



Muddassar Ahmed <mudassar2k121@gmail.com>

Welcome to Future Life Travel and Tourism LLC

59 messages

Future Life <info@futurelifetravel.com>

Sat, Apr 26, 2025 at 5:35 PM

To: "mudassar2k121@gmail.com" <mudassar2k121@gmail.com>

Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do.

We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours.

So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala, snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you.

And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

After completing the No of days given in a year, members can avail next No of days only in the next year. (One year calculation will be from the date of joining).

UAE holidays can be done with 2 Weeks prior notifications.

Booking Cancellation is accepted until 7 days prior to the travel and check in date.

Number of days can be taken as per the package without any obligation in a year.

We now offer a Split Week option to our members:

Previously, if members holidayed in a particular destination for only 4 nights, they were still required to deposit their full week (6 nights) to make their holiday, thereby forfeiting 3 precious nights. To offer more flexibility, "Future life" has introduced the Split Week option to optimize the package benefits.

Split Weeks: Future life offers the ability to holiday for 2 Nights in one destination and 4 nights in another 2 Destinations (Minimum of 2 nights in one Destination) this allows members to take vacations in 3 different destinations consecutively or at any other time more convenient to them.

Upgrade facilities:

As a Future life member, even if you own a smaller unit you can take a holiday in a larger one than the one you own.

For example, if you own a Studio unit, which sleeps 2 adults & 2 Children, you can exchange for a holiday anywhere in the world in a One Bedroom unit, which sleeps 4 adults, just by paying a Nominal upgrade fee. Alternatively, if you own a Studio but want a Two Bedroom unit, which sleeps 6 adults, you can still avail yourself of this unit just by paying an upgrade fee.

Through a network of offices in the Middle East, Australia, New Zealand, United Kingdom, India, China, Thailand, South Africa and the USA, and strategic alliances with our Trading Partners, Future life is able to offer you a diverse range of destination resorts in a huge number of countries around the world.

We try to match availability with the demand for the weeks being requested for exchange. We have well over, 30000 clients worldwide who avail the services.

So why don't you spread the good news and tell your fellow holiday property and holiday vacation owners about our service. The more members we have, the greater the choice of Incentives & Special Gifts for you.

To give you the very best service possible, from time to time we would like to inform you of other products that we believe you might enjoy. In order for us to keep in contact with each other should you change your email address, or any other personal details, please make sure that you let us know, so that we can adjust our records.

Some helpful hints:

Family & Friends can also use your Holiday week to take a very inexpensive holiday. In these cases, for your security, you will need to make the booking on their behalf. All they pay is our low exchange fee, with NO guest certificate charges! As always, your guests are subject to the rules of the host property they visit, so please think twice before making a booking for anyone on whom you cannot rely. As the Member you are ultimately responsible for your guests and how they treat the property.

Check in dates. Please remember that check-in days vary from resort to resort and therefore the check- in at your destination resort. So do confirm this before you leave home!

When you arrive at your destination resort:

You will notice that standards of upkeep and amenities vary from resort to resort and, whilst we try to ensure that a minimum standard is upheld at all participating resorts, Future life cannot be responsible for any failure on the part of an individual resort to maintain its standards.

Most resorts request that you leave a Refundable deposit payment or credit card guarantee upon arrival and it is a condition of entry into your booked accommodation that you make such a deposit.

Some resorts make charges for certain utilities and amenities, and certain countries charge an occupancy tax on accommodation. Do check the "Alert Notes" section on the resort profile.

When you finish your holiday:

Your comment cards are an essential element in Future life monitoring of the standards of its participating resorts so please help us by always submitting your comments on every resort you visit. For further information:

Published on our website is the Future life Reservations Cancellation Policy, Privacy Policy & Terms. We ask that you read these conditions thoroughly, as by transacting with Future life, you agree to abide by these Terms & Conditions.

You are of course welcome to contact your local Future life office at any time when you need some help or if you prefer to have some of that good old fashioned personal attention. We are very pleased to make your life easier by arranging the rest of your holiday bookings on your behalf (flights, Hotels, transfers etc.) – why not leave all the hassle to us? We look forward to helping you with your holiday vacations and receiving your feedback about our service and the resort.

Sincere Regards,



Customer Relations
Manager - Care Team
Customer care | Future life Travels

044525671 | 0581192330 - 0581052330
info@futurelifetravel.com
www.futurelifetravel.com
206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

f t in @

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Mon, May 12, 2025 at 2:52 PM

Dear Future Life Team,
I hope this email finds you well.

With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Mon, May 12, 2025 at 3:21 PM

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Customer Relations
Manager - Care Team
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044525671 | 0581192330 - 0581052330
info@futurelifetravel.com
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206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

f t in @

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Fri, May 23, 2025 at 7:09 PM

Dear Future life,
Hope this email finds well.
With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.
Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210
[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Fri, May 23, 2025 at 7:29 PM

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,
Future Life



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Mon, May 26, 2025 at 7:10 PM

Dear Future life,
With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210
[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Mon, May 26, 2025 at 9:50 PM

Dear Mr. Ahmed,

9/29/25, 1:13 PM

Gmail - Welcome to Future Life Travel and Tourism LLC

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Tue, May 27, 2025 at 12:28 PM

Dear Future life,
With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Tue, May 27, 2025 at 2:03 PM

Dear Muddassar,
Kindly find below the Lulu voucher for your reference.



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Fri, Jun 20, 2025 at 12:55 PM

Dear FutureLife,
Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>

To: Muddassar Ahmed <mudassar2k121@gmail.com>

Fri, Jun 20, 2025 at 1:57 PM

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>

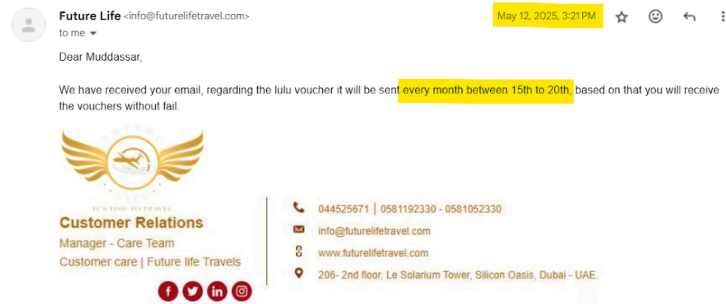
To: Future Life <info@futurelifetravel.com>

Tue, Jul 1, 2025 at 1:05 AM

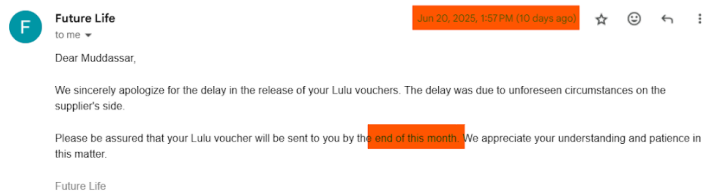
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025.

As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210
[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Tue, Jul 1, 2025 at 7:01 PM

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life

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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
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[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Wed, Jul 9, 2025 at 8:49 PM

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within one week from the date of your message. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. Your promises have been violated multiple times, and each delay further undermines trust in your service.

It is imperative that the Future Life management takes this matter seriously and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as basic as a monthly voucher must be treated with priority and professionalism.

I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

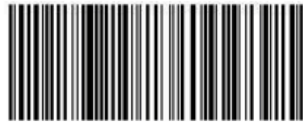
Thu, Jul 10, 2025 at 6:09 PM

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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 📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
 To: Future Life <info@futurelifetravel.com>

Fri, Jul 25, 2025 at 7:15 PM

Dear Futurelife,
 Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
 To: Muddassar Ahmed <mudassar2k121@gmail.com>

Sat, Jul 26, 2025 at 11:44 AM

Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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 ✉ info@futurelifetravel.com
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 📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
 To: Future Life <info@futurelifetravel.com>

Sun, Aug 3, 2025 at 7:11 AM

Dear Futurelife,
 With reference of trail mail **REMINDER**

9/29/25, 1:13 PM

Gmail - Welcome to Future Life Travel and Tourism LLC

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210
[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Mon, Aug 4, 2025 at 11:47 PM

2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210
[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Tue, Aug 5, 2025 at 9:03 AM

Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Wed, Aug 6, 2025 at 9:10 PM

3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Thu, Aug 7, 2025 at 11:40 AM

4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210
[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Thu, Aug 7, 2025 at 2:46 PM

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Thu, Aug 7, 2025 at 10:56 PM

Dear Future Life,
I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Fri, Aug 8, 2025 at 12:45 PM

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Tue, Aug 12, 2025 at 7:46 PM

Dear Futurelife,
You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received. Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.** If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust. I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Wed, Aug 13, 2025 at 6:50 PM

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



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Manager - Care Team

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044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
 To: Future Life <info@futurelifetravel.com>

Wed, Aug 27, 2025 at 7:33 PM

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
 To: Muddassar Ahmed <mudassar2k121@gmail.com>

Thu, Aug 28, 2025 at 11:13 AM

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life

**Customer Relations**

Manager - Care Team

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[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Sun, Aug 31, 2025 at 4:15 PM

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Sun, Aug 31, 2025 at 6:50 PM

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.

**Customer Relations**

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330
✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Thu, Sep 4, 2025 at 1:51 PM

9th Reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,

9/29/25, 1:13 PM

Gmail - Welcome to Future Life Travel and Tourism LLC

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>

Thu, Sep 4, 2025 at 6:51 PM

To: Muddassar Ahmed <mudassar2k121@gmail.com>

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.



[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>

Thu, Sep 4, 2025 at 8:50 PM

To: Future Life <info@futurelifetravel.com>

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>

Fri, Sep 5, 2025 at 6:30 PM

To: Muddassar Ahmed <mudassar2k121@gmail.com>

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>

Fri, Sep 5, 2025 at 9:36 PM

To: Future Life <info@futurelifetravel.com>

Dear Futurelife,

I am writing to formally request the [return of my money](#), as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. [Please confirm the expected timeline for releasing my refund.](#)

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>

Sat, Sep 6, 2025 at 6:56 PM

To: Muddassar Ahmed <mudassar2k121@gmail.com>

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,

Future Life



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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Sun, Sep 7, 2025 at 12:31 PM

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED
IBAN Number : AE850240003523226743001
Account Number : 003523226743001
Bank Name
Dubai Islamic Bank
Mobile No. +971509264102
Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Tue, Sep 9, 2025 at 7:18 AM

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, I **require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>

Tue, Sep 9, 2025 at 11:37 AM

To: Muddassar Ahmed <mudassar2k121@gmail.com>

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card

Card

It's an eGift Card

LuLu Hypermarket



AED 100

Valid until Sep 09, 2026



18001110031769268511950945

We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life

**Customer Relations**

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Tue, Sep 9, 2025 at 2:08 PM

Dear FutureLife,
Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Tue, Sep 9, 2025 at 6:50 PM

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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✉ info@futurelifetravel.com

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[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>

Tue, Sep 9, 2025 at 7:36 PM

To: Future Life <info@futurelifetravel.com>

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost.** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

[Quoted text hidden]

Future Life <info@futurelifetravel.com>

Wed, Sep 10, 2025 at 6:53 PM

To: Muddassar Ahmed <mudassar2k121@gmail.com>

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,

Future Life



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On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that you have lost your last chance. I cannot trust you at any cost, and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, I remind you that you must process the refund without delay. I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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info@futurelifetravel.com



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On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card

It's an eGift Card

LuLu Hypermarket



AED 100

Valid until Sep 09, 2026



18001110031769268511950945

We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses.

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life



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info@futurelifetravel.com



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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.



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info@futurelifetravel.com



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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



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🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



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🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



Customer Relations

Manager - Care Team

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



LET'S TIME TO TRAVEL

Customer Relations

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info@futurelifetravel.com



www.futurelifetravel.com



206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within one week from the date of your message. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. Your promises have been violated multiple times, and each delay further undermines trust in your service.

It is imperative that the Future Life management takes this matter seriously and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as basic as a monthly voucher must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025.
As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Future Life <info@futurelifetravel.com>
to me ▾

May 12, 2025, 3:21 PM ☆ ☺ ↶ ⋮

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th based on that you will receive the vouchers without fail.



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



Future Life
to me ▾

Jun 20, 2025, 1:57 PM (10 days ago) ☆ ☺ ↶ ⋮

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays.
We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward.
Please consider this a final reminder to fulfill your obligations.
We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side. Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.



Customer Relations

Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



Customer Relations

Manager - Care Team

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🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
 I hope this email finds you well.
 With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th.
 However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do.

We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours.

So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala, snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though

the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you. And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

After completing the No of days given in a year, members can avail next No of days only in the next year. (One year calculation will be from the date of joining).

UAE holidays can be done with 2 Weeks prior notifications.

Booking Cancellation is accepted until 7 days prior to the travel and check in date.

Number of days can be taken as per the package without any obligation in a year.

We now offer a Split Week option to our members:

Previously, if members holidayed in a particular destination for only 4 nights, they were still required to deposit their full week (6 nights) to make their holiday, thereby forfeiting 3 precious nights. To offer more flexibility, “Future life” has introduced the Split Week option to optimize the package benefits.

Split Weeks: Future life offers the ability to holiday for 2 Nights in one destination and 4 nights in another 2 Destinations (Minimum of 2 nights in one Destination) this allows members to take vacations in 3 different destinations consecutively or at any other time more convenient to them.

Upgrade facilities:

As a Future life member, even if you own a smaller unit you can take a holiday in a larger one than the one you own.

For example, if you own a Studio unit, which sleeps 2 adults & 2 Children, you can exchange for a holiday anywhere in the world in a One Bedroom unit, which sleeps 4 adults, just by paying a Nominal upgrade fee. Alternatively, if you own a Studio but want a Two Bedroom unit, which sleeps 6 adults, you can still avail yourself of this unit just by paying an upgrade fee.

Through a network of offices in the Middle East, Australia, New Zealand, United Kingdom, India, China, Thailand, South Africa and the USA, and strategic alliances with our Trading Partners, Future life is able to offer you a diverse range of destination resorts in a huge number of countries around the world.

We try to match availability with the demand for the weeks being requested for exchange. We have well over, 30000 clients worldwide who avail the services.

So why don't you spread the good news and tell your fellow holiday property and holiday vacation owners about our service. The more members we have, the greater the choice of Incentives & Special Gifts for you.

To give you the very best service possible, from time to time we would like to inform you of other products that we believe you might enjoy. In order for us to keep in contact with each other should you change your email address, or any other personal details, please make sure that you let us know, so that we can adjust our records.

Some helpful hints:

Family & Friends can also use your Holiday week to take a very inexpensive holiday. In these cases, for your security, you will need to make the booking on their behalf. All they pay is our low exchange fee, with NO guest certificate charges! As always, your guests are subject to the rules of the host property they visit, so please think twice before making a booking for anyone on whom you cannot rely. As the Member you are ultimately responsible for your guests and how they treat the property.

Check in dates. Please remember that check-in days vary from resort to resort and therefore the check- in at your destination resort. So do confirm this before you leave home!

When you arrive at your destination resort:

You will notice that standards of upkeep and amenities vary from resort to resort and, whilst we try to ensure that a minimum standard is upheld at all participating resorts, Future life cannot be responsible for any failure on the part of an individual resort to maintain its standards.

Most resorts request that you leave a Refundable deposit payment or credit card guarantee upon arrival and it is a condition of entry into your booked accommodation that you make such a deposit.

Some resorts make charges for certain utilities and amenities, and certain countries charge an occupancy tax on accommodation. Do check the "Alert Notes" section on the resort profile.

When you finish your holiday:

Your comment cards are an essential element in Future life monitoring of the standards of its participating resorts so please help us by always submitting your comments on every resort you visit.
For further information:

Published on our website is the Future life Reservations Cancellation Policy, Privacy Policy & Terms. We ask that you read these conditions thoroughly, as by transacting with Future life, you agree to abide by these Terms & Conditions.

You are of course welcome to contact your local Future life office at any time when you need some help or if you prefer to have some of that good old fashioned personal attention. We are very pleased to make your life easier by arranging the rest of your holiday bookings on your behalf (flights, Hotels, transfers etc.) – why not leave all the hassle to us? We look forward to helping you with your holiday vacations and receiving your feedback about our service and the resort.

Sincere Regards,



Customer Relations

Manager - Care Team

Customer care | Future life Travels



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Wed, Sep 10, 2025 at 8:52 PM

Dear Future Life,
I would like to clarify the following regarding your recent email:

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Please confirm if the above terms and conditions are acceptable to Future Life so that I may request leave from my company accordingly.

I would also like to emphasize that all violations and the resulting loss of trust lie solely with Future Life. At no point was I initially willing to cancel the agreement; however, given the present circumstances, continuation is no longer possible. Therefore, I am demanding a full refund of **AED 15,000** without any further delay.

For clarity, the policy started on 25 April 2025, and from that date until now, only three vouchers have been released, none of which were provided on time. Furthermore, despite your request to be given a final chance to honor your commitment by 06 September 2025, this was also not fulfilled.

Kindly provide confirmation of the exact date and time of the refund transaction.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



Customer Relations

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost.** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



044525671 | 0581192330 - 0581052330
info@futurelifetravel.com
www.futurelifetravel.com
206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330



info@futurelifetravel.com



www.futurelifetravel.com



206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

**Customer Relations**

Manager - Care Team

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



IT'S TIME TO TRAVEL

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f t in i

On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



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Customer Relations

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info@futurelifetravel.com

www.futurelifetravel.com

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f t in i

On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



IT'S TIME TO TRAVEL
Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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Customer Relations

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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



Customer Relations

Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life

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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within one week from the date of your message. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. Your promises have been violated multiple times, and each delay further undermines trust in your service.

It is imperative that the Future Life management takes this matter seriously and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as basic as a monthly voucher must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



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May 12, 2025, 3:21 PM

044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



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Jun 20, 2025, 1:57 PM (10 days ago)

044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.



Customer Relations

Manager - Care Team

Customer care | Future life Travels



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info@futurelifetravel.com

www.futurelifetravel.com

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On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



Customer Relations

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info@futurelifetravel.com

www.futurelifetravel.com

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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,

I hope this email finds you well.

With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
 M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do.

We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours.

So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala, snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though

the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you. And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

After completing the No of days given in a year, members can avail next No of days only in the next year. (One year calculation will be from the date of joining).

UAE holidays can be done with 2 Weeks prior notifications.

Booking Cancellation is accepted until 7 days prior to the travel and check in date.

Number of days can be taken as per the package without any obligation in a year.

We now offer a Split Week option to our members:

Previously, if members holidayed in a particular destination for only 4 nights, they were still required to deposit their full week (6 nights) to make their holiday, thereby forfeiting 3 precious nights. To offer more flexibility, “Future life” has introduced the Split Week option to optimize the package benefits.

Split Weeks: Future life offers the ability to holiday for 2 Nights in one destination and 4 nights in another 2 Destinations (Minimum of 2 nights in one Destination) this allows members to take vacations in 3 different destinations consecutively or at any other time more convenient to them.

Upgrade facilities:

As a Future life member, even if you own a smaller unit you can take a holiday in a larger one than the one you own.

For example, if you own a Studio unit, which sleeps 2 adults & 2 Children, you can exchange for a holiday anywhere in the world in a One Bedroom unit, which sleeps 4 adults, just by paying a Nominal upgrade fee. Alternatively, if you own a Studio but want a Two Bedroom unit, which sleeps 6 adults, you can still avail yourself of this unit just by paying an upgrade fee.

Through a network of offices in the Middle East, Australia, New Zealand, United Kingdom, India, China, Thailand, South Africa and the USA, and strategic alliances with our Trading Partners, Future life is able to offer you a diverse range of destination resorts in a huge number of countries around the world.

We try to match availability with the demand for the weeks being requested for exchange. We have well over, 30000 clients worldwide who avail the services.

So why don't you spread the good news and tell your fellow holiday property and holiday vacation owners about our service. The more members we have, the greater the choice of Incentives & Special Gifts for you.

To give you the very best service possible, from time to time we would like to inform you of other products that we believe you might enjoy. In order for us to keep in contact with each other should you change your email address, or any other personal details, please make sure that you let us know, so that we can adjust our records.

Some helpful hints:

Family & Friends can also use your Holiday week to take a very inexpensive holiday. In these cases, for your security, you will need to make the booking on their behalf. All they pay is our low exchange fee, with NO guest certificate charges! As always, your guests are subject to the rules of the host property they visit, so please think twice before making a booking for anyone on whom you cannot rely. As the Member you are ultimately responsible for your guests and how they treat the property.

Check in dates. Please remember that check-in days vary from resort to resort and therefore the check-in at your destination resort. So do confirm this before you leave home!

When you arrive at your destination resort:

You will notice that standards of upkeep and amenities vary from resort to resort and, whilst we try to ensure that a minimum standard is upheld at all participating resorts, Future life cannot be responsible for any failure on the part of an individual resort to maintain its standards.

Most resorts request that you leave a Refundable deposit payment or credit card guarantee upon arrival and it is a condition of entry into your booked accommodation that you make such a deposit.

Some resorts make charges for certain utilities and amenities, and certain countries charge an occupancy tax on accommodation. Do check the "Alert Notes" section on the resort profile.

When you finish your holiday:

Your comment cards are an essential element in Future life monitoring of the standards of its participating resorts so please help us by always submitting your comments on every resort you visit.
For further information:

Published on our website is the Future life Reservations Cancellation Policy, Privacy Policy & Terms. We ask that you read these conditions thoroughly, as by transacting with Future life, you agree to abide by these Terms & Conditions.

You are of course welcome to contact your local Future life office at any time when you need some help or if you prefer to have some of that good old fashioned personal attention. We are very pleased to make your life easier by arranging the rest of your holiday bookings on your behalf (flights, Hotels, transfers etc.) – why not leave all the hassle to us? We look forward to helping you with your holiday vacations and receiving your feedback about our service and the resort.

Sincere Regards,



IT'S TIME TO TRAVEL
Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330
✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Thu, Sep 11, 2025 at 6:49 PM

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

[Quoted text hidden]

[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Fri, Sep 12, 2025 at 8:18 AM

Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously renegeing on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to

your repeated failures. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of AED 15,000, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end. In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,

Future Life

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,

Future Life



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 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost.** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
 Future Life



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On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life

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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, I **require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

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info@futurelifetravel.com



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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



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On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



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On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



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On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers. At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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info@futurelifetravel.com

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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within one week from the date of your message. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. Your promises have been violated multiple times, and each delay further undermines trust in your service.

It is imperative that the Future Life management takes this matter seriously, and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as basic as a monthly voucher must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



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info@futurelifetravel.com

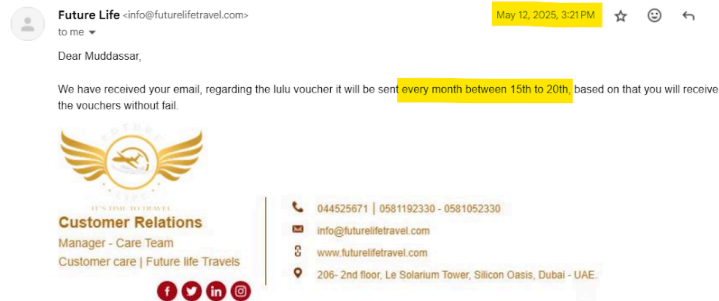
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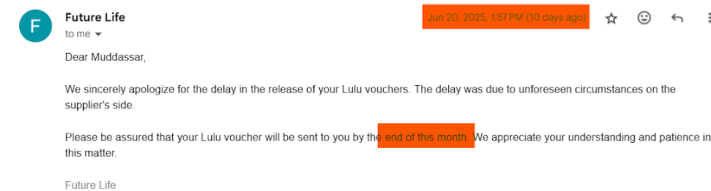
On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays.

We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward.

Please consider this a final reminder to fulfill your obligations.

We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.



Customer Relations

Manager - Care Team

Customer care | Future life Travels

044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

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On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Customer Relations

Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

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On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,

I hope this email finds you well.

With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
 M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do.

We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours.

So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala , snow bowling in Georgia, a splash on Maldives beach or a

trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you.

And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Fri, Sep 12, 2025 at 1:46 PM

Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously renegeing on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost.** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



Customer Relations

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info@futurelifetravel.com

www.futurelifetravel.com

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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay.** Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the [return of my money](#), as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. [Please confirm the expected timeline for releasing my refund.](#)

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team
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info@futurelifetravel.com

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.



IT'S TIME TO TRAVEL

Customer Relations

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info@futurelifetravel.com

www.futurelifetravel.com

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f t in i

On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



☎ 044525671 | 0581192330 - 0581052330
✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



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✉ info@futurelifetravel.com

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

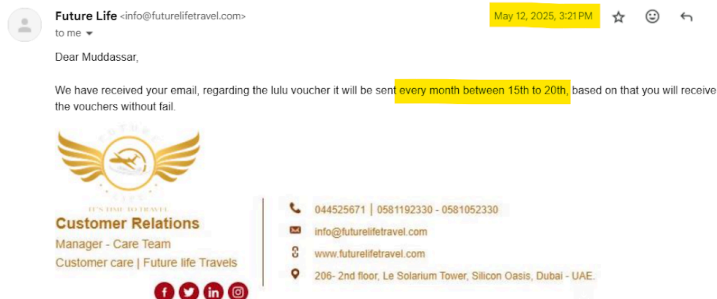
Thanks & Regards,
Future Life



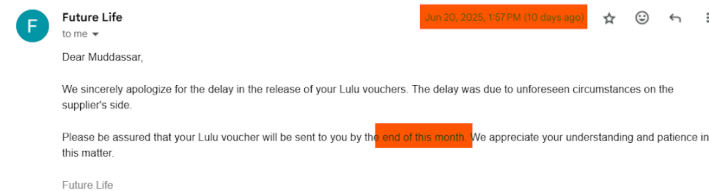
On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.

It's an
eGift Card

AED 100



18001110011779033278491487

Valid until May 27, 2026



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,
Future Life



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www.futurelifetravel.com

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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,

I hope this email finds you well.

With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do.

We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours.

So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala , snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you.

And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Fri, Sep 12, 2025 at 6:48 PM

Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



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Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that you have lost your last chance. I cannot trust you at any cost, and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, I remind you that you must process the refund without delay. I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



Customer Relations

Manager - Care Team

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

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On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life

**Customer Relations**

Manager - Care Team

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info@futurelifetravel.com



www.futurelifetravel.com



206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay.** Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



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www.futurelifetravel.com



206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the [return of my money](#), as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. [Please confirm the expected timeline for releasing my refund](#).

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



Customer Relations

Manager - Care Team

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On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.

**Customer Relations**

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life

**Customer Relations**

Manager - Care Team

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



IT'S TIME TO TRAVEL
Customer Relations
Manager - Care Team
Customer care | Future life Travels



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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Customer Relations

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✉ info@futurelifetravel.com

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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within one week from the date of your message. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. Your promises have been violated multiple times, and each delay further undermines trust in your service.

It is imperative that the Future Life management takes this matter seriously and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as basic as a monthly voucher must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,

Future Life



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Customer Relations

Manager - Care Team

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



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☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.

It's an
eGift Card

AED 100



18001110011779033278491487

Valid until May 27, 2026



Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

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☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



Customer Relations

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
I hope this email finds you well.
With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active. Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do. We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours. So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala , snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you.

And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Fri, Sep 12, 2025 at 8:03 PM

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice**,

shifting it to between the 15th and 20th of each month. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service. I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously renegeing on its promises.** I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further. With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end. In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay. Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost**, and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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info@futurelifetravel.com
www.futurelifetravel.com
206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



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Manager - Care Team

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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life



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🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.



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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



Customer Relations

Manager - Care Team

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.

**Customer Relations**

Manager - Care Team

Customer care | Future life Travels



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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life

**Customer Relations**

Manager - Care Team

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within one week from the date of your message. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. Your promises have been violated multiple times, and each delay further undermines trust in your service.

It is imperative that the Future Life management takes this matter seriously and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as basic as a monthly voucher must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



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Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Future Life <info@futurelifetravel.com>
to me ▾

May 12, 2025, 3:21 PM



Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th based on that you will receive the vouchers without fail.



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



Future Life
to me ▾

Jun 25, 2025, 1:57 PM (10 days ago)



Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.

It's an
eGift Card

AED 100



18001110011779033278491487

Valid until May 27, 2026



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

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☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
I hope this email finds you well.
With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.
Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do.
We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours.
So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala , snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you.

And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Sat, Sep 13, 2025 at 8:09 PM

Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

Customer care | Future life Travels



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



IT'S TIME TO TRAVEL

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On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

As you have already requested for the cancellation and refund, a meeting was arranged in our office with the concerned person Mr Sarah on Saturday, without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



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🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost**, and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, I **require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

**Customer Relations**

Manager - Care Team

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



Customer Relations

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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received. Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



Customer Relations

Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

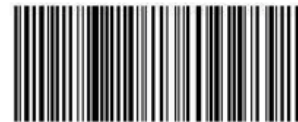
Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.

Future Life <info@futurelifetravel.com>
to me
Dear Muddassar,
We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.

F **Future Life**
to me
Dear Muddassar,
We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.
Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.
Future Life

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,
Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.

It's an
eGift Card

AED 100



18001110011779033278491487

Valid until May 27, 2026



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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✉ info@futurelifetravel.com

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On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,
Future Life



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✉ info@futurelifetravel.com

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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.
Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
I hope this email finds you well.
With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active. Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays. Your family will love our services as others do. We continually explore ways of making the process of confirming your Holiday vacations as easy as possible. It's all about delivering a more convenient and flexible service whilst remaining the best value for money in the holiday vacation industry worldwide.

The special feature of your subscription is that you get a fabulous variety of destinations, both within India as well as abroad. We help you achieve this by swapping your ownership for the holiday period with many others of your kind who earnestly wish to share their time with yours. So whenever you feel you want to have a change of scene from your regular spot, we throw open the floodgates to a plethora of options to choose. Future life, the UAE's best holiday company, is proud to have you on its rolls. With us, you will enjoy a vast selection of best-in-class resorts throughout the world at a low-priced fare.

An overnight stay on the backwaters of Kerala , snow bowling in Georgia, a splash on Maldives beach or a trip through the wonders of Europe – taking a ski trek on the Alps, a yacht ride down on the Riviera, or a ride though the cool mountain breeze of the Himalayas! The elder members may love to combine their holiday with a spiritual purpose, the younger ones could plan their honeymoon and even those wishing special medical attention could tie it up with a rejuvenating holiday - all just for the asking. We manage the whole sojourn for you.

And the price at which all these come to you makes you feel it's a real steal. Because we believe that the best part of your holiday is ultimately in the bottom line. Every trip makes you feel rejuvenated not only in your body and spirit, but in your pocket as well.

We would love to assist you on anything that you need – whether working out a long-term plan, or tying upon specific destinations or info on facilities available in each location. Please feel free to contact me on any requirement.

Knowing your unique tastes, we have strong together the best of holiday possibilities we could imagine at holiday. Trekking, beach camping, rock climbing off course the choice is limitless, do whatever suits you. The environment is designed to bring out your adventurousness. We suggest you make the most out of it.

Package details:	
Client Name:	MUDDASSAR AHMED
Mobile Number:	0509264102 , 0556802171
Package Name:	FLTT- GOLD
Agreement No:	FLTT- DXB - 7242
Type of Occupancy :	2 A + 3 K
Days Given:	42 Days
Airtickets Benefits :	30 Tickets
Yearly Tickets:	10 Tickets
Package Amount:	AED 15000/-
Paid Amount:	AED 15000/-
Balance to pay:	NIL

Now you are eligible to enjoy your holidays with your family at our own affiliated resorts by paying your smile nothing extra. You can use our tie up resorts also anywhere in India/International/UAE by paying applicable tax fees as on time of requirement of your holidays.

Call us now to plan your first holiday. We assure you remarkable service whenever you go on a vacation.

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Mon, Sep 15, 2025 at 12:45 PM

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking **Please share the copy of my contract.**

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.

I look forward to receiving the requested contract copy without any further postponement.

I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities. in which case the full responsibility will lie solely with Future Life

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
 Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



Customer Relations

Manager - Care Team

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info@futurelifetravel.com



www.futurelifetravel.com



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On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost,** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED
IBAN Number : AE850240003523226743001
Account Number : 003523226743001
Bank Name: Dubai Islamic Bank
Mobile No. +971509264102
Email address: mudassar2k121@gmail.com

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,
Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life

**Customer Relations**

Manager - Care Team

Customer care | Future life Travels

☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



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Customer Relations

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On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



Customer Relations

Manager - Care Team

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✉ info@futurelifetravel.com

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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



Customer Relations

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



Customer Relations

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info@futurelifetravel.com

www.futurelifetravel.com

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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life

**Customer Relations**

Manager - Care Team

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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

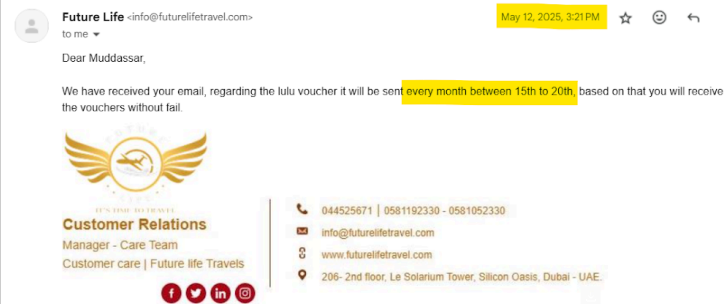
Thanks & Regards,

Future Life

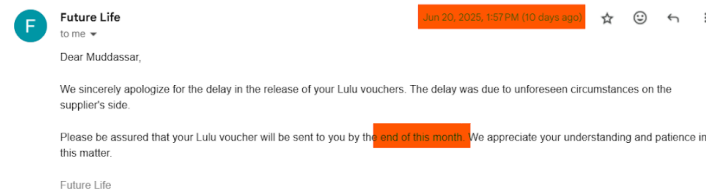


On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.



Customer Relations

Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

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On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

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On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



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On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
I hope this email finds you well.
With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active. Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays.

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Mon, Sep 15, 2025 at 6:48 PM

Dear Mr. Ahmed,

Thank you for your email and for reiterating your request for a copy of your contract. We apologize for the oversight in not providing this to you sooner.

We understand your need to review the contract thoroughly, especially now that our legal representative is involved. Please find the copy of your contract attached to this email for your reference.

As mentioned earlier we will arrange a Zoom meeting with Ms. Sarah, which we are proposing for next Saturday.

We appreciate your patience as we work to address all your concerns and facilitate a constructive discussion.

Sincerely,
Future Life



Customer Relations

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On Mon, 15 Sept 2025 at 12:45, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking Please share the copy of my contract.

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.

I look forward to receiving the requested contract copy without any further postponement.

I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities, in which case the full responsibility will lie solely with Future Life

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



Customer Relations

Manager - Care Team

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On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.

2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



IT'S TIME TO TRAVEL

Customer Relations

Manager - Care Team

Customer care | Future life Travels

☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

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On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,

Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost,** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life

**Customer Relations**

Manager - Care Team

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info@futurelifetravel.com



www.futurelifetravel.com



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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

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Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

9th Reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to

ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience. Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



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✉ info@futurelifetravel.com

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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



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✉ info@futurelifetravel.com

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

With reference of trail mail **REMINDER**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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info@futurelifetravel.com

www.futurelifetravel.com

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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

Reminder for **monthly LULU Voucher**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

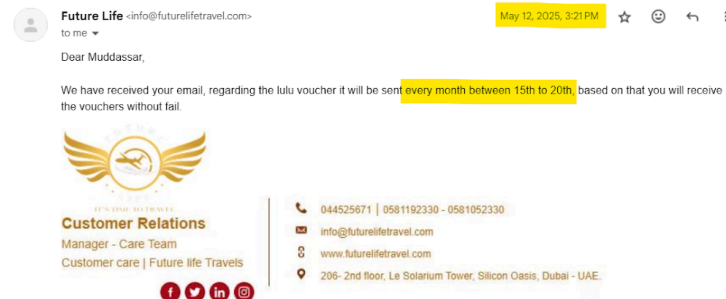
Thanks & Regards,
Future Life



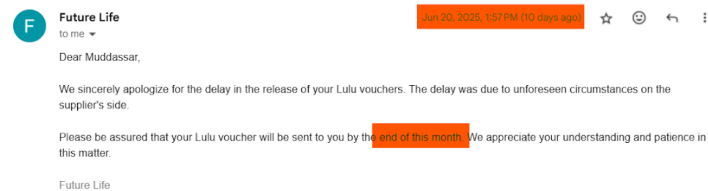
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 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
 Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.

It's an
eGift Card

AED 100



18001110011779033278491487

Valid until May 27, 2026



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,

Future Life



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info@futurelifetravel.com

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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
I hope this email finds you well.
With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays.

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Mon, Sep 15, 2025 at 10:07 PM

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no

possibility to book a Saturday slot. My weekly day off is Sunday, and I can give you a time frame on Sunday afternoon.
Before confirming any time slot,

- [A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered](#)

as I had already asked in my email of **12 September**.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.
Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, Sep 15, 2025 at 6:48 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for reiterating your request for a copy of your contract. We apologize for the oversight in not providing this to you sooner.

We understand your need to review the contract thoroughly, especially now that our legal representative is involved. Please find the copy of your contract attached to this email for your reference.

As mentioned earlier we will arrange a Zoom meeting with Ms. Sarah, which we are proposing for next Saturday.

We appreciate your patience as we work to address all your concerns and facilitate a constructive discussion.

Sincerely,

Future Life



On Mon, 15 Sept 2025 at 12:45, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking **Please share the copy of my contract.**

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.

I look forward to receiving the requested contract copy without any further postponement.

I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities, in which case the full responsibility will lie solely with Future Life

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



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On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



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✉ info@futurelifetravel.com

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On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost,** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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 info@futurelifetravel.com

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On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay.** Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the [return of my money](#), as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. [Please confirm the expected timeline for releasing my refund.](#)

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

[9th Reminder for LULU VOUCHER](#)

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to

ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330
✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience. Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
 Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism.

I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
 Future Life



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On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Future Life <info@futurelifetravel.com>
to me

May 12, 2025, 3:21 PM

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



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Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



Future Life <info@futurelifetravel.com>
to me

Jun 20, 2025, 1:57 PM (10 days ago)

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

https://mail.google.com/mail/u/2/?ik=80b1662054&view=pt&search=all&permthid=thread-f:1830472448625437745&simpl=msg-f:1830472448625437745&simpl=msg-f:1835441561196577207&sim... 224/309

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.



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On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <muddassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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On Mon, 26 May 2025 at 19:10, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email **Reminder of (LULU Voucher)**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 23 May 2025, 7:29 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your follow-up. We understand your concern regarding the pending LULU voucher.

Please be assured that all outstanding vouchers will be sent to you by Monday. We are working diligently to ensure that you receive them without any further delay, and we are committed to fulfilling our commitments to you.

Thanks & Regards,
Future Life



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On Fri, 23 May 2025 at 19:09, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

Hope this email finds well.

With reference of trailing email the voucher is not received yet, future life is not fulfilling the commitments.

Kindly release the shopping voucher at the earliest without any failure.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Mon, 12 May 2025, 3:21 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



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On Mon, 12 May 2025 at 14:52, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life Team,
I hope this email finds you well.
With reference to the trailing email as agreed during my visit to your office, the LULU voucher is to be shared every month before the 10th. However, I have not yet received the voucher for this month. I kindly request you to share it with me at your earliest convenience.

Thank you for your attention to this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102

On Sat, Apr 26, 2025 at 5:36 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We wish to congratulate you most heartily for becoming a privileged member of an exclusive travel world. Indeed this wise decision of yours promises you and your family an infinite number of exciting holiday packages all over the world and throughout your lifetime. We are delighted to confirm your recent request for a package of "Future life" and your personal account is now active.

Thank you for choosing Future life Travel & Tourism L.L.C., for your Family Holidays.

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Wed, Sep 17, 2025 at 6:55 PM

Dear Muddassar,

We have received your email, as the cancellation and refund request are handled by Ms Sarah as she is the decision maker for the dispute cases hence we are arranging a meeting with her, if you are not able to visit our office directly we can arrange a zoom meeting from our side, kindly confirm the timing during Saturday to proceed further.



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[Quoted text hidden]

Muddassar Ahmed <mudassar2k121@gmail.com>

Wed, Sep 17, 2025 at 9:23 PM

To: Future Life <info@futurelifetravel.com>

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. **You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.**

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. **My weekly day off is Sunday,** and I can give you a time frame on Sunday afternoon.

Before confirming any time slot,

A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered as I had already asked in my email of 12 September.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, Sep 17, 2025, 6:55 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as the cancellation and refund request are handled by Ms Sarah as she is the decision maker for the dispute cases hence we are arranging a meeting with her, if you are not able to visit our office directly we can arrange a zoom meeting from our side, kindly confirm the timing during Saturday to proceed further.



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On Mon, Sep 15, 2025, 10:07 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. My weekly day off is Sunday, and I can give you a time frame on Sunday afternoon.

Before confirming any time slot,

- [A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered](#)

as I had already asked in my email of **12 September**.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, Sep 15, 2025 at 6:48 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for reiterating your request for a copy of your contract. We apologize for the oversight in not providing this to you sooner.

We understand your need to review the contract thoroughly, especially now that our legal representative is involved. Please find the copy of your contract attached to this email for your reference.

As mentioned earlier we will arrange a Zoom meeting with Ms. Sarah, which we are proposing for next Saturday.

We appreciate your patience as we work to address all your concerns and facilitate a constructive discussion.

Sincerely,

Future Life



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On Mon, 15 Sept 2025 at 12:45, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking [Please share the copy of my contract](#).

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.
I look forward to receiving the requested contract copy without any further postponement.
[I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities](#), in which case the full responsibility will lie solely with Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,
Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. [I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.](#)
2. [I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours \(as I will need to take leave from my company\) must be fully borne by Future Life.](#)
3. [I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.](#)

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy ([as requested previously 12 Sept 2025](#)).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



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On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



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On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
 Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service. I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously renegeing on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



Customer Relations

Manager - Care Team

Customer care | Future life Travels



☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost,** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses.

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED
IBAN Number : AE850240003523226743001
Account Number : 003523226743001
Bank Name
Dubai Islamic Bank
Mobile No. +971509264102
Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



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✉ info@futurelifetravel.com
🌐 www.futurelifetravel.com
📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

**Customer Relations**

Manager - Care Team

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

[9th Reminder for LULU VOUCHER](#)

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



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On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life

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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



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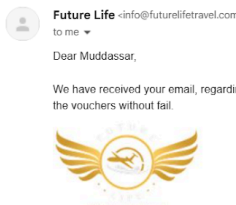
info@futurelifetravel.com

www.futurelifetravel.com

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On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



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Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



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This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,
Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, May 27, 2025 at 2:03 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly find below the Lulu voucher for your reference.

It's an
eGift Card

AED 100



18001110011779033278491487

Valid until May 27, 2026



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On Tue, 27 May 2025 at 12:29, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

With reference of trailing email [2nd reminder](#) for LULU Voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, 26 May 2025, 9:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your continued patience. Further to our previous correspondence regarding the LULU voucher, please be advised that the voucher will be sent to you tomorrow.

We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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image.png
57K

Future Life <info@futurelifetravel.com>
To: Muddassar Ahmed <mudassar2k121@gmail.com>

Thu, Sep 18, 2025 at 6:55 PM

Dear Mr. Ahmed,

We have received your email and understand your continued frustration regarding the issues you have highlighted. We sincerely apologize for the consistent oversight, particularly the repeated failure to attach the contract in our previous email. We recognize that this adds to your inconvenience and does not reflect the professionalism we aim to uphold.

Regarding the proposed meeting, we acknowledge your availability on Sundays due to your official duties on Saturdays. We are prepared to arrange a Zoom meeting for you with Ms. Sarah on a Sunday afternoon, as per your availability.

To ensure that this meeting is productive and addresses all your concerns, we will provide the following, as previously requested:

- * A copy of your contract/policy, which we will ensure is correctly attached this time.
- * A written agenda for the proposed meeting, clearly outlining the objectives and topics to be covered.
- * The full names and roles of all individuals who will be attending from our side.
- * Confirmation of safety measures and the option for a recorded video or a neutral third party to be present, as you requested.

We understand your firm stance on terminating the policy due to the repeated unfulfilled commitments and loss of trust. Our aim for this meeting is to constructively discuss your concerns and explore all possible avenues for resolution, keeping in mind your decision.

We are committed to resolving this matter professionally and transparently. We will provide the requested documents and clarifications promptly so that you can consider applying for leave from your employer, if necessary, or confirm an alternative date/time for the Sunday Zoom meeting.

Sincerely,
Future Life



Customer Relations

Manager - Care Team

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☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Wed, Sep 17, 2025, 9:23 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. **You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.**

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. **My weekly day off is Sunday,** and I can give you a time frame on Sunday afternoon.

Before confirming any time slot,

A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered as I had already asked in my email of 12 September.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, Sep 17, 2025, 6:55 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as the cancellation and refund request are handled by Ms Sarah as she is the decision maker for the dispute cases hence we are arranging a meeting with her, if you are not able to visit our office directly we can arrange a zoom meeting from our side, kindly confirm the timing during Saturday to proceed further.



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Mon, Sep 15, 2025, 10:07 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence. Your latest email once again reflects the same careless approach. You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers. Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers. As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. My weekly day off is Sunday, and I can give you a time frame on Sunday afternoon. Before confirming any time slot,

- [A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered](#)

as I had already asked in my email of **12 September**.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, Sep 15, 2025 at 6:48 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for reiterating your request for a copy of your contract. We apologize for the oversight in not providing this to you sooner.

We understand your need to review the contract thoroughly, especially now that our legal representative is involved. Please find the copy of your contract attached to this email for your reference.

As mentioned earlier we will arrange a Zoom meeting with Ms. Sarah, which we are proposing for next Saturday.

We appreciate your patience as we work to address all your concerns and facilitate a constructive discussion.

Sincerely,

Future Life



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Mon, 15 Sept 2025 at 12:45, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking [Please share the copy of my contract](#).

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.

I look forward to receiving the requested contract copy without any further postponement.

[I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities](#), in which case the full responsibility will lie solely with Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



IT'S TIME TO TRAVEL

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On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
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On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
 Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



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info@futurelifetravel.com



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On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost.** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason. We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses.

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



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✉ info@futurelifetravel.com

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On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

[9th Reminder for LULU VOUCHER](#)

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



Customer Relations

Manager - Care Team

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



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Manager - Care Team

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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044525671 | 0581192330 - 0581052330
info@futurelifetravel.com
www.futurelifetravel.com
206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism.

I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



Customer Relations

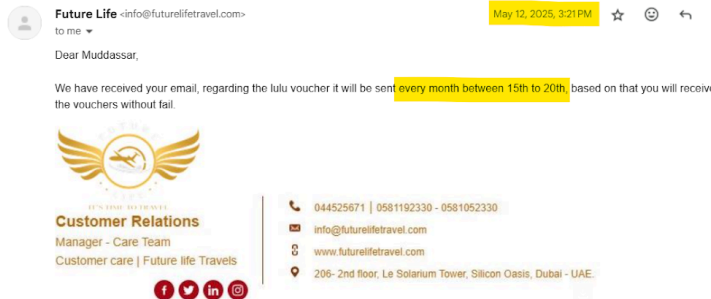
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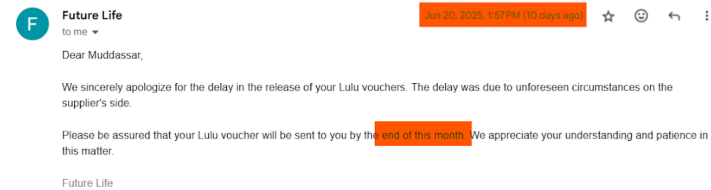
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info@futurelifetravel.com
www.futurelifetravel.com
206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futur life committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Jun 20, 2025, 1:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life



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On Fri, 20 Jun 2025 at 12:56, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear FutureLife,
Please release the LULU voucher as you have been promised in your trailing mail that the LULU voucher will be issued between 15-20 of each month.

2 attachments



image.png
57K

Dear Muddassar,

We have received your email regarding the info another shall be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



image.png
184K

Muddassar Ahmed <mudassar2k121@gmail.com>
To: Future Life <info@futurelifetravel.com>

Fri, Sep 19, 2025 at 10:30 AM

Dear FutureLife,

Once again, the attachment (copy of contract) is missing from your response, and several of my concerns remain unaddressed.

This repeated lack of clarity and completeness appears to be a delaying tactic, which leaves me with no choice but to escalate the matter to the next level if not resolved promptly.

I expect your complete and proper response without further delay.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 18, 2025, 6:56 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your email and understand your continued frustration regarding the issues you have highlighted. We sincerely apologize for the consistent oversight, particularly the repeated failure to attach the contract in our previous email. We recognize that this adds to your inconvenience and does not reflect the professionalism we aim to uphold.

Regarding the proposed meeting, we acknowledge your availability on Sundays due to your official duties on Saturdays. We are prepared to arrange a Zoom meeting for you with Ms. Sarah on a Sunday afternoon, as per your availability.

To ensure that this meeting is productive and addresses all your concerns, we will provide the following, as previously requested:

- * A copy of your contract/policy, which we will ensure is correctly attached this time.
- * A written agenda for the proposed meeting, clearly outlining the objectives and topics to be covered.
- * The full names and roles of all individuals who will be attending from our side.
- * Confirmation of safety measures and the option for a recorded video or a neutral third party to be present, as you requested.

We understand your firm stance on terminating the policy due to the repeated unfulfilled commitments and loss of trust. Our aim for this meeting is to constructively discuss your concerns and explore all possible avenues for resolution, keeping in mind your decision.

We are committed to resolving this matter professionally and transparently. We will provide the requested documents and clarifications promptly so that you can consider applying for leave from your employer, if necessary, or confirm an alternative date/time for the Sunday Zoom meeting.

Sincerely,
Future Life



On Wed, Sep 17, 2025, 9:23 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. **You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.**

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. **My weekly day off is Sunday**, and I can give you a time frame on Sunday afternoon.

Before confirming any time slot,

A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered as I had already asked in my email of 12 September.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 17, 2025, 6:55 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as the cancellation and refund request are handled by Ms Sarah as she is the decision maker for the dispute cases hence we are arranging a meeting with her, if you are not able to visit our office directly we can arrange a zoom meeting from our side, kindly confirm the timing during Saturday to proceed further.



On Mon, Sep 15, 2025, 10:07 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. My weekly day off is Sunday, and I can give you a time frame on Sunday afternoon.

Before confirming any time slot,

- [A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered](#)

as I had already asked in my email of **12 September**.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, Sep 15, 2025 at 6:48 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for reiterating your request for a copy of your contract. We apologize for the oversight in not providing this to you sooner.

We understand your need to review the contract thoroughly, especially now that our legal representative is involved. Please find the copy of your contract attached to this email for your reference.

As mentioned earlier we will arrange a Zoom meeting with Ms. Sarah, which we are proposing for next Saturday.

We appreciate your patience as we work to address all your concerns and facilitate a constructive discussion.

Sincerely,
Future Life



On Mon, 15 Sept 2025 at 12:45, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking Please share the copy of my contract.

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.

I look forward to receiving the requested contract copy without any further postponement.

I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities, in which case the full responsibility will lie solely with Future Life

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy ([as requested previously 12 Sept 2025](#)).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



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Customer Relations

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On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises**.

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,

Future Life

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost,** and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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Manager - Care Team

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info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay**. Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



Customer Relations

Manager - Care Team

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☎ 044525671 | 0581192330 - 0581052330

✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

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On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

[Dear Futurelife,](#)

I am writing to formally request the [return of my money](#), as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. [Please confirm the expected timeline for releasing my refund.](#)

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

[Muddassar Ahmed,](#)

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

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On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

[9th Reminder for LULU VOUCHER](#)

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



Customer Relations

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On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
 Muddassar Ahmed,
 M: +971 50 9264102
 M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
 Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

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On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



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On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life

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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism. I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

Thanks & Regards,
Future Life



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info@futurelifetravel.com

www.futurelifetravel.com

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On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Future Life <info@futurelifetravel.com>
to me

May 12, 2025, 3:21 PM



Dear Muddassar,

We have received your email, regarding the lulu voucher it will be sent every month between 15th to 20th, based on that you will receive the vouchers without fail.



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Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



Future Life
to me

Jun 20, 2025, 1:57 PM (10 days ago)



Dear Muddassar,

We sincerely apologize for the delay in the release of your Lulu vouchers. The delay was due to unforeseen circumstances on the supplier's side.

Please be assured that your Lulu voucher will be sent to you by the end of this month. We appreciate your understanding and patience in this matter.

Future Life

This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,

Dear Muddassar,

Kindly find attached with the contract copy for your reference.



On Fri, 19 Sept 2025 at 10:30, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Once again, the attachment (copy of contract) is missing from your response, and several of my concerns remain unaddressed.

This repeated lack of clarity and completeness appears to be a delaying tactic, which leaves me with no choice but to escalate the matter to the next level if not resolved promptly.

I expect your complete and proper response without further delay.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 18, 2025, 6:56 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your email and understand your continued frustration regarding the issues you have highlighted. We sincerely apologize for the consistent oversight, particularly the repeated failure to attach the contract in our previous email. We recognize that this adds to your inconvenience and does not reflect the professionalism we aim to uphold.

Regarding the proposed meeting, we acknowledge your availability on Sundays due to your official duties on Saturdays. We are prepared to arrange a Zoom meeting for you with Ms. Sarah on a Sunday afternoon, as per your availability.

To ensure that this meeting is productive and addresses all your concerns, we will provide the following, as previously requested:

- * A copy of your contract/policy, which we will ensure is correctly attached this time.
- * A written agenda for the proposed meeting, clearly outlining the objectives and topics to be covered.
- * The full names and roles of all individuals who will be attending from our side.
- * Confirmation of safety measures and the option for a recorded video or a neutral third party to be present, as you requested.

We understand your firm stance on terminating the policy due to the repeated unfulfilled commitments and loss of trust. Our aim for this meeting is to constructively discuss your concerns and explore all possible avenues for resolution, keeping in mind your decision.

We are committed to resolving this matter professionally and transparently. We will provide the requested documents and clarifications promptly so that you can consider applying for leave from your employer, if necessary, or confirm an alternative date/time for the Sunday Zoom meeting.

Sincerely,
Future Life



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Customer Relations

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On Wed, Sep 17, 2025, 9:23 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence.

Your latest email once again reflects the same careless approach. **You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers.**

Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers.

As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. **My weekly day off is Sunday**, and I can give you a time frame on Sunday afternoon.

Before confirming any time slot,

A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered as I had already asked in my email of 12 September.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, Sep 17, 2025, 6:55 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as the cancellation and refund request are handled by Ms Sarah as she is the decision maker for the dispute cases hence we are arranging a meeting with her, if you are not able to visit our office directly we can arrange a zoom meeting from our side, kindly confirm the timing during Saturday to proceed further.



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On Mon, Sep 15, 2025, 10:07 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

With reference to my previous emails, I must strongly express my continued disappointment with the unprofessionalism and careless handling of my case. From the very beginning, Future Life has demonstrated the worst customer behavior causing unnecessary headaches, making excuses, and repeatedly sending emails filled with nothing but apologies to justify your negligence. Your latest email once again reflects the same careless approach. You mentioned attaching my contract, yet no attachment was included. This is not only inappropriate but will be considered an intentional delaying tactic, adding further burden and frustration on customers. Furthermore, involving a legal advisor appears to be nothing more than an attempt to cover up your repeated failures and lack of seriousness in delivering what was promised. This behavior clearly shows a lack of responsibility and commitment toward your customers. As earlier I have informed you, I have official duty on Saturday, which makes it impossible for me to attend the proposed meeting. Since the midday break rule has now been lifted and duty timings have changed, there is no possibility to book a Saturday slot. My weekly day off is Sunday, and I can give you a time frame on Sunday afternoon. Before confirming any time slot,

- [A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered](#)

as I had already asked in my email of **12 September**.

I also firmly stand by my decision to return the policy. Future Life has completely lost customer trust due to repeated violations, delays, and unfulfilled commitments.

Let me remind you that I am not in a position to continue bearing the consequences of such careless, unprofessional, and irresponsible responses. This matter requires immediate seriousness, not another round of apologies or excuses.

I expect you to provide the requested contract without any further delay and to stop wasting my time with such unprofessional practices.

Sincerely,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Mon, Sep 15, 2025 at 6:48 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for reiterating your request for a copy of your contract. We apologize for the oversight in not providing this to you sooner.

We understand your need to review the contract thoroughly, especially now that our legal representative is involved. Please find the copy of your contract attached to this email for your reference.

As mentioned earlier we will arrange a Zoom meeting with Ms. Sarah, which we are proposing for next Saturday.

We appreciate your patience as we work to address all your concerns and facilitate a constructive discussion.

Sincerely,

Future Life



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On Mon, 15 Sept 2025 at 12:45, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I express my concern regarding the incomplete responses I have repeatedly received to my emails. This gives the impression of unnecessary delays, which is unacceptable, especially as this is now the third time I am asking [Please share the copy of my contract](#).

From the beginning, handling matters has been disappointing, and despite several apologies from your side, the key issues remain unaddressed and unresolved.

Since you have now involved your legal representative, it is essential for me to review the contract thoroughly before I can confirm my availability.

I would also like to remind you that when responding to my emails, all points raised must be addressed clearly and completely to avoid further delays.

I look forward to receiving the requested contract copy without any further postponement.

[I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities](#), in which case the full responsibility will lie solely with Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, Sep 13, 2025, 8:09 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, if you cannot visit our office directly we will arrange a zoom meeting from our legal person Ms. Sarah by next Saturday as she will be available only on Saturday.



On Fri, 12 Sept 2025 at 20:03, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,
Before I confirm any meeting, I must restate three conditions I already communicated on 10 September, none of which have been addressed: I am listing again for your reference.

1. I have official duty on Saturday, which makes it difficult for me to attend the proposed meeting.
2. I am currently residing in Madinat Zayed, Western Region of Abu Dhabi. If Future Life requires me to attend a meeting at your office, please note that all related expenses including transportation, meals, and loss of working hours (as I will need to take leave from my company) must be fully borne by Future Life.
3. I firmly stand by my decision to return the policy. Future Life has lost customer trust due to repeated violations and unfulfilled commitments.

Because the relationship between us is not normal and my trust has been lost. I have concerns about attending without clear information; therefore please provide all of the following before asking me to come to your office:

- A copy of my contract/policy (as requested previously 12 Sept 2025).
- A written agenda for the proposed meeting, specifying the meeting objectives and the topics to be covered.
- The full names and roles of everyone who will attend from your side.
- Confirmation of safety measures (e.g., meeting room, security, option to have a recorded video or a neutral third party present).

If you insist on an in-person meeting, please address the items above, and provide a written undertaking about my safety and that the meeting will proceed according to the supplied agenda.

Please respond with the requested documents and clarifications. Once I receive them I will consider for the applying the leave from my employer and then I can attend otherwise propose alternative dates/times if necessary.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Fri, Sep 12, 2025 at 6:49 PM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Kindly confirm your availability to schedule the meeting .



Customer Relations

Manager - Care Team

Customer care | Future life Travels



044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 13:46, Future Life <info@futurelifetravel.com> wrote:
 Dear Muddassar,

As you have already requested for the cancellation and refund , a meeting was arranged in our office with the concerned person Mr Sarah on Saturday , without the meeting we can't commit to anything.

Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,



Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330
 info@futurelifetravel.com
 www.futurelifetravel.com
 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Fri, 12 Sept 2025 at 08:18, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
 Dear Future Life,

[Please share the copy of my contract.](#)

I would like to clarify and reiterate my position once again.

The LULU voucher was offered during the presentation on 25-04-2025 at your office, specifically a 100 AED LULU voucher for 24 months, which I had calculated into my monthly budget. Now, Future Life is attempting to run away from this commitment, which once again proves a failure in your promises.

As I highlighted in my first email **May 12, 2025**, the voucher commitment was clearly set for before the **10th of each month**. When this was not honored, **your team unilaterally changed the date without prior notice, shifting it to between the 15th and 20th of each month**. This adjustment, too, was not respected demonstrating repeated failure in honoring commitments and poor quality of service.

I fully understand that Future Life is a travel and tourism company, but this issue is not merely about services. It is about **trust and confidence, both of which Future Life has completely lost by continuously reneging on its promises.**

I have made it very clear in my previous communication that I no longer have any trust in Future Life. The cancellation policy is not in my best interest and this decision was not taken lightly. It has been forced upon me due to your **repeated failures**. I therefore stand firmly by my decision to not proceed further.

With regard to the refund of **AED 15,000**, I want to be absolutely clear: I have not violated any of the terms and conditions of the policy. On the contrary, all violations and breaches have been committed by Future Life. I have given ample opportunities to your team to honor their commitments, but none of them have been fulfilled. It is therefore very clear that the whole failure is from the Future Life side, nothing is wrong from the customer end.

In this case Future Life's consistent failures have left me with no choice, and therefore the Future Life must proceed with the refund without delay.

Finally, **I remind you once again that any further delaying tactics will compel me to escalate this matter to the relevant authorities**, in which case the full responsibility will lie solely with Future Life.

I expect your urgent action and confirmation to proceed for the refund.

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, Sep 11, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for providing additional context regarding your availability and requirements for a potential meeting.

We understand your current location in Madinat Zayed and your work commitments on Saturdays. We also acknowledge your position that all related expenses for attending a meeting at our office, including transportation, meals, and compensation for lost working hours, should be borne by Future Life.

Regarding your request for cancellation and full refund of AED 15,000, we reiterate that while we acknowledge the delays with the LULU vouchers, these were an additional promotional offer. Our primary services are the staycations and flight tickets. If there are issues related to the core services of your package, we can consider your cancellation request.

Please understand that there is a formal procedure for processing cancellations and refunds, which must be followed for us to proceed. Without adhering to this procedure, we are unable to confirm or process your cancellation request at this time.

We are reviewing your terms and conditions for attending a meeting and will get back to you as soon as possible to confirm if they are acceptable, enabling you to request leave from your company if necessary.

We appreciate your patience as we work through this process.

Sincerely,
Future Life

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, Sep 10, 2025 at 6:53 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern regarding the cancellation and refund request.

We would like to arrange a meeting for you with our legal representative, Ms. Sarah, at our office this Saturday. Ms. Sarah is handling cancellation and refund requests, and we would appreciate your availability between 12 PM and 2 PM so that we can schedule the meeting accordingly.

Please let us know if this time slot works for you or if you require an alternative.

Sincerely,
Future Life



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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.



On Tue, 9 Sept 2025 at 19:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

As I have already confirmed and shared my bank details with you, I must emphasize that **you have lost your last chance. I cannot trust you at any cost**, and I have no time to entertain such baseless emails and promises. I remain firm in my decision and I am not interested in your commitments or LULU vouchers.

There was no mention of any supplier in my commitment with you, and since you started delaying the delivery of the Lulu voucher, you have put the supplier in the middle. I have no concern for him.

You have to proceed with the full refund immediately. There is no other way to resolve this matter, as the entire situation has been created by you and your team. As a customer, I have not violated any terms and conditions.

Once again, **I remind you that you must process the refund without delay.** I will never trust any further commitments or promises from your side. Refer bank account details below.

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name: Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, Sep 9, 2025 at 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We understand your deep frustration regarding the ongoing delays with the Lulu vouchers and sincerely apologize for the consistent failure to meet our commitments. We acknowledge that our repeated assurances have not been fulfilled, which has understandably led to a significant loss of trust in our services.

We confirm that there was a slight delay from our supplier's side in providing the Lulu vouchers, and we regret the inconvenience this has caused. One voucher was shared with you today, and we are actively working to ensure that all future vouchers are delivered promptly without further issues.

Regarding your request for a refund, we are currently unable to process it for this reason . We kindly ask you to consider availing the services as per our agreement. We are committed to resolving these outstanding issues and restoring your confidence in Future Life.

Sincere Regards,
Future Life



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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Tue, 9 Sept 2025 at 14:08, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

Please read the email carefully

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and **you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services.** What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and **it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.**

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay. Any kind of excuse or delaying tactic will not be accepted under any circumstances.**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Sep 9, 2025, 11:38 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

We have received your recent email and understand your profound dissatisfaction and loss of trust in our services due to the repeated delays and unfulfilled commitments regarding the Lulu vouchers. We acknowledge that the promised delivery date of August 12, and subsequently September 8, has passed without the vouchers being issued, and we deeply regret that our assurances have not been met.

We sincerely apologize for the consistent failures to deliver on our promises, which have undeniably caused you significant stress and inconvenience. We recognize that our repeated inability to fulfill these basic commitments has severely eroded your confidence in Future Life, and we take full responsibility for this.

There was a slight delay from our supplier's side which unfortunately delayed the sharing of the voucher with you. Kindly find the Lulu voucher attached for your reference.

Future Life Travel sent you an eGift Card



We are taking immediate steps to address this ongoing issue to ensure that all future Lulu vouchers are delivered to you promptly without further delay. We truly appreciate your understanding and patience as we work to resolve this, and we hope you will accept our sincerest apologies for this prolonged inconvenience.

Future Life



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Customer Relations

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On Tue, 9 Sept 2025 at 07:19, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear FutureLife,

With reference of your last email, the committed date of 8 November has already passed, and once again you have failed to fulfill your promise and you have lost your last chance. This repeated pattern of false commitments has completely destroyed my trust in your services. What was supposed to be a simple process has instead turned into a constant source of stress and financial burden for me.

You have repeatedly given me dates without honoring them, and it is now very clear that your words hold no value. I want to make it absolutely clear there is no way I will proceed further with your services.

As I have already provided my bank details earlier, **I require you to immediately deposit the full amount 15000 dirhams into my account without any further delay.** Any kind of excuse or delaying tactic will not be accepted under any circumstances.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Sep 7, 2025, 12:31 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I regret to inform you that, due to repeated unfulfilled commitments and ongoing delays, I have completely lost confidence in your services. What should have been a smooth process has turned into a constant source of frustration. After thorough consideration, I have decided to terminate my agreement with you effective 04 September 2025, and my decision is final. I will not accept any further apologies or excuses

I kindly request you to return the full amount of **AED 15,000** without any delay or failure. Please note that any attempt to use delaying tactics will leave me with no option but to escalate this matter to the concerned authorities.

For your reference and further action, I have shared my bank account details below. Kindly ensure that the refund is deposited promptly:

Account Holder Name : MUDDASSAR AHMED

IBAN Number : AE850240003523226743001

Account Number : 003523226743001

Bank Name

Dubai Islamic Bank

Mobile No. +971509264102

Email address: mudassar2k121@gmail.com

I expect your immediate action on this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sat, Sep 6, 2025 at 6:57 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We sincerely apologize for the continued delay in providing your Shopping voucher. We understand your frustration.

Please be assured that we are taking immediate steps to resolve this. The shopping voucher will be released and sent to you by Monday, September 8th, end of day as a last commitment .

Thank you for your continued patience and understanding.

Sincere Regards,
Future Life



On Fri, 5 Sept 2025 at 21:36, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, Sep 5, 2025 at 6:30 PM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the continued delay in providing your LULU voucher. We understand your frustration, and we deeply regret that we have not been able to issue the voucher as promised due to the ongoing public holidays, which have affected our supplier's ability to deliver the stock to us.

We kindly request your patience until Tuesday, September 9, 2025. We assure you that we are making every effort to ensure the voucher is delivered to you by then. We are committed to resolving this issue promptly and ensuring that such delays do not occur in the future.

Future Life

**Customer Relations**

Manager - Care Team

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✉ info@futurelifetravel.com

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📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 4 Sept 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

I am writing to formally request the return of my money, as the commitments made have not been fulfilled. Kindly retain my policy documents and proceed with the refund accordingly.

The handling of this matter so far has caused unnecessary inconvenience, and I would appreciate a prompt resolution. Please confirm the expected timeline for releasing my refund.

I look forward to your swift response and professional handling of this matter.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Sep 4, 2025 at 6:52 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We understand your concern, but due to the delay from our supplier side we could not send the lulu vouchers, finally we got the final update that the vouchers will be sent to us on this coming Tuesday, so once we received it we will share it with you. Sorry for the inconvenience.

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On Thu, 4 Sept 2025 at 13:51, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

[9th Reminder for LULU VOUCHER](#)

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Sun, Aug 31, 2025, 6:50 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, we understand your concern and we really apologize for the delay in sending the shopping voucher, we make sure that you receive the voucher by Wednesday without any delay.



On Sun, 31 Aug 2025 at 16:15, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

8th reminder for the LULU voucher for the month of July 2025.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 28, 2025, 11:14 AM Future Life <info@futurelifetravel.com> wrote:

Dear Mr. Ahmed,

Thank you for your email and for this firm reminder. We sincerely apologize for the continued delays in the delivery of your Lulu vouchers. We understand your frustration and disappointment that our most recent commitment to have the voucher delivered by the 25th of this month has not been met.

We acknowledge that these repeated delays are unacceptable and that we have not consistently honored our promises. We are actively reviewing our internal processes and communication with our suppliers to prevent such occurrences in the future and to ensure that all commitments are fulfilled promptly.

Regarding your request for a specific delivery date each month, we are working to establish a more reliable and consistent schedule. We will confirm the exact date by which you will receive your monthly Lulu voucher as soon as this new process is finalized.

We are committed to resolving this issue and restoring your confidence in Future Life.

Future Life



On Wed, 27 Aug 2025, 7:33 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

This is a firm reminder regarding the Lulu voucher that was promised by Future Life for the 25th of this month. Unfortunately, **once again, the commitment has not been honored and the promised date has passed without delivery.**

It is disappointing that this repeated delay continues, despite clear assurances. It is your responsibility to take immediate action to fulfill this obligation without any further postponement.

Please confirm the exact date of every month by which I will receive the voucher.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Wed, 13 Aug 2025, 6:50 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email and understand your concern regarding the delay in dispatching the shopping vouchers. We sincerely apologize for this inconvenience, which has been caused by a delay in stock delivery from our supplier.

Please be assured that we are actively working to resolve this issue and will ensure that your vouchers are delivered between the 15th and 25th of this month without fail.

Future Life



On Tue, 12 Aug 2025 at 19:46, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Futurelife,

You had promised to deliver the pending Lulu vouchers **by August 12, 2025**. However, the business day has now ended, and no vouchers have been received.

Future Life must honor its promises and commitments. This repeated failure to fulfill assurances is forcing me to consider my next steps. **Such behavior is completely unacceptable and highly unprofessional.**

If you cannot live up to the trust and expectations of your customers, that is not the customer's problem. At present, my satisfaction with your service is nonexistent, and you are continuously losing my trust.

I urge you to address this matter immediately and ensure delivery without any further excuses or delays.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Fri, 8 Aug 2025, 12:46 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for your email and for clearly outlining your continued concerns regarding the Lulu vouchers. We sincerely apologize for the ongoing delays and the frustration and inconvenience this situation has caused you.

We understand your expectation for consistent and timely delivery of the promised vouchers, and we acknowledge that we have not met this commitment to your satisfaction. We deeply regret that our previous assurances have not been consistently fulfilled.

We want to reassure you that we are taking your feedback very seriously. We are actively working to resolve the root causes of these delays with our supplier to ensure that such issues do not recur in the future.

As previously communicated, we anticipate receiving the stock from our supplier by this weekend. Therefore, we will share the pending vouchers with you by Tuesday, August 12, 2025, without fail.

We genuinely value your trust in Future Life and are committed to restoring your confidence in our services.

Thanks & Regards,
Future Life



Customer Relations

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✉ info@futurelifetravel.com

🌐 www.futurelifetravel.com

📍 206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, Aug 7, 2025, 10:56 PM Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I hope this message finds you well.

I am writing to express my serious concern and disappointment regarding the continuous failure of FutureLife to fulfill the agreed-upon commitments concerning the issuance of Lulu vouchers.

At the time of purchasing the policy, there was a clear agreement between me (the customer) and FutureLife that a Lulu voucher would be issued on a monthly basis. This was part of the commitment that influenced my decision to proceed with your services. However, in practice, I have been facing repeated delays and unresponsiveness, requiring me to send multiple follow-ups and reminders just to receive what was already promised. This ongoing negligence is causing unnecessary mental stress and inconvenience.

Let me be very clear: as a customer, I am not concerned with any third-party involvement or internal processes. It is entirely FutureLife's responsibility to ensure that the committed Lulu vouchers are delivered on time and without repeated follow-ups. Referring me to any third party or using internal issues as an excuse is completely unacceptable.

All the delays and excuses are solely from FutureLife, which is a breach of the original agreement. If this behavior continues, please be advised that I will have no hesitation in terminating my agreement with FutureLife, and the full responsibility for that outcome will lie with your organization.

I request an immediate resolution to this issue and expect timely delivery of all pending and future vouchers without the need for further reminders.

Looking forward to your swift and professional response.

Thanks & Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Thu, Aug 7, 2025 at 2:46 PM Future Life <info@futurelifetravel.com> wrote:

Dear Muddassar,

We have received your email, as still the stock has not received from the supplier, we request you wait till this weekend, so that we can share the vouchers by Tuesday without fail.



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Customer Relations

Manager - Care Team

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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Thu, 7 Aug 2025 at 11:40, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
4th reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Wed, 6 Aug 2025, 9:10 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
3rd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Tue, Aug 5, 2025 at 9:03 AM Future Life <info@futurelifetravel.com> wrote:
Dear Muddassar,

Thank you for your continued patience. Please be assured that your pending LULU voucher will be sent to you by Wednesday. We appreciate your understanding in this matter.

Thanks & Regards,
Future Life



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044525671 | 0581192330 - 0581052330

info@futurelifetravel.com

www.futurelifetravel.com

206- 2nd floor, Le Solarium Tower, Silicon Oasis, Dubai - UAE.

On Mon, 4 Aug 2025, 11:47 pm Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
2nd reminder for LULU VOUCHER

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sun, 3 Aug 2025, 7:11 am Muddassar Ahmed, <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
With reference of trail mail **REMINDER**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Sat, 26 Jul 2025, 11:45 am Future Life, <info@futurelifetravel.com> wrote:
Dear Muddassar,

We have received your email, the Shopping voucher will be shared before this month end.



On Fri, 25 Jul 2025 at 19:17, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:
Dear Futurelife,
Reminder for **monthly LULU Voucher**

Thanks & Regards,
Muddassar Ahmed,
M: +971 50 9264102
M: +92 341 8035210

On Thu, 10 Jul 2025, 6:10 pm Future Life, <info@futurelifetravel.com> wrote:
Dear Mr. Muddassar Ahmed,

We have received your email and sincerely apologize for the inconvenience regarding the delay in your LULU vouchers. Your shopping voucher is attached for your reference.

The remaining pending vouchers will be delivered to you within this month. We appreciate your understanding as there has been a temporary prioritization of flight bookings due to the seasonal period.

AED 100



18001190002133616556555172

Expiry Date:

02-07-2026

Gift card PIN: 192777

Future Life



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On Wed, 9 Jul 2025 at 20:50, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future Life,

I must express my deep dissatisfaction with the continued failure to deliver the LULU vouchers as per your commitments. You assured in your last email that the pending voucher would be sent within **one week from the date of your message**. It is not only that the promised deadline passed, but there has been no follow-up or resolution from your end. This is highly disappointing.

Let me remind you that this is just the beginning of the package, and your inability to fulfill even the initial commitments raises serious concerns about how things will proceed in the future. **Your promises have been violated multiple times**, and each delay further undermines trust in your service.

It is imperative that the **Future Life management takes this matter seriously** and ensures that such delays are not repeated. The timely delivery of promised benefits, especially something as **basic as a monthly voucher** must be treated with priority and professionalism.

I strongly urge you to address this immediately and ensure that the voucher is delivered without any further excuses or delays.

Regards,

Muddassar Ahmed,

M: +971 50 9264102

M: +92 341 8035210

On Tue, 1 Jul 2025, 7:02 pm Future Life, <info@futurelifetravel.com> wrote:

Dear Mr. Muddassar Ahmed,

Thank you for reaching out to us again. We sincerely apologize for the continued delays in providing your monthly LULU vouchers. We understand your frustration and regret that we have not consistently met the commitment we made regarding the timely issuance of these vouchers.

We are actively working to resolve the underlying issues that have caused these delays. As a final commitment, please be assured that your pending LULU voucher will be sent to you within one week from today. We kindly request your patience and understanding as we work to fulfill this by the specified timeframe.

We truly appreciate your understanding and continued patience in this matter.

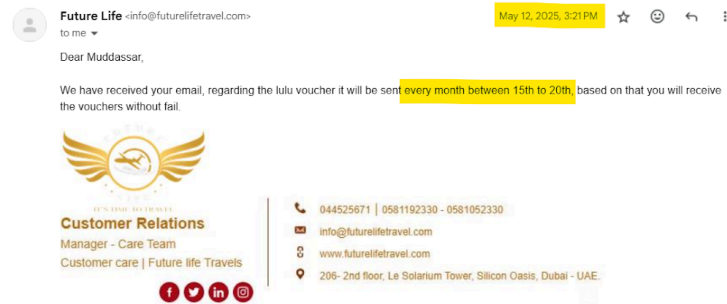
Thanks & Regards,
Future Life



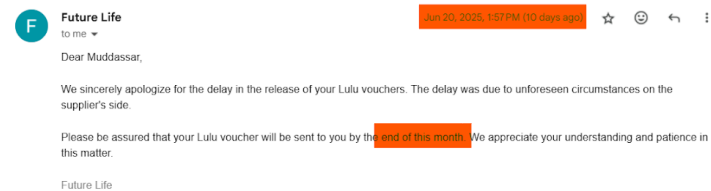
On Tue, 1 Jul 2025 at 01:06, Muddassar Ahmed <mudassar2k121@gmail.com> wrote:

Dear Future life,

I am writing to express my concern regarding the continued delays and unfulfilled commitments related to the monthly AED 100 LULU voucher, which was promised at the time of agreement signed in April 2025. As agreed, Futurelife committed to providing a LULU voucher of AED 100 every month for a duration of two years. However, the voucher for April 2025 was not provided, and in May 2025, your team assured that vouchers would be issued consistently between the 15th and 20th of each month (please refer to the attached screenshot for your reference). Unfortunately, this commitment was violated, as the May voucher was not issued until the 27th of the month.



Regrettably, the same issue has now occurred with the June 2025 voucher. Despite repeated assurances that the matter would be resolved and the voucher issued by month-end, we are once again facing delays without clear communication or accountability.



This pattern of delay and lack of follow-through is both disappointing and unacceptable. I urge you to treat this matter with the seriousness it deserves and ensure that all future commitments are honored without any further delays. We respectfully request that the June 2025 voucher be issued immediately, and a clear commitment and process be put in place to ensure that vouchers are consistently released on time every month moving forward. Please consider this a final reminder to fulfill your obligations. We trust you will act promptly to resolve this issue and restore customer confidence.

Sincerely,
Muddassar Ahmed,

4 attachments



WhatsApp Image 2025-09-19 at 10.50.21 AM (2).jpeg
126K



WhatsApp Image 2025-09-19 at 10.50.21 AM (1).jpeg
143K



WhatsApp Image 2025-09-19 at 10.50.21 AM.jpeg
139K



WhatsApp Image 2025-09-19 at 10.50.22 AM.jpeg
75K