Hi, my name is TAN and I am contactable at XXXXXXXXXX I am back to Malaysia.&#65533; I read some of the complaints at http://www.nccc.org.my/v2/index.php/aduan-pengguna/arkib-2009/137-airline-industries/1368-is-it-fair-to-impose-a-convenient-fee-for-credit-card-transaction- so I hope I can get help here as well.

I want to share my bad experience with AirAsia recently. On 19Nov2009, I have booked for the flights AlorSetar (AOR)-Kuala Lumpur (KUL) 1720-1810 then KUL-Singapore (SIN) 1950-2045 for 16Feb2010 for my husband who is a Singaporean. &#65533; We have previously booked on the same itineraries and everything is fine. But for the 16Feb2010 bookings, AirAsia has RETIME the AOR-KUL flight from 1720-1810 to 1925-2020 and sms was sent on 26Jan2010 18:37. As this has affected our original planning, I have decided to call AirAsia this morning (27Jan2010). I was asking if they can change the KUL-SIN flight to a later one so that my husband can catch the KUL-SIN flight but I was told that I need to pay around RM300 being the different in fares & fee to change the flight.

I am not willing to pay for that as it is not our initiative to change thus I asked for the refund since the change is not from me, but I was told that they cant refund.&#65533; AirAsia&#65533;s Singapore Call Centre's Supervisor Mr S said they can issue a Credit Note for the fare that I paid for AOR-KUL but the CN amount must be utilised within next 90 days! Seems like now we have no choice except for being forced to accept their arrangements which either a waste of time or a waste of money. We have booked earlier to enjoy the so-called "lower fare" and so that we can arrange our own timing. But now our plan has been affected yet Air Asia is not sincere in offering options to reduce the inconveniences that they had caused. I would like to find out, is there any way that I can get back the fare that I have paid for the affected flight even they stated there that no refund is allowed. But the fact now is they have changed the flight at my inconvenience, I would not book the flight at the new timing if I got to know before 19 Nov 2009.

Status: Matter has been highlighted to the officers and enforcement and we will always give our best effort.

Best Regards,

Ms. Matheevani Marathandan
Legal Executive/Complaint Handling Manager