Below please find the content of my complaint through Air Asia website at about 4.18am, 21st Dec 2009. I tried to send an email complaint but the email address (MALAYSIA_SUPPORT@AIRASIA.COM) provided to me by the Air Asia staff did not seem to work well, the email bounced back to me after several tries. Prior to make this email complaint, I called in and followed up on 17th & 18th Dec 2009.
I also walked in complaint as well as lodged a police report at LCCT at the evening of 18th Dec 2009. I am only lodging a report here today is because I was prompted a message from Air Asia website that they will come back to me within 5 working days when I submitted my complaint through their e-form. Also, the officers told me when I walked in complaint on 18th Dec 2009 that they will come back to me in about 1 week time.

In fact, I called in yesterday (28th Dec 2009) and spoke to one of the staffs named, Manga and found out that so far nothing is done on this case. Please find below the content of my complaint through website as mentioned: Hi there, I am writing to you in regards to follow up on my complaint on stolen items from my "Checked-In" baggage. (Report ID: CBTKUL09A01466).

I called in to make on a complaint when I realized my 2 brand new perfumes (Issey Miyake - men & women) and 1 Nike pant worth around RM 780 were stolen when I first time opened my baggage at around 9am, 17th Dec 2009 after claimed my "Checked-In" baggage which was not on the conveyer belt but at the "LOST and FOUND" counter upon my arrival from Singapore on flight AK718.

Please note that I was not able to detact my perfumes and pant being stolen was because the lock of my baggage was totally in good condition. My first call was attended by Mr. Jinga and I made a follow up call the next morning on 18th Dec 2009 attended by Mr. Jinga as well. Unfortunately, he was not helpful enough on my complaint and he did not advise me that I should in fact proceed with walk in complaint. However, I purposely made a trip to LCCT from Bahau at around 5pm to make a walk in complaint and proceed with a police report on this.

I was eventually able to meet up and speak to your baggage officer Mr. Jinga and Mr. Rongo, the security officer at about 8pm. As a passenger of Air Asia, I feel unsecure flying with your brand and I had bad customer experience on this. I take this case seriously as this involve of my personal security flying with Air Asia and the image of your brand as well as your service.

I am very uncomfortable and disappointed of my baggage being opened and my personal belongings were been stolen from my locked baggage while the baggage was "Check-In" (when it was under full responsibilities of Air Asia), while it was not attached to me. Kindly investigate and advise solution on my stolen case, also on how are you going to prevent such a case will not happen again in the future as this could involve personal security, your brand and your image for someone flying with Air Asia into Malaysia.

Please bear in mind that Air Asia is not only representing your own brand, you carry the image of Malaysia as well. I look forward to hearing from you soonest possible as I will do my ways if required to. Thanks & Regards, XXXXX p/s: Please note that the flight delayed and reached LCCT at about 12.30 am, 17th Dec 2009.

Hi NCCC, Appreciate if you are able to help on my complaint for this case. In fact, this is a very bad culture that stolen cases happen for "checked-in" baggage and will eventually threaten the personal security of people traveling into our beloved country, Malaysia. Appreciate and thanks a million in advance.

Anggaran kerugian : RM 780

Status: Matter has been brought to the attention of the respondent and Enforcements.

NCCC Advise: We urged consumers to be more aware of their rights and to voice out their rights via proper channel whenever your rights were infringed. <p

align="justify"> </p>