



**InterContinental Hotels Group**

**INTERCONTINENTAL HOTELS GROUP**  
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## **CREDIT CARD FRAUD WARNING**

IHG is warning customers to take special care when responding to telemarketers, following reports of a telemarketing fraud that uses a hotel loyalty program to illegally capture personal credit card details.

IHG has been made aware of a number of cases of credit card fraud after individuals purchased a \$19.95 dining program membership from a telemarketer claiming to represent InterContinental and Crowne Plaza hotels. No such special offer exists.

It is understood that the perpetrators of the fraud are offering heavily discounted memberships of IHG's Priority Privilege program – which retails at AU\$299 per annum – to secure credit card details.

Thousands of dollars have been stolen as a result of people falling prey to the scam, and IHG has instigated a police investigation into the situation. IHG is aware of several instances of fraud in NSW and WA.

At this stage, the fraudsters appear to be calling random numbers. Cases that have been brought to our attention do not involve previous guests of IHG hotels and resorts.

### **If you are telephoned by someone claiming to represent IHG or Priority Privilege:**

1. Ask for their full name, and the name of the company they work for. Note, IHG contracts Priority Privilege sales to HMC Consulting Co Ltd.
2. Make sure the representative is able to provide more than just an email address and online form. Ask for a postal address, landline phone number and Australian ABN.
3. You are within your rights to hang up and call HMC's main line, 02 9779 3100 to verify the telemarketer is a legitimate sales representative.
4. If in doubt, you are encouraged to contact IHG's Priority Privilege members services on 1800 801 646 in Australia, 0800 165 565 in New Zealand, or email [pp-customerservice@clubhotel.com](mailto:pp-customerservice@clubhotel.com).
5. If you suspect you're a victim to credit card fraud, please contact your banking institution immediately.
6. You can also simply and securely purchase Priority Privilege online via the website, [www.priorityprivilege.com](http://www.priorityprivilege.com).