Dear NCCC,

 Thank you so much for assisting me in obtaining my refund from MAS.
 I&#65533;ve just received my cheque for the RM600.
 I could not have done it without NCCC.

 Regards
 Lee &#65533; <hr /> Actual Case Dear NCCC, Recently, my wife (a Vietnamese) booked 4 tickets to Hanoi for my family via the online system.&#65533; As a foreigner, she was confused as the website only have first and last name fields for entering (she was confused as there were no fields to enter &#65533;middle&#65533; name(s).&#65533; Nonetheless, she proceeded by entering our family last and first names exactly as stated in our passports and hoped to rectify the shortcomings over telephone and /or email. &#65533; To our surprise, when confirming with the MAS authorities, we are required to pay RM150 for each ticket (total RM600) in order to enter our middle names.&#65533; I can understand if the penalty fee is charged because a mistake was done but I cannot understand why we must pay to enter our middle names.

On 12 February 2010, I went to MAS ticketing office at KL Sentral to seek a solution.&#65533; Unsatisfied with their explanation, I demanded a full refund (hoping to make the trip via another airline) but was told by the supervisor-in-charged that it was impossible to seek full refunds.&#65533; So I asked whether I could board the flight on the following day but was also denied.&#65533; Seems that the only solutions was to pay the penalty or forfeit the entire tickets.

Still unsatisfied with their options, I requested the supervisor-in-charged to contact their Management, after waiting for more then 2 hours in the ticketing office (which was also where I&#65533;ve discovered your article as stated above), I received a written reply from MAS Business Support Centre denying my request to enter my family&#65533;s middle names.

As far as attempting to conduct fraud over the internet facility, my wife has entered all our passport numbers accurately in the system.&#65533; Even most banking internet facilities in Malaysia allow reversal of &#65533;error&#65533; transactions involving dollars and sens.&#65533;

Perhaps MAS should develop an online system which is user friendly to foreigners. &#65533;