

PRESS RELEASE

Demonstrating its commitment to meeting the evolving needs of its worldwide customers – travellers, travel agents and travel management companies – this latest initiative is in line with Frasers Hospitality’s global growth plans to achieve 30,000 units by 2019. “With the growth of our global footprint comes the need to be efficient, timely and accessible in engaging our customers wherever they are,” said Ms Joanne Ang, Group Director of Global Sales & Marketing, Frasers Hospitality Pte Ltd.

She added, “With this 24-hour call centre service, we are able to continue providing our customers, most of who prefer live phone call assistance, prompt response anywhere regardless of time zone. It also improves the consistency of our service, provides instant confirmation on reservations and allows us to capture full call centre data for better analysis and planning, which aids in our continuous evaluation of our offerings to better serve our customers.”

Frasers Hospitality caters to the different lifestyle needs of a wide spectrum of travellers in various markets with its branded lifestyle offerings: Frasers Gold-Standard serviced residences (Fraser Suites, Fraser Place and Fraser Residence); Modena by Fraser serviced residences for ‘road warriors’; Capri by Fraser hotel residences for e-generation travellers; and Malmaison and Hotel du Vin lifestyle boutique hotels.

Frasers Hospitality’s global portfolio, including those in the pipeline, stands at 129 properties¹ in 77 cities and more than 21,000 keys worldwide.

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¹ Including properties under management contracts

The Fraser Collection	Bahrain Bangkok Barcelona Beijing Brisbane Budapest Chengdu	Doha Dubai Edinburgh Glasgow Guangzhou Hanoi Ho Chi Minh City	Istanbul Jakarta Kuala Lumpur London Manila Melbourne Nanjing	New Delhi Osaka Paris Perth Seoul Shanghai Shenzhen	Singapore Suzhou Sydney Tianjin Wuhan Wuxi Al Riyadh (2015)	Frankfurt (2015) Geneva (2015) Abuja (2016) Gurgaon (2016) Al Khobar (2017) Berlin (2017) Dalian (2017) Hamburg (2017)	Johor Bahru (2017) Kunming (2017) Lagos (2017) Nanchang (2017) Balikpapan (2018) Hefei (2018) Tokyo (2018) Yangon (2018)
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About Frasers Centrepoint Limited

Frasers Centrepoint Limited (“FCL”) is a full-fledged international real estate company and one of Singapore’s top property companies with total assets above S\$23 billion as at 30 June 2015. FCL has four core businesses focused on residential, commercial, hospitality and industrial properties spanning 77 cities across Asia, Australasia, Europe, and the Middle-East.

FCL is listed on the Main Board of the Singapore Exchange Securities Trading Limited (“SGX-ST”). The Company is also the sponsor of three real estate investment trusts listed on the Main Board of the SGX-ST. They are Frasers Centrepoint Trust, Frasers Commercial Trust, and Frasers Hospitality Trust (a stapled group comprising Frasers Hospitality Real Estate Investment Trust and Frasers Hospitality Business Trust), which are focused on retail properties, office and business space properties, and hospitality properties, respectively.

As a testament to its excellent service standards, best practices, and support of the environment, FCL is the proud recipient of numerous awards and accolades both locally and abroad.

For more information on FCL, please visit www.fraserscentrepoint.com.

About Frasers Hospitality

Frasers Hospitality, the hospitality arm of Frasers Centrepoint Limited, is a global hospitality operator with Gold-Standard serviced, hotel residences and boutique lifestyle hotels across Europe, Middle East, Africa, North Asia, Southeast Asia and Australia.

Frasers Hospitality commits to “anticipates and exceeds the evolving needs of executive travellers through continuous innovation”, and providing its customers with the space, family and community away from home. Conceived with the lifestyle preferences of today’s discerning extended stay executive travellers in mind, Frasers Hospitality has three branded Gold-Standard serviced residences offerings – *Fraser Suites*, *Fraser Place* and *Fraser Residence*, a second-tier brand, *Modena by Fraser*, and a design-led hotel residence brand, *Capri by Fraser*. In addition, the group operates two brands of upscale boutique lifestyle hotels, *Malmaison* and *Hotel du Vin*.

For more information on Frasers Hospitality, please visit www.frasershospitality.com

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PRESS RELEASE
Awards & Accolades
2015

Europe's Leading Serviced Apartment Brand 2014 & 2015
by World Travel Award
Frasers Hospitality Pte Ltd

England's Leading Serviced Apartment Brand 2014 & 2015
by World Travel Award
Frasers Hospitality Pte Ltd

France's Leading Serviced Apartment Brand 2015
by World Travel Award
Frasers Hospitality Pte Ltd

Hungary's Leading Serviced Apartment Brand 2014 & 2015
by World Travel Award
Frasers Hospitality Pte Ltd

Europe's Leading Serviced Apartments 2014 & 2015
by World Travel Award
Fraser Suites Le Claridge Champs-Élysées, Paris

England's Leading Serviced Apartments 2014
by World Travel Award
Fraser Suites Queensgate, London

Hungary's Leading Serviced Apartments 2014 & 2015
by World Travel Award
Fraser Residence Budapest

Scotland's Leading Serviced Apartments 2014 & 2015
by World Travel Award
Fraser Suites Edinburgh

Turkey's Leading Serviced Apartments 2014 & 2015
by World Travel Award
Fraser Place Anthill Istanbul

Middle East's Leading Serviced Apartment Brand 2013 – 2015
by World Travel Award
Frasers Hospitality Pte Ltd

Bahrain's Leading Serviced Apartments 2013 - 2015
by World Travel Award
Fraser Suites Bahrain

Qatar's Leading Serviced Apartments 2013 - 2015
by World Travel Award
Fraser Suites Doha

Dubai's Leading Serviced Apartments 2013 - 2015
by World Travel Award
Fraser Suites Dubai

Best Serviced Apartment in China 2015
by Golden Horse Awards
Fraser Suites Top Glory Shanghai

Best Serviced Apartments Brand of China 2015
by 10th China Hotel Starlight Awards, The Centre of Asia Hotel Forum
Frasers Hospitality Pte Ltd

The Fraser
Collection

Bahrain
Bangkok
Barcelona
Beijing
Brisbane
Budapest
Chengdu

Doha
Dubai
Edinburgh
Glasgow
Guangzhou
Hanoi
Ho Chi Minh City

Istanbul
Jakarta
Kuala Lumpur
London
Manila
Melbourne
Nanjing

New Delhi
Osaka
Paris
Perth
Seoul
Shanghai
Shenzhen

Singapore
Suzhou
Sydney
Tianjin
Wuhan
Wuxi
Al Riyadh (2015)

Frankfurt (2015)
Geneva (2015)
Abuja (2016)
Gurgaon (2016)
Al Khobar (2017)
Berlin (2017)
Dalian (2017)
Hamburg (2017)

Johor Bahru (2017)
Kunming (2017)
Lagos (2017)
Nanchang (2017)
Balikpapan (2018)
Hefei (2018)
Tokyo (2018)
Yangon (2018)

PRESS RELEASE

Best Serviced Apartment of China 2015
by 10th China Hotel Starlight Awards, The Centre of Asia Hotel Forum
Fraser Residence Shanghai

Most Preferred Serviced Apartment for Business Travelers of China 2015
by 10th China Hotel Starlight Awards, The Centre of Asia Hotel Forum
Fraser Suites Suzhou

Best High-end Serviced Apartment in China 2015
by 10th China Hotel Starlight Awards, The Centre of Asia Hotel Forum
Fraser Suites Top Glory Shanghai

Best Newly Open Serviced Apartments of China 2015
by 10th China Hotel Starlight Awards, The Centre of Asia Hotel Forum
Modena by Fraser Zhuankou Wuhan

Travellers' Choice 2015
by Trip Advisor
Fraser Suites Hanoi
Fraser Suites Chengdu
Fraser Residence Budapest

For a full and comprehensive list of our awards and accolades, please refer to www.frasershospitality.com

The Fraser
Collection

Bahrain
Bangkok
Barcelona
Beijing
Brisbane
Budapest
Chengdu

Doha
Dubai
Edinburgh
Glasgow
Guangzhou
Hanoi
Ho Chi Minh City

Istanbul
Jakarta
Kuala Lumpur
London
Manila
Melbourne
Nanjing

New Delhi
Osaka
Paris
Perth
Seoul
Shanghai
Shenzhen

Singapore
Suzhou
Sydney
Tianjin
Wuhan
Wuxi
Al Riyadh (2015)

Frankfurt (2015)
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