

## I felt cheated, so where is the consumer's right.

Posted by Disturb013 - 2011/09/29 17:43

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Hi

I hope someone out there could help me on this issues. I notice there is a write up about the Top 3 Credit card during GSS. And Citibank got this promotion which spend 1k and get 100 credit back if purchased made by end June 2011.

This is what had happened to me. I need to make a purchase and so happened to find the brochure in my mailbox, I was happy to see that since i am going to spend the amount of money so why not charge it to the card where i will get 100 credit back. I read front at back and the fine lines so to make sure i am entitle to it(I don't remember reading anything like only for addressee only). But little that i know that i will never get the credit and i am very dissapointed and feel cheated now.

Things goes when i called citibank to ask when will i get the credit as i saw from the brochure. TO cut the story short, they said i was never on their clientale list. Said only for those who has received the mail. They just brushed me off said that someone might have drop the card in my mailbox.. that promotion was never meant for me.

I asked them the purpose of having this promotion which the customer service said is to encourage people to spend. Well, they encouraged me to spend and charged it to their card but i get nothing. They even want me to look for the particular promotion to as prove somehow.. I tried to reason out to them that i received so many promotion broucher and i couldn't just keep everything. I never expected that i need to keep the brouchure to get the credit back.

My question to all, what can we do as a consumer when such dispute arise. I feel like I have been bully because we are not clear about our rights. I called CASE but they refer me to another organisation(not fedric) which told me that they couldnt help much because there is not guiding rule for bank's marketing method.

Please advice.

Disturb

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