perbincangan antara saya, pengadu dan pihak syarikat (yang dihubungi melalui telefon), pihak syarikat telah bersetuju untuk membayar semula wang sebanyak RM1600 ke dalam akaun pengadu sejurus selepas syarikat memperolehi nombor akaun bank pengadu.

3. Untuk itu, saya telah meminta pihak syarikat Leisure Holidays untuk menghubungi pengadu. Sejurus selepas itu, CEO Leisure Holidays sendiri menghubungi telefon bimbit pengadu untuk menyelesaikan kes ini. Selain daripada itu, hasil daripada perbincangan dan permintaan pengadu, satu perjumpaan antara pengadu dan syarikat akan diadakan di pejabat ini dengan dihadiri wakil media pada 4 Mac 2008 (Selasa).

Sekian, dimaklumkan. Terima kasih.

Saya yang menurut perintah,

NORHAYATI MOHD IDRIS  
Seksyen Hal Ehwal Pengguna  
Pejabat Perdagangan Dalam Negeri  
Dan Hal Ehwal Pengguna  
Negeri Johor.