



04 MAY 2019

OFFICIAL STATEMENT OF GMR MEGAWIDE CEBU AIRPORT CORPORATION
In response to the Facebook post of Ms. Jerian Caminero

GMR MEGAWIDE Cebu Airport Corporation (GMCAC), the private operator of Mactan-Cebu International Airport, regrets the recent experience of Ms. Jerian Caminero with one of the security guards assigned at the checkpoint going to the Terminal 1 Arrivals Pick-up Area of Mactan-Cebu International Airport (MCIA).

Upon learning of the incident via social media, GMCAC immediately started a formal investigation into the matter and reached out to Ms. Caminero. The security personnel in question has already been relieved.

GMCAC is committed to providing the best customer service to all passengers and airport users. As part of this commitment, we are obliged to step in and take appropriate action where the level of service delivered has fallen short of our standards; we did so promptly in this case.

We continue to welcome customer feedback to further improve our service. Moreover, we ask you to continue reaching out to GMCAC Customer Services via (032) 494-7000 or email customerservice@gmcac.ph. GMCAC assures the public that our staff are available and ready to assist our customers.

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