

Aduan : Charged for card not activated.

Written by Administrator

Monday, 14 September 2009 10:53 -

I have applied for a Hong Leong Bank Visa Gold card sometime mid 2007 which i have received but never activated. Nevertheless, the bank forwarded me a bill of RM190.38 (to date) for their card of which i was told FOC.

Disgruntled, i called their customer service centre sometime September 07 and told them to cancel my card. I was told to fill up a form of which they promised to fax to me. After waiting a few days for the fax which never surfaced, I have decided to write them a letter of cancellation myself and have the letter and the destroyed card sent by hand to them. They have acknowledged receipt of the sent items on 19/9/07.

However, the problem is not fixed as the bank keeps harrassing me by sending me a statement every month with the accumulated charges for a card I never used and cancelled.

I hope that you can help me stop the bank's harrassment and have them cancel amount owing. I am also unhappy how the credit card sales people make it so easy to apply for a card but so much red tape to cancel thereafter.

Thank You.
Complainants Particulars Withheld
26 December 2007