I had came across your email from NCCC website. I am a Malaysian residing in UK and currently on a honeymoon trip with my husband in Malaysia. I had been extremely unhappy with the level of customer service provided by Berjaya Air. The incident had greatly affected both my husband and myself on this honeymoon trip. I have also included below, the correspondence I had with Berjaya Air in order to resolve this but they had been standing strong that the claims was not valid. &#65533; I hope you will be able to provide me with some assistance in order to sort this out. I had originally purchased 2 air tickets to travel from Singapore Seletar airport to Tioman island on 20 Feb and return on 24 Feb for our honeymoon trip. Before I had purchased the tickets, I realised there was a change of flight times and had made an effort to check with Berjaya Air reservation office before I made any further purchased. The original itinerary and correspondences with Berjaya Air staff had been attached.

To my surprise, when I arrived at Singapore Seletar airport on 20 Feb, there was no one around. I had been advised by the police officer that there wasn't any flights to Tioman on that day. The police officer then contacted Berjaya air representative in Singapore and re-arrangements had been made for both my husband and I to travel out on 21 Feb instead. I had booked 4 nights at Japamala resort but now, due to the mistake by Berjaya air, we have to forfeit a night at the resort and made re-arrangements. On 22 Feb, I contact Berjaya Air head office and had been in touch with a member of staff from Berjaya air, Mr M. He had requested me to send an email and any documents I had received from Berjaya Air, in order to enable him to investigate the matter further. He came back with a reply that an advice detailing the change of flight details had been sent to me on 27 August 2009 and the claims are not valid. I then look through my emails dated back to July 2009. The last correspondence I ever had received from Berjaya Air is the receipt itinerary that the flight had been confirmed on 20 February and payment had been made. I am very certain that Mr M would not have received any emails/replies from me confirming the change of flight had been acknowledged.

On 23 Feb, M replied me and mentioned that the airline has always strive towards excellent customer service and would always make their best efforts to contact their customer in regards to any changes. What Berjaya air had done was to just send a so-called email out that had never appeared in my inbox and assumed that the change had been accepted since there was no rejection reply received. He mentioned that customers who was un-contactable will be advised at the counter whilst check in but when I arrived on 20 Feb to check in, there was no one around. Berjaya air expects all their customers to check regarding flight timing at least 72 hours prior to departure but it was impossible for my case. I had been travelling around for couple of weeks prior to my flight and wouldn't expect to be constantly checking flight timing since I had the assurance from Berjaya Air that the flight is confirmed, even though there was already a change of flight times when I was booking it. It is too much if you expect all your customers to be constantly checking on your website for flight timings, just in case there is a sudden change of operational issues.

I am utterly disappointed that Berjaya Air had not made any efforts to make sure any changes of flight had been acknowledged in a professional way. This had caused great stress and inconvenience to both my husband and me.
Status : Matter has been brought forward to the view and attention of respondent and also Ministry. Advise : We urged consumers to keep all the records of following in the even a similar situation happens; 1. Name of the person that your good self are liaising with regards to your problem. 2. The promises/fault if possible in writing. 3. Every other records in chronological order. Believe us it will make things better for you.
Best Regards,

Ms. Matheevani Marathandan
Legal Executive/Complaint Handling Manager
