

Complaints - Air Asia Flight Changes

Written by Administrator

Wednesday, 30 September 2009 17:39 -

<div align="justify"> I purchased a ticket from Air Asia to fly out to Melbourne on 30/9/09. I tried to make changes to the itinerary on 27/9/09, more that 48hours before the flight. I made the payment or RM280.80 via CIMB clicks. I could not make the chnages and now they have refused to allow changes. </div><div align="justify">◆</div><div align="justify">The flight is this afternoon. I have made repeated calls to the Customer Service since 28/9/09 and no one has helped me although they have promised to do so. My total loss amounts to RM2499.00.</div><div align="justify">◆</div><div align="justify"> I would like them to refund the full sum.
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NCCC's Advice:Firstly the complainant has to call the air line and make the arrangement for the changes if they refused or dragged the case for some then the complainant is adviced to make official complaint to us.</div>