



July 19, 2010

**Starbucks Indonesia Statement re: Response to News Coverage of Credit Card Transaction**

Menanggapi berita penyalahgunaan kartu kredit yang dilakukan oleh oknum di Starbucks coffee, PT Sari Coffee Indonesia, pemegang lisensi Starbucks Coffee di Indonesia, telah bekerja sama dengan *credit card fraud detection* dan otoritas lokal untuk menindak lanjuti masalah ini dengan serius.

PT Sari Coffee Indonesia dengan ini menyatakan bahwa tindakan ini dilakukan oleh individu yang tidak mencerminkan kerja keras dan kejujuran lebih dari 1000 karyawan yang bekerja dengan tekun di 81 cabang diseluruh Indonesia.

Dengan bantuan institusi kartu kredit, PT Sari Coffee Indonesia sudah mengambil tindakan pencegahan supaya hal ini bisa di hindari di kemudian hari. Untuk semua *incident reports* dapat di tujukan langsung ke [feedback@starbucks.co.id](mailto:feedback@starbucks.co.id)

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Reports of credit card abuse in one single Starbucks store have recently been brought to the attention of the Indonesian Police authorities who have apprehended the lone suspect who is facing charges with fraudulent use of a third party credit card over the internet.

PT Sari Coffee Indonesia, the licensed operator of Starbucks in Indonesia have worked closely with the credit card fraud detection team and the local authorities to ensure this case was dealt with in the most serious manner.

PT Sari Coffee would like to state that this action was the work of ONE individual – and such action does not represent the hard work and honesty of more than 1000 partners (employees) who work diligently operating across 81 stores in the country.

Together with credit card companies - PT Sari Coffee Indonesia has taken necessary actions to avoid a recurrence of this incidence. If there are concerns or incidents to report, these should be directed to [feedback@starbucks.co.id](mailto:feedback@starbucks.co.id)

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