

PUBLIC NOTICE

10. It has come to our attention that there have been fake websites / fake Facebook pages impersonating our company, GoTraz offering hotel packages that are in fact not in existence (“**the Scammed Packages**”). These unscrupulous fake websites / fake Facebook pages have, without our knowledge and authorisation whatsoever, using the name, trademark, and logo of our company in the course of offering out the Scammed Packages.
11. These messages often include a "communication link" that victim is required to click in order to communicate with unidentified scammer which thereafter the victim will be requested to make payment to some unidentified third party banking account(s) purportedly to confirm the Scammed Packages. The victim might also get a fake receipt purportedly issued by our company with a fake booking confirmation containing particulars of check-in / check-out date etc. In some cases, the scammer may also prompt the victim to provide personal information.
12. While these messages often look or sound legitimate, **PLEASE TAKE NOTICE** that it is an illegal fake page with false information to trap the consumer and we urge the public to ignore such propaganda and always be vigilant by always reaching out to us on our official website at www.gotraz.com.my or call upon us for proper verification at our contact number at +6019-528 3193 & +6013-428 3139
13. Please also be advised not to fall prey to such Scammed Packages, which is illegal or unlawful in nature. Our company bears no responsibility for amounts being paid in response to such Scammed Packages. Any person who has decided to participate in the Scammed Packages shall do so at your own risk and peril.
14. **TAKE FURTHER NOTICE** that any representation / promise made in relation to the Scammed Packages is NOT related to our company and is NOT representation or promise made by our company.
15. We take this opportunity to advise members of public, our customers, suppliers, contractor and all our business partners and/or affiliates to exercise caution and to immediately get in touch with us should you come across any such Scammed Packages or have any information regarding the same through the contact details provided below for verification purposes as well as to assist us in taking appropriate action to curb such mala fide activities.
16. Please contact us on at the following contact details:-
Telephone : +6019-528 3193 & +6013-428 3139
Email address : customerservice@gotraz.com.my
17. We trust that you have been duly notified.
18. For the avoidance of doubt, nothing aforesaid shall be deemed as our waiver, forbearance and/or admissions whatsoever whereby all of our legal rights and remedies are hereby expressly reserved.

Thank you.

严正声明

1. 本公司发现有网站/脸书专页假借本公司名义售卖不存在的酒店配套（“虚假配套”）。这些虚假网站/虚假脸书专页未经本公司许可或授权擅自使用本公司名称、商标及徽标，售卖虚假配套。
2. 这些信息一般需要受害者点击“联络链接”与诈骗分子进行沟通，并要求受害者汇款给不明的第三方银行账户，以购买虚假配套。受害者将收到冒用本公司名义发出，涵盖入住及退房等相关信息的虚假发票。在某些案例中，诈骗分子也诱导受害者提供个人信息。
3. 虽然此类信息看似正规，但本公司特此声明这些都是不法分子用于欺骗消费者的不实信息。本公司敬请社会公众不要理会此类诱导性信息和保持警惕，并前往本公司官方网站 www.gotraz.com.my+6019-528 3193 和+6013-428 3139 进行核实确认。
4. 本公司特别提示社会公众切勿轻信此类虚假配套及非法信息，本公司对上述诈骗导致的财物损失概不负责，虚假配套所造成的风险及责任由受害者本人自行承担。
5. 本公司严正声明虚假配套中的任何相关行为及许下的承诺与本公司无任何关联，且并非本公司行为及承诺。
6. 本公司借此机会提醒广大民众、本公司顾客、供应商、承包商、业界伙伴及相关单位提高警惕。如发现有冒用本公司名义售卖的虚假配套或此类诈骗信息，请通过以下渠道查证，并协助本公司采取行动遏止此类违法行为。
7. 请认准本公司官方联络方式：-
手机号码 : +6019-528 3193 & +6013-428 3139
电邮地址 : customerservice@gotraz.com.my
8. 就此声明，本公司视您已充分阅读及理解。
9. 为免产生疑问，上述内容不应被视为本公司弃权、宽容和/或承认，在此本公司将保留所有合法权利和补救措施。

谢谢！