Dear Mr. Muhammad Shaani,

With reference to your letter - Ref : NCCC/09.09/koh8193 dated 9/9/09, I would like to sincerely thank you for the follow up and letters/calls forwarded to OnCard Malaysia Sdn Bhd and also the Bahagian Penguatkuasa Putrajaya. OnCard Malaysia has finally refunded the full amount of RM598 to me on the 10/12/09.

I am pleased that NCCC has not taken my complaint lightly and putting action towards this case in a short time frame. &#65533;

My warmest best wishes to NCCC for your good works to the consumers!

Thank you very much.

Best Regards,
Pat Sim
 <hr width="100%" size="2" /> Complaint

I thank you for the action you took to contact OnCard & also Putrajaya home affair department about my complaint to OnCard Malaysia Sdn Bhd.OnCard Malaysia from Singapore contacted me & promised to give me back the complimentary 3D2N hotel stay in Mahkota Hotel, Malacca. Told me to return the old voucher & will replace a new one for me, with extension of just another 1 month. I did sent back to the Malaysia office. However, until today (think has been 2 months already) I get no reply and compensation of vouchers. Last month a putrajaya officer did call me once to ask if I wanted them to take action by investigating this case, I told them to wait for a while as at that time I had just agreed and just mailed back the expired voucher. I should have told them to proceed with their investigation. Last week I called up Putrajaya again but they refused to handle this case coz it is not in their scope of work. What should I do now? I feel cheated once again by the promises of OnCard.

Regards,
Tan Pat Sim

Your Ref : NCCC/09.09/koh8193 (dated 9/9/09)