


## Complaints - Airasia Refund problem

Written by Administrator

Tuesday, 29 September 2009 17:25 -

---

 On 4 & 5 July 2009, I didn't board to the two-way plane i booked on 7 June 2009. On the Airasia FAQ webpage, it clearly states as follows:

How do I request for airport tax refund for the flight that I have missed?

Answer : In line with industry practice, AirAsia X will refund Airport Tax only when contacted by the guest. Guest can send an email to [AirportTaxRefund@airasia.com](mailto:AirportTaxRefund@airasia.com) to request for a refund. You will receive an acknowledgment within 15 working days. All Airport Tax refunds shall be subject to a Processing Fee specified in our Fee Schedule. The mode of refund will depend on the Guest's original mode of payment when the seat was purchased. Refund can only be given to the person(s) named in the booking and not to a third party. That will depend on how you paid for the seat.

Therefore, on 5 July 2009, I've sent an email to [AirportTaxRefund@airasia.com](mailto:AirportTaxRefund@airasia.com) as instructed, but no acknowledgement or reply in any form was received. An online webpage to check the refund status also displayed as "No record found" Thus, in 27 July 2009, I made a call to the Airasia Enquiry hotline, a staff told me that he found no record of my request, then he promised he had already helped me to file my request at the end of the tele-conversation, and he even told me the amount that I can be refunded is around RM200. However, after over a month of waiting, in September 2009, i went online to check my refund status, the webpage still display "No record found".

After that, in early September, I've seek for assistance over the online Live Help. The staff again told me that he/she couldn't find any request of my refund. Therefore, the staff has again filed the airport tax refund request for me. However, until today, 28 September 2009, the refund status in the webpage still display as "No record found" Please note that the website to check the refund status requires a login ID, under "Manage my booking" on the bottom left tab. My PNR/Booking no. is JDECBR. I hope this matter can be settled as soon as possible, as well as ensuring this matter doesn't happen on other customers.

**NCCC Advise:**

We understand that this kind of matter happens to us at times, we regret but we would like to advise to consumer's to be alert if let's say there is some technical difficulties or web error then immediately call the respective parties for immediate action.

E-mail to them, if no reply complaint/e-mail to us we will assist and guide you.

If you do't prefer to make calls if possible get to their office straight/write them a letter.

If you can't don't worry we will liaise with them on your behalf.

Ms. Matheevani Marathandan  
Legal Executive  
Pusat Khidmat Aduan Pengguna Nasional  
National Consumer Complaints Centre (NCCC)  
E-mail: [vani@nccc.org.my](mailto:vani@nccc.org.my)