Dear Ms Vani,

I would just like to extend my thanks to you and the NCCC organisation with my issue with MAS. It was almost impossible to get MAS to respond accordingly for something so simple. Your swift actions to rectify and protect consumer rights in Malaysia is greatly commendable.&#65533; I'm not only pleased that NCCC has helped with so many Malaysian consumers with their plight with errant businesses but the fact the system actually works! I must say that it is a huge relief for us consumers that NCCC exists. Once again, thank you very much for your assistance and please know you are all appreciated.

NGW