

Complaint : Another Go-Holiday Air Asia Complaint

Written by Administrator

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Recently I booked a Go Holiday package via Airasia to Siem Reap. I made the booking in August 18th. Unfortunately, Airasia changed the time of flight from KL to Siem Reap. Hence, we have decided to cancel the package and get the refund back. We lodge the cancellation on 27th December 2007.

They informed us that we shall get our refund back after 30 days of working days. On the 27th of Jan, we gave an e-mail to them but they didn't give us any prompt reply. We tried to call them but the call was either dead or engaged, and for your information, no answering machine was set up to attend to the customer.

With my perseverance, finally I got to speak to a customer service there. They tried to put me away by telling me that the supervisor is not around and even give me 'fake' name which I found out when I ask for the same person the second time. On 29th January, I received an e-mail from Normah Rahmat (The supervisor) confirming the amount of my refund which is RM3244.32.

She promised me that I will get my refund as they have banked in to my account and also, she told me that she will check with the finance institute and give me a call back. Unfortunately, the refund did not happen and no call was received. For the past few days, I have tried to call Airasia and Go Holiday but the calls were either engaged or no one attend to it after 10 minutes putting me on hold. I think I'm not the only one suffer from this and hope that this will bring attention to you and other consumers. I also hope to get my money back as soon as possible as it's a big sum to me.

Thanks!

NCCC : Complaint has been forwarded to Ministry of Domestic Trade and Consumer Affairs and Ministry of Tourism for redress.