



To Our Valued Guests

We regret to inform you that a cybersecurity incident has occurred involving the reservation system operated by Preferred Travel Group (Headquarters: California, USA), which is used by Hotel Metropolitan Premier Taipei. As a result, there is a possibility that certain guests' personal information may have been compromised.

We sincerely apologize for any inconvenience or concern this may cause.

1. Background of the Incident

- In April 2025, we received a report from Preferred Travel Group stating that their reservation system had been subjected to access privilege abuse by an unauthorized third party during the period from October 16, 2024, to January 6, 2025. It is possible that guest reservation information was viewed or obtained during this time.
- For guests of our hotel, 143 reservations made for stays between September 2024 and December 2025 may have been affected.
- The potentially compromised information includes: guest names, addresses, contact details (email addresses and phone numbers), reservation details (hotel name, rates, and dates), cardholder names, and the last four digits of debit/credit card numbers.
- Please note that not all card details were exposed, and the exact nature of the compromised data varies depending on the reservation method.
- As of now, no reports of individual customer harm have been received. We will continue to monitor the situation closely.

2. Recommended Actions for Guests

- Please remain vigilant against potential fraudulent activities such as identity theft, scams, and phishing attempts.
- Regularly check your account statements for unauthorized transactions, be cautious of calls from unfamiliar numbers, and refrain from opening emails or links from unknown senders.
- If you notice any unauthorized transactions related to your financial accounts, please contact your financial institution immediately.

3. Our Future Measures

- We are working closely with relevant authorities and will implement additional security measures to strengthen existing protocols and prevent a recurrence.

Additional Security Measures Reported by Preferred Travel Group:

- 1) Access from IP addresses that were found to have abused access privileges has been blocked.
- 2) When checking reservations, users are now required to enter their registered email address instead of the

last name.

- 3) A control system has been implemented to block access when the number of requests exceeds the expected threshold.

- For inquiries regarding this incident, please contact the Preferred Travel Group Call Center.

< Contact Information >

Preferred Travel Group Call Center

- **From within Japan:** 00 – 663 – 386 – 8191

Operating Hours: 24 hours a day until Thursday, May 22

*Please note that operating hours may change starting Friday, May 23.

- **From outside Japan:** 1 – 855 – 260 – 7645, 1 – 888 – 408 – 2761 (Japanese)

Operating Hours: Monday to Friday, 9:00 AM – 5:00 PM (Taiwan Time)

Hotel Metropolitan Premier Taipei

- Email: contact@metropolitan.tw

*Please note that response times may vary.