

Bangkok, Thailand

April 24, 2009

Subject: FW: FW: Travel Warning on Bangkok International Airport

To Whom It May Concern

With regards to the recent warning message being posted vastly on the internet about Bangkok's ("Suvarnabhumi") International Airport Duty Free alleged Shop Lifting Crime, we, King Power Duty Free Co., Ltd. has seriously taken this matter as the most priority and a thorough investigation of the referred situation claimed as happening in our airport duty free shop has been taken and we would like to share the fact finding for a fair view of you all.

We have found one case most likely and assumably related to the referred incident, on March 2, 2009, a Malaysian customer was caught with a pack of unpaid cigar found in his shopping bag. On the evidence of the airport security camera, it was seen clearly and undoubtedly that this Malaysian customer himself took the pack of cigar from the Cashier Counter and put it into his bag and left our shop with no any payment made. That pack of cigar was, in fact, being bought by another customer who stood nearby and did not notice the shop-lifting act of the Malaysian man because he was engaged by our staff on his payment registration. Thus, the act as claimed in the posted message of "The Cashier put a packet of smokes into his bag" and "he thought it was a free pack" was not true and nothing to do with our staff.



With reported captured scene from the airport security camera together with the material evidence, he was accused of shop-lifting and was sent to the Police Station for further investigation process.

According to Thai Laws, it is on the legality and justice process under the Police Department, Public Prosecutor and the Criminal Court for any bail, fine, and conviction, which King Power Duty Free Company has no concern and authority upon the matter.

Therefore, our company would like to announce that the posted warning message on the internet about Bangkok's International Airport Duty Free alleged Shop Lifting Crime is the false fact that severely damaged our Company's and Country's reputation. On the opposite side, from time to time we are a victim of shop-lifting acts in which we would not pursue the accusation without any objective proof of evidence. For over 19 years, King Power Duty Free Company has been operating at Bangkok International Airport with sincerity, honesty and strong determination to provide all the best of our services to all international travelers, never there be an act that could jeopardize the reputation of Thailand.

Truthfully yours,

Sombat Dechapanichkul
Group Managing Director
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