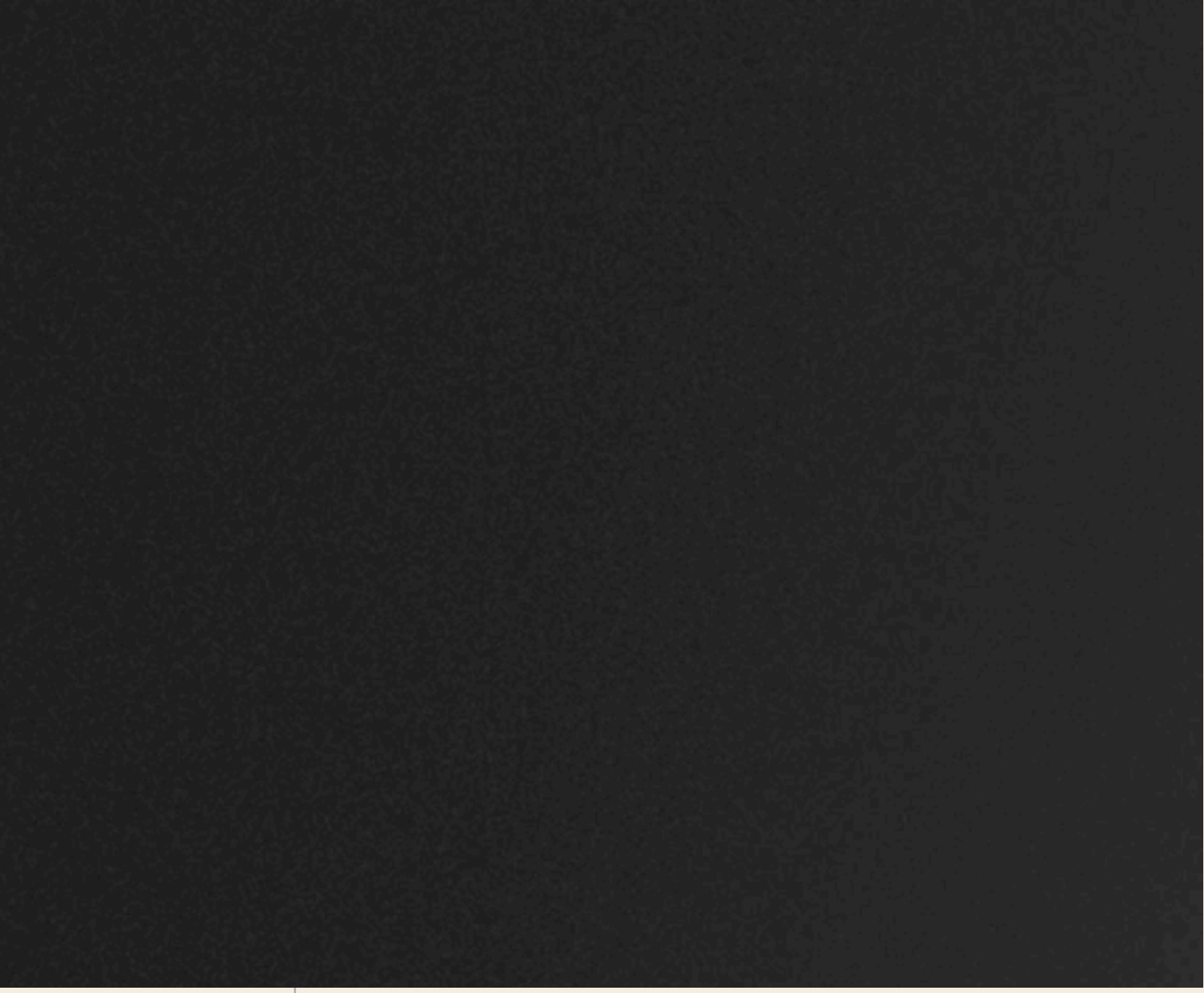


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attempts impersonating KOKO HOTELS and online reservation services in connection with hotel reservations.
In some reported cases, guests received messages claiming that their reservation had not been confirmed, that their reservation would be canceled unless they updated their credit card information, or that they needed to re-enter their credit card information to confirm payment.
These messages directed guests to fraudulent external websites and requested credit card details and other personal information.
Please be advised that our hotel never ask guests to enter, re-enter, or reconfirm any of the following information after a reservation has been confirmed:

• Credit card information
• Passwords
• SMS authentication or verification codes

Our hotel will also never request this information through email, reservation site messaging systems, social media, WhatsApp, or any other online communication methods.
If you receive a suspicious message, please do not click any links or open any attachments included in the message.
We kindly ask that you delete the message immediately.

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