1st incident: My collegue and I were supposed to take the MAS flight from Penang-KL to attend the US visa application interview on 23rd Dec 2009 (10am). The flight was scheduled to be on 7.10pm (MH1137) but has been delayed to 9am wihout informing us in advance; thus making it impossible for us to reach our destination on time.

We have asked MAS to compensate for the loss incurred (US Visa fees) but there is not reply after re-directed 4 times by diffrent MAS personnels. 2nd incident: This happened during our flight from KL-Penang. Flight MH1133was scheduled for 4.10pm (5th Jan 2010) but it was delayed by 1.5hours.

Reason given by the attendant is that they are unable to find a pilot and would need to get a pilot on off day to drive from his home to KLIA to fly the plane. Overall: I find the MAS tend not to answer their hotline and directline.

I have tried calling them to lodge this report, but there is never anyone answring the phone. I have called the Penang town office wanting to report the flight delay, nsince no one answered I went down to the office personally.

I have used my handphone to test calling the directline number, the officer sitting there never picked up the phone. He confirmed that he is the person who owns the directline line (His name is Axxxxxx). HE has has been sitting there all the while but never bother to pick up the phone at all.

Frankly, I am very disappointed with the service offered by MAS; it's a shame to tagline MAS as Malaysian Hospitality. Malaysia Hospitality = Delays = Bad service.

Status : Matter has been attended immediately, brought to the attention of MAS and Ministry Of Transport for their view and action.

NCCC Comment: We hope Airline Industries will soon improve their services to facilitate their customers better and with more complaints we can suggest some guidelines to be implemented by the Ministry.

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