

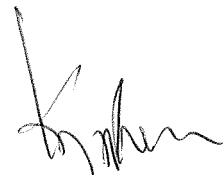
《謝偉俊義助細 Agent 抵抗國泰》

Same Day Void (即日取消機票) 為不少同行添煩添亂，令我們細 Agent 工作量及壓力大增，客戶埋怨多多，資金週轉愈趨困難之際，CX 更落井下石，在無有效通知情況下，以取消機票訂位比率過高為由，向我們細 Agent 「開刀」，迫我們繳付取消訂位費，由幾千至幾萬元，並要脅若不乖乖付款，將取消我們登入訂位資格。

幸而，我找到謝偉俊幫忙，憑著他豐富法律知識及經驗，給予我專業意見，使我有足夠信心與 CX 據理力爭，終於在今年五月，CX 就此事件與我們細 Agent 達成雙贏協議，撤銷不合理收費。

謝偉俊「法律超人」形象深入民心，來自他法律知識豐富，今次事件，謝偉俊再次發揮抱打不平精神，為細 Agent 取回公道，實不愧為「旅遊超人」。

在此，讓我再次向謝偉俊致謝！



Kitty Chan

Care Link Enterprises Co Ltd
(2008 年 8 月 14 日)

Translation

TSE WAI CHUN PAUL VOLUNTEERED HELP TO THE SMALL TRAVEL AGENTS TO RESIST CATHAY PACIFIC

“Same Day Void” has been causing hassles and confusions to travel industry colleagues, adding a lot of work and pressure to us as small travel agents. Complaints from customers keep pouring in and cash flow problem is more severe. To make matters worse and without prior effective notice, CX claimed that the rate of our booking cancellations was too high and compelled us as small agents to pay cancellation charges ranging from several thousands to tens of thousands dollars. CX further threatened to revoke permission for us to log in and make bookings for air tickets if we do not duly pay up.

Fortunately, I managed to obtain support from Mr. Tse Wai Chun Paul who has vast legal knowledge and experience and gave me legal advice so that I could have sufficient confidence to fight for our benefits with CX. Eventually, in May this year, we as small agents reached a win-win agreement for settlement with CX who waived their charges.

Mr. Tse Wai Chun Paul, well known to all as the “Legal Superman”, with his legal expertise, once again lent a helping hand to reverse the injustice done to the small travel agents. He is a real “Tourism Superman”.

Let me take this opportunity to thank you once again, Mr. Tse.

[Signed]
Kitty Chan
Care Link Enterprises Co Ltd
(14th August 2008)