

Vietjet Air  
CEO Office – Vietnam.  
09. 11. 2021

**Attn:**

Mrs. Nguyen Thi Phuong Thao  
Mr. Thang Stephane

**Subject: Passengers Experience VJ 5967 on 06th Nov 2021 at 19:00 (Bangkok – Hanoi)**

Dear Sir / Madam,

It is with complete dissatisfaction I write this letter after having experienced my worst family flight experience in life after having served hospitality industry and travelled across the world over the past 15 years.

My name is Lilukshan De Silva, Cluster Director of Revenue, Accor Group – SEA and my wife Mrs. Truc Tran De Silva, related to a reputed corporate bank in Vietnam decided to write this email for the attention of Vietjet Air CEO and Executive Board to share what we witnessed and experienced during our family travel to Hanoi via above mentioned flight on Saturday 06th Nov 2021.

My wife, Mrs. Truc Tran De Silva and infant (02 years) Ms. Minh Vy Telia De Silva along with mother in law Mrs. Hoa Thi Dinh arrived to the Bangkok Suvarnabhumi Airport - Vietjet Air counter "H" for check in at 16:00Hrs (Flight Ticket attached). When flight itinerary presented, we were informed that our flight tickets were unable to track in the system and the staff needed time to investigate internally.

After waiting for an hour 17:00Hrs, I decided to speak to the agent at the check in counter and was informed that they are unable to contact the Vietjet Air – Vietnam office to verify the reserved tickets. Meanwhile there were total 9 passengers + 2 infant booked on the same flight were missing similarly their reserved seats thought they all had the Vietjet Air issued travel itinerary (Attached the Flight Tickets).

During the entire time only 1 VJ staff - Ms. Suittinee Bootsriphoomi was on the phone without providing any response to any of the passengers and when asked the status of the tickets, blamed that these tickets were booked and issued by the Travel Agent and Vietjet Air will not be responsible for any missing flight ticket.

After contacting Thu Hien Travel Agent, we were informed that Vietjet Air – Vietnam Ticketing office has made an error reserving the specific group (9 adults + 2 infants) to (Bangkok – Tokyo) and currently they are working with the airline to get this corrected (Zalo Group Conversation Attached).

I requested to speak to the Supervisor – Mr. Pramote Insamong and the response was "We have only 1 computer that can access flight itinerary" and VJ staff - Ms. Suittinee is trying to find the solution and you have to wait till she's able to receive the updated flight itinerary in her system. These two team members were extremely rude and unprofessional responding to all passengers who requested help and neither of them apologized a single person who had paid

and held a valid flight ticket from Vietjet Air for all the hassle and delay caused by the ticketing error. I am unable to explain how disturbing these conversations occurred with the above VJ staff while carrying an infant and how irresponsible with their response to each passenger.

At 17:30Hrs; As the passengers got heated up not knowing if they would be able to check in, VJ staff called airport security officers (07 in total) to control the group and I decided not to continue the conversation as I understood where they will lead this up to. My priority was getting my family board the flight safely and not to have a conflict with such poor individuals regardless of their authority at that specific venue.

After two hours at the counter 18:00Hrs; we were informed that the flight tickets were corrected by Vietjet airline – Vietnam and we will be able to check in. With limited time left to pass the immigration and to provide a meal for the baby, I visited the check in counter and asked to prioritize the check in and the agent H17 – Mr. Pachara Parboon asked “Do you wanna go?” threatening and asked to show the birth certificate of my baby to verify her passport and my response was “Yes, I do have a ticket” and showed the birth certificate that we carried.

I personally feel disgusting even while typing this entire interaction with the Vietjet Air Staff and will never travel in Vietjet Air nor recommend to anyone that I know or related to unless there's no other airline to travel regardless of its cost. Please note that the purpose of this email is NOT to expect any kind of apology nor compensation but purely to request for an investigation and take disciplinary action against all 3 above mentioned unethical staffs and take this incident as a lesson “How NOT to treat your passengers” for other Vietjet Air staffs.

I further request Vietjet Air to contact the remaining 9 passengers (Shared Group Itinerary) who faced the same incident and request their feedback and inconvenience caused by the VJ staffs. After passing my family to the immigration; I decided to visit the Vietjet Counter and requested the above staff names to make an official complaint. However I had no interest sharing this with the general customer complaint email address because this needs to be heard by the senior leadership to take corrective measures.

I would like to thank Mr. Thang Stephane for allowing me to get connected via LinkedIn and share his official email when requested to address this complete incident. Based on my wife's feedback after landing in Hanoi, entire flight crew has been professional and caring throughout the flight which I believe the standard of Vietjet Air.

As we are coming close to an end of a pandemic which caused the Tourism & Airline industries at its worst fall, every passenger / guest matters and any responsible human being / company will value and be grateful for what they receive as a support of these industries. I honestly hope this email will reach the Vietjet Air CEO and her leadership team and will take corrective measures on above individuals to justify the entire 9 adults + 2 infants who suffered trauma during the whole period.

Yours Sincerely,



Lilukshan De Silva

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