



GENTING MALAYSIA BERHAD
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PRESS RELEASE

For Immediate Release

Crockfords Received Forbes Travel Guide 5 Star Award for the Fourth Consecutive Year

GENTING HIGHLANDS, 27 April 2022 – Crockfords at Resorts World Genting (RWG) has been conferred with the Forbes Travel Guide 5 Star Award this year, making it the fourth consecutive year of the hotel securing this prestigious award. In the Forbes Travel Guide 2022 Star Awards list, Crockfords is once again the only hotel in Malaysia to receive the 5 Star award and among 323 hotels worldwide bestowed with this acclaimed accolade. This highly coveted award affirms Crockfords' position as the epitome of luxury and one of the leaders in delivering an unparalleled and unique experience to guests.

The Awards list also includes other RWG properties namely Genting Grand rated as a Forbes 4 Star Property and Highlands Hotel recognised as a Forbes Recommended Property, making it the fifth year these two hotels uphold the respective recognitions.

Forbes Travel Guide (FTG) is a world-renowned global rating system for luxury hotels, restaurants and spas. Evaluated against 900 rigorous standards by FTG's expert inspectors, a hotel must offer exceptional guest experience and services with attention to even the smallest of details in order to qualify for a 5 Star rating from FTG. The standards emphasize on graciousness, thoughtfulness and personalised service along with elements of luxury, all of which Crockfords have exceeded expectations in demonstrating excellent service standards that meet the highest level of demands, earning the honour to receive this accolade once again.

Set amidst the hilltop of Genting Highlands, Crockfords is a luxury hotel that was consciously designed to give guests a world-class experience of the highest grandeur with interiors inspired by posh London mansions. The elegant hotel boasts 177 rooms comprising 3 Executive Suites, 19 Signature Suites decorated in three themes, 13 Junior Suites, 111 Superior Rooms and 31 Premier Rooms, providing unobstructed views of the surrounding majestic mountainous landscape. Evoking a modernistic feel of luxury, all Crockfords suites feature in-room private steam bath and luxurious Greek Calacatta marble restroom fixtures, made exclusively for Crockfords. State-of-the-art technology is also embedded in the rooms to ensure ease and comfort at the touch of a button.

Recent renovations at Crockfords introduced several new facilities including a new café that serves a fulfilling breakfast buffet, their signature Lobster Nasi Lemak dish and Deluxe Dimsum Set, an E-suite complete with all the entertainment amenities you need to host a private event or fun karaoke sessions as well as two small meeting rooms. Guests are also greeted with a newly refurbished lobby with more space, gold tree fixtures spread across the lobby and marble finishing on some of the furniture, exuding a lavish ambiance.

But what makes the hotel stand out from other hotels is Crockfords' distinctive and unique feature in providing impeccable hospitality service where attention to even the smallest details are carefully considered and curated accordingly to ensure guests feel special throughout their stay. From pre-arrival to arrival, stay-in and check-out, guests of all ages can expect an attentive and meaningful engagement with Crockfords' exemplary employees who are readily available around the clock to go above and beyond guests' expectations.

With a commitment to providing meticulous care and thoughtful service for an elevated guest experience, the hotel makes it a point to directly engage with guests prior to their arrival to welcome and offer them personalised services and requests while learning more about their preferences, instilling a sense of being cared for from the beginning. With these insights, Crockfords promises a curated and tailored experience for each guest, personalising services according to their likings and needs.

Crockfords employees have been trained comprehensively to notice even the tiniest details from the moment any guest steps into the property to better anticipate their needs. From offering ginger tea which is known for its health benefits especially for seniors to elderly guests and providing kid amenities such as toys for guests' children. Crockfords employees are always intuitive to guests' needs and add extra special touches in their services to ensure a seamless and elevated guest experience.

"We are honoured that Crockfords has won the prestigious 5 Star award from Forbes Travel Guide again this year. This outstanding achievement is a testament of our team's collective dedication and passion in delivering a world-class experience for guests – from before they arrive until after they depart the hotel. We are committed to continuously serve our guests with the highest hospitality standards that we are known for, especially in offering luxury hospitality," said David Leung Ming Sum, Vice President of Hotel Operations, Genting Malaysia Berhad.

For the latest updates and happenings at RWG, please visit our website – www.rwgenting.com and official social media platforms to get more information.

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About Genting Malaysia

Genting Malaysia Berhad (GENM) is one of the leading leisure and hospitality corporations in the world. Listed on Bursa Malaysia, GENM owns and operates major resort properties including Resorts World Genting (RWG) in Malaysia, Resorts World New York City and Resorts World Catskills (which is 49%-owned via an associate company) in the United States (US), Resorts World Bimini in the Bahamas, Resorts World Birmingham and over 30 casinos in the United Kingdom (UK) and Crockfords Cairo in Egypt.

With about 10,500 rooms across seven distinct hotels, RWG is Malaysia's premier integrated resort destination. The resort also features wide-ranging leisure and entertainment facilities, including gaming, theme park and amusement attractions, dining and retail outlets, as well as international shows and business convention facilities. Additionally, Genting Highlands Premium Outlets (a joint venture between

Genting Plantations Berhad and Simon Property Group) at the mid-hill and Genting SkyWorlds, a first class, world-class theme park, further complement RWG's extensive premium offerings and exemplifies its position as a leading provider of leisure and entertainment in the region.

GENM is a member of the Genting Group, one of Asia's leading and best-managed multinational companies. The Genting Group is led by Tan Sri Lim Kok Thay, a visionary entrepreneur who has successfully established the Resorts World brand as a leader in the leisure and hospitality sector in Malaysia, Singapore, the Philippines, the US, the Bahamas and the UK. Tan Sri Lim Kok Thay also has significant investments in other industries globally including oil palm plantations, property development, power generation, oil and gas, and biotechnology.