Dear Sir/Madam,

This is to lodge a complaint on the booking ref.CEAXXXXXX. I received a call from the driver to inform that he cannot make it on time to pick me up. His reason stated over the phone is he does not wish to come out of the airport empty!! I was forced to catch a normal taxi and rushed to KLIA.

As this is a PAID booking, I expected FULL refund and explanation ASAP.
Transaction Detail
Payment ID:&#65533; T017xxxxxx
Payment Date Time:&#65533; 15-12-2010 11:03:29 PM
Payment Amount:&#65533; MYR 65.50
Payment Type:&#65533; Credit Card
Product Description:&#65533; Limo Booking

Thank you for your attention.

Action

The management investigated and took a disciplinary action against the driver. They also apologized to the complainant on the bad service and gave a complimentary ticket for premier service amounting RM 65.50. Their Quality Control Department will always monitor all their staffs to ensure the same incident does not occur again.

NCCC Advice

According to Consumer Protection Act 1999, where services supplied to a consumer there shall be implied a guarantee that the services will be carried out with reasonable care. If the service did not provide as promised the consumer has the right to claim back the money.

National Consumer Complaints Centre (NCCC)