

Hi Mr Po Tan,

Thanks once again for your assistance. Will check with my bank to confirm that the money has been re-credited into my account. Have a good day and week ahead.

Cheers,

Zakiuddin – SIN 12JUN08

Hi Po Tan,

Finally we found exactly what had happened.

We told the GM the situation and he made an enquiry to their bank, then bank told that a receptionist who took the imprint of credit card pressed the wrong button during procedure.

Hotel has already processed a N\$50.00 credit to Mr Zakiuddin's credit card.

Please pass an apology for any inconvenience caused to Mr Zakiuddin on behalf of Dunedin

City Hotel

Kind regards,

Yaeko Fujita – 12JUN

Hi Mr Tan,

Thanks for the assistance. We had a wonderful time in NZ! Service arrangements were good.

Best regards,

Mr Zakiuddin – SIN 10JUN08

Kia Ora Mr Zakiuddin,

Thank you for your mail.

Don't have to worry, I will ask my operator to help you to check on that.

How was the trip beside this problem?? All other ok?

Best Regards,

Po Tan

Dear Sir / Mdm,

I was a guest in your **Dunedin City Hotel** on 4th June 2008. When my wife and I checked in, we were asked for a credit card as a confirmation of our stay. We checked out the follow morning but had our bags stored till about 1.20pm for our pick-up by Super Shuttle. We did not consume anything from the mini-bar fridge in our room.

I would like to clarify why there is a charge of NZD\$50 to my credit account if there were no additional charges mentioned by your front desk staff. Looking forward to your reply. Thank you for your kind attention.

Regards,

Mr Zakiuddin – SIN 10JUN08