

Exhibit

KOREA MARKETING COMMITTEE (KMC) MEETING MINUTES

Tuesday, November 14, 2023 at 3:30 p.m.

GVB Main Conference Room and GoToMeeting

www.gotomeet.me/GUAMVISITORSBUREAU/kmc-meeting

*online attendance

Members Present:

- 1. Baldyga Group Tae Oh,* Annie,*
- 2. Crowne Plaza Resort Guam Alice Kim*
- 3. Dusit Thani Guam Resort Gun Park
- Guam Premier Outlets Monte Mesa,* Nicole Carriaga,* Suzanne Perez*
- 5. GTA Florence*
- 6. Marketing GUMWI*
- 7. Hoshino Resorts RISONARE Eun "Albert" Oh
- 8. Hotel Nikko Guam Jenny Cheon*
- 9. Hotel Tano Andrew Park
- 10. Hyatt Regency Guam Mio Balajadia*
- 11. Joshua Aguilar*
- 12. Korean Guarn Travel Association (KGTA) Insoo Park
- 13. Linden Akademia Stella Bae
- 14. Lotte Hotel Guam Sunny Kim*
- 15. Micronesia Mall Anna Tenorio*
- 16. Pacific Islands Club Youngmin Kim, Koji Nagano*
- Royal Orchid Guam Hotel Mami Manlucu*
- 18. The Tsubaki Tower JM*
- 19. The Westin Resort Guam Heejin Han,* Julia Kim*
- 20. Tommy Hilfiger Deanna Crisostomo*
- 21. Vantage Advertising Tae Oh*

GVB Board/Management/Staff Present:

- 1. KMC Chairman, Director Ho Eun
- 2. GVB Vice President Gerry Perez
- 3. GVB Director of Global Marketing Nadine Leon Guerrero
- 4. GVB Marekting Manager, Korea Margaret Sablan
- GVB Marketing Manager, Korea Nicole Benavente
- GVB Marketing Coordinator, Korea Cierra Sulla
- 7. GVB Web & IT Coordinator Assistant Mike Arroyo
- 8. GVB Public Information Officer Lisa Bordallo
- 9. GVB Korea Office Jay Park*

Members Absent:

- 1. 7-Day Supermarket
- 2. Core Tech Int.
- 3. FINN Partners
- 4. Fish Eye Marine Park
- 5. Goodwind Development Corporation
- 6. Guam Korean Chamber of Commerce
- 7. Guam Plaza Resort & Spa
- 8. Guam Reef Hotel
- 9. Hana Tour
- 10. Hilton Guam Resort & Spa
- 11. Holiday Resort Guam
- 12. International Dining Concepts, LLC
- 13. Jae Yu
- 14. Japan Buslines
- 15. Kloppenburg Enterprises
- 16. Lam Lam Tours (T.P. Micronesia, Inc.)
- 17. Lea Lea Guam
- 18. Leopalace Guam Resort
- 19. Lotte Duty Free
- 20. Nissan Rent A Car Guam
- 21. Oceanview & Bayview
- 22. Pacific Star Resort & Spa
- 23. Promotion Service (Sato Motonobu)
- 24. Red Door Productions dba Encore
- 25. RIHGA Royal Laguna Guam Resort
- 26. Sentry Hospitality LLC
- 27. Sky Dive Guam
- 28. Triple J Enterprises, Inc.
- 29. Tumon Bay Lobster & Grill
- 30. Tumon Sands Plaza
- 31. United Airlines
- 32. University of Guam
- 33. Valley of the Latte



1. CALL TO ORDER

KMC Chairman, Director Ho Eun called the meeting to order at 3:30 p.m.

2. REPORT OF COMMITTEE CHAIRMAN

 Chairman Eun discussed the Korea marketing budget of \$5 million. He said if each visitor were to spend \$800-\$1,000 and we calculate Business Privilege Tax or GRT and hotel occupancy tax, in general about \$200 per person, is the value they are bringing into Guam. Accordingly, Chairman Eun said with a \$5 million budget, we need to come up with 25,000 additional people because of our marketing efforts. He emphasized that we must keep that number in mind and continue to bring and create value.

3. REPORT OF MANAGEMENT

- Vice President Gerry Perez reminded the committee about the upcoming 2023 GVB Korea
 Travel Mart & Year-end party happening at the end of the month. He said we should
 encourage as many of our members who can attend to show appreciation for the market. Mr.
 Perez also added that while they're there, it is a good opportunity to re-introduce old
 business partners or meet new ones.
- Marketing manager Ms. Nicole Benavente presented the latest arrival numbers.





September 2023 Total:52,286 (+86.5%) September 1-30, 2023 % Market Mix Origin 2019 2022 2023 % of 2019 55.8% 61,412 Korea 18,065 29,191 47.5% 25.0% Japan 59,758 2,183 13,079 21.9% 11.1% US/Hawaii 6,132 4,565 5,822 94.9% 1.7% **Philippines** 1,272 724 894 70.3% 2,145 0.3% Taiwan 79 138 6.4% 0.5% China 827 33 286 34.6% 25 0.1% Hong Kong 345 68 19.7%

Source: Guarn Customs Declaration Forms, Processed by the Quarn Visitors Bureau

Fiscal Year 2023 October 2022 - September 2023 Total: 602,594 (+177.8%) % Market Mix Origin 2019 2022 2023 59.5% Korea 734,339 108,454 358,570 48.8% 18.8% Japan 664,784 13,022 97,823 14.7% 13.7% US/Hawaii 94,141 64,572 82,794 87.9% 2.3% **Philippines** 20.708 6,230 13,593 65.6% 0.9% Taiwan 28,346 423 5,371 18.9% 0.3% China 12,588 416 2,025 16.1% 0.1% Hong Kong 6,395 125 708 11.1%

Source: Ozem Custome Declaration Ferms. Processed by the Guara Viphera Burpau.





October 2023



October 1-31, 2023 Total: 53,360 (+38.5%)

% Market Mix	Origin	2019	2022	2023	% of MTD 2019
57.7%	Korea	67,116	27,783	30,785	45.9%
22.1%	Japan	49,172	2,081	11,806	24.0%
12.0%	US/Hawaii	5,280	4,983	6,379	120.8%
1.9%	Philippines	2,009	1,079	998	49.7%
0.3%	Taiwan	2,131	43	185	8.7%
0.9%	China	1,066	48	470	44.1%
0.1%	Hong Kong	278	29	66	23.7%

Source: Guara Customs Declaration Forms. Processed by the Guara Visitors Bureau

Hole: October 2023 Duily Arrivals reflect Civilian Air arrivals and

Calendar Year to Date 2023



January - October 31, 2023

Total	ŀ 5	21	196	(+126.	0% 1

% Market Mix	Origin	2019	2022	2023	% of CY2019
57.5%	Korea	619,388	130,141	299,568	48.4%
18.8%	Japan	553,173	13,922	97,969	17.7%
13.4%	US/Hawaii	76,823	56,274	70,034	91.2%
2.1%	Philippines	16,314	6,307	10,988	67.4%
1.0%	Taiwan	24,189	384	5,264	21.8%
0.4%	China	10,312	403	2,298	22.3%
0.1%	Hong Kong	4,645	146	645	13.9%

Source: Guam Customs Declaration Forms. Processed by the Guam Visitors Bureau

ote: October 2023 Dally Arrivais reflect Civilien Air arrivals only





- 4. MARKET UPDATES
- Ms. Benavente presented Korea market news.

KOREA MARKET NEWS



TRAVEL TRADE UPDATE IN KOREA



Date	Country	Date	Country
February 2021	Turkey	February 2022	Singapore
April 2021	Taiwan	February 2022	South Kores
May 2021	Thailand	September 2022	Australia
May 2021	Phdippines	December 2022	China
September 2021	Malaysia	March 2023	Britain
November 2923	Viesnam		
	Suspend	led Countries	

Ms. Benavente presented airline supply and projection.

MARKET UPDATES



AIRLINE SCHEDULE - NOVEMBER

ncheon - Guern			"All'Nin	e schedule is flexib	le, subject to chan
Korean Air	KE421	DAILY	09:15	14:35	8,160
	KE423	DAILY	19:05	00:20+1	4,200
Jeju Alr	7C3102	DAILY	10:05	15:25	5,670
	7C3106	DAILY	20:10	01:35+1	5,670
Jin Air	LJ915	DAILY	09:35	14:50	5,670
T'way Air	TW303	DAILY	10:00	15:30	5,670
		TOTAL			35,040

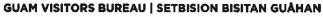


*LJ929 (Right number to be changed from LJ647 to LJ929). No operation (November 1-15), Operate Daily Rights from November 16



TOTAL OUTBOUND SEAT CAPACITY (NOVEMBER):

41,277 SEATS



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MARKET UPDATES



AIRLINE SCHEDULE - DECEMBER

Arlines	Hight No.	Days	DEP Time	AAR Linis	Seat Capacity
Korean Air	KE421	DAILY	09:15	14:35	8,432
KOYUBI AII	KE423	DAILY	19:05	00:20+1	4,340
data da	7C3102	DAILY	10:05	15:25	5,859
Jeju Air	7C3106	DAILY	20:10	01:35+1	5,859
Jin Air	LJ915	DAILY	09:35	14:50	5,859
T'way Air	TW303	DAJLY	10:00	15:30	5,859
	F FATER	TOTAL	S SW-		36,208

<u>~</u>

TOTAL OUTBOUND SEAT CAPACITY (DECEMBER):

45,469 SEATS

Busan - Guam					
Airlines	Flight No		DEP Iome	ARR Time	Seat Capacity
Jeju Air	7C3154	4/W (WED/THU/SAT/S UN)	21:35	02:30+1	3,402
Jin Air	∟ 1929	DAILY	20:30	01:30+1	5,859
10.5	TOTAL				9,261

MARKET UPDATES



AIRLINE SCHEDULE - JANUARY

Incheon - Guam			*Airtin	e schedule is flexib	le, subject to char
Arrines	Flight No.	Days	DEP Time	ARM fine	Seat Capacity
Korean Air	KE421	DAILY	09:15	14:35	8,432
KOTHEN AN	KE423	DAILY	19:05	00:20+1	4,340
Jeju Air	7C3102	DAILY	10:05	15:25	5,859
	7C3106	DAILY	20:10	01:35+1	5,859
Jin Air	LJ915	DAILY	09:35	14:50	5.859
T'way Air	TW303	DAILY	10:00	15:30	5,859
		TOTAL			36,208



TOTAL OUTBOUND SEAT CAPACITY (JANUARY):

45,280 SEATS

• Busan • Guam					
A rlines			DEP Time	ARR Time	
Jeju Air	7C3154	4/W (WED/THU/SAT/S UN)	21:35	02:30+1	3.213
Jin Air	LJ929	DAILY	20:30	01:30+1	5,859
		TOTAL			9,072

Mr. Perez cautioned that we recently had a meeting with Korean Air, who are contemplating
suspending their night flights from March through October. He added that that is a real concern for
us so the team is trying to figure out ways to generate more demand to help them because their
load factor is very low. Mr. Perez emphasized that the decision to suspend those flights would
impact our seats, so we're trying to see what we can do to help offset that.





Marketing Manager Ms. Margaret Sablan presented the major competitive destination monitoring.





COMPETITIVE DESTINATION UPDATE





 Jaju Av cancelled its flight to Saipan departing from Busan, which had been operated with 4/w schedule in October as the actual sales rate of hight flight has been low (around 50-60% of reservation rate).

	Airline Operation Status	100
ICN - SPN	FREQUENCY	21/W





 After 4 years of LCC flight suspension to Hawaii, Air Premia will faunch its non-regular flight with 4/w schedule to Hawaii starting from late December.

Airline Operation Status				
ICN - HNL	FREQUENCY	56/W		

MARKET UPDATES



COMPETITIVE DESTINATION UPDATE





Koreen Av expanded its flight schedule of ICN-BKK route in line with the increasing travel demand during the winter season.

Airline Operation Status					
KON	FREQUENCY	291/W			
PLN.	DESTINATIONS	BKK, HKT, CNX			
-	FREQUENCY DESTINATIONS	24/W			
PUS	DESTINATIONS	BKK, CNX			
TAE	FREQUENCY	7/W			
IAE	DESTINATIONS	ВКК			
cıı	FREQUENCY	7/W			
cn	DESTINATIONS	BKK			
TOTAL	FLIGHT OPERATION	329/VV			





MARKET UPDATES



COMPETITIVE DESTINATION UPDATE



 Philippines has already recorded 4.5 million international towrist errivals, 93% of Department of Tourism (DOT)'s 4.8 million target this year.

Airline Operation Status				
	FREQUENCY	232/W		
ICN	DESTINATIONS	MNL, CRK, KLQ, TAG, CEB		
	FREQUENCY	32/W		
PUS	DESTINATIONS	MNL, CEB, CRK, KLO		
TAE	FREQUENCY	7/W		
	DESTINATIONS	CEB		
TOTAL	FLIGHT OPERATION	271/W		

MARKET UPDATES



COMPETITIVE DESTINATION UPDATE





 Flights departing from Muan to De Lat and De Nang had been cancelled in November as most of the airfines are focusing on Japan and China routes.

Airline Operation Status					
	FREQUENCY	617/W			
ICN	DESTINATIONS	DAD, CXR, SGN, HAN, HPH, VCA, DU, PQC			
	FREQUENCY	91/W			
PUS	DESTINATIONS	DAD, CNX, SGN, HAN, DLI			
TAE	FREQUENCY	14/W			
IAE	DESTINATIONS	DAD			
FREQUENCY FREQUENCY		2/W			
MWX	DESTINATIONS	CXR			
ונט	FREQUENCY	11/W			
CJ	DESTINATIONS	DAD, CXR			
TOTAL FLIGHT OPERATION 735/W					





MARKET UPDATES



COMPETITIVE DESTINATION UPDATE



- Japan: Specific issue
 - As the number of travelers visiting Japan increased significantly due to the low yen, majority of the airports expanded flight operation to Japan, around 200 flights increased compared to last October.
 - According to Japan National Tourism Organization (JNTO), the number of foreigners who visited Japan last September recorded 2.184,300pax.

Airline Operation Status				
	FREQUENCY	1,687/W		
ICN	DESTINATIONS	NRT, HND, KIX, FUK NGO, CTS, OKA, KMJ, TAK MYJ, FSZ, OIT, KKJ, SDJ, MJ		
GMP	FREQUENCY	126/W		
GMP	DESTINATIONS	HND, KIX		
	FREQUENCY	169/W		
PUS	DESTINATIONS	NRT, KIX, FUK, CTS, NGO		
TAE		28/W		
IAE	DESTINATIONS	NRT, KIX, FUK		
MWX	FREQUENCY	9/W		
MWA	DESTINATIONS	CTS, KKJ		
CJU	FREQUENCY	7/W		
	DESTINATIONS	KIX		
cn	FREQUENCY	37/W		
CJJ	DESTINATIONS	KIX, NRT		
TOTAL	FLIGHT OPERATION	2,063/W		

MARKET UPDATES



COMPETITIVE DESTINATION UPDATE





China: Specific issue

 I'way is planning to operate a total of six international routes to China starting from the end of November, currently operating five routes (as if Nov. 9), as the travel demand to China is on an upward trend.

Airline Operation Status				
	FREQUENCY	L320/W		
iCN	DESTINATIONS	PEK, PVG, TSN, CAN, SHE, SZX, DLC. NKG, TAO, MDG, XIY, YNZ, YNJ CGQ, TEU, CKG, CGO, XH9H, KWL, DYG, YNT, WUX, CSX, HRB, WEH, KMG, YTY, JMU, SJW, SYX, TNA, WUH, HAK, WNZ, TNA		
GMP	FREQUENCY	56/W		
GHP	DESTINATIONS	PEK, SHA		
PUS	FREQUENCY	37/W		
PUS	DESTINATIONS	PVG, TAO, YNJ, DYG		
TAE	FREQUENCY	11/W		
TAE	DESTINATIONS	DYG. PVG		
MWX	FREQUENCY	2/W		
MWX	DESTINATIONS	DVG		
cu	FREQUENCY	4/W		
C.U	DESTINATIONS	DYG, YNJ		
	FREQUENCY	94/W		
CJU	DESTINATIONS	PEX, PVG, TSN, CSX, NTG, DLC, NKG, NGB, SHE, HGH, CGQ, CGO, HFE		
TOTAL FL	IGHT OPERATION	1,524/W		

5. OLD BUSINESS





Ms. Sablan presented old business.



FY2024 ONGOING/UPCOMING PROJECT: 2023 GVB Korea Travel Mart & Year-end Party

November 29, 2023 Conrad Seoul, Grand Baltroom 3F Approx. 200pax 20 partners (as of November 14)

No. of KMC

- invite travel trade partners and media as - Open travel mart for trade partners to co well as stakeholders from Guam for networking and year-end party mmunicate freely and share information about the tourism industry

2025 GVB Korea Travel Mart & Year-end Party Program Travel Mart 17:30 Registration & Reception 18:00 Opening 15:30 18:05 Welcome Speech 18:10 **GVB Presentation** 18:45 Toest 16:00 Registration Dinner 19:15 Musical Performance 19:30 Lucky Draw 16:30 Travel Mart 20:00 Closing



- Ms. Sablan thanked our members participating in the 2023 GVB Korea Travel Mart & Year-End Party for their continued support in showing a strong force and helping thank our industry partners.
- Director of Global Marketing Ms. Nadine Leon Guerrero noted that we had originally planned for 14 participants, but based on the number of responses we expanded the space.
- Chairman Eun praised the large number of participants.

NEW BUSINESS

Ms. Sablan presented New Business.





NEW BUSINESS



FY2024 ONGOING/UPCOMING PROJECTS: SPORTS MARKET DEVELOPMENT - TOUR OF GUAM

- December 10, 2023 Skinners Plaza / Guern Museum Hagātria, Guern
- Promote GVB's signature event Tour of Guam on various channels including cycling influencer's channels Collaborate and support travel agents to develop Tour of Guan travel product increases the number of whiters to target lessue & sports market







NEW BUSINESS



FY2024 ONGOING/UPCOMING PROJECTS: OOH ADVERTISEMENTS AT CONVENIENCE STORES

- November 28 December 12, 2023 All regions in South Korea (Seoul Incheon, Busan, Daegu, Gwangju, etc.) Convenience Stores (CU, emart24, 6325, 7-eleven) Over 9,000 convenience stores in total (Around 9,300 monitors) Video (LED monitors) / 50 times per monitor (per store)

- 7-ELEVEN (U) **GS25**
 - emart 24
- Create eye-catching advertisements that can enhance brand awareness
 Promote Guam and its campaign via out-of-home mega platforms in Seoul and other cities in Koree







NEW BUSINESS



FY2024 ONGOING/UPCOMING PROJECTS: MICE INCENTIVE PROGRAM

- Period: Target Pax Objective:
- FY2024 6,500pax (FY2019 level)
 - To position Guam as a perfect destination for MICE group.
 To bring more MICE purpose visitors from Korea, especially for incentive group.

Support thems	50 - 100 PAT	101-200 pay	201-300 pas	301 gas 1
Guarri Guidebook & Eco bag	4	4	4	4
Monetary support to MICE organizer (KRW 10,000 per pas)		4		
Monetary support to MICE organizer (KRW 20,000 per pax)			- 1	4
PCO Incentives (KRW 3,000,000)			4	
PCO Incentive (KRW 5,000,000)				4



- . Mr. Perez noted that the MICE Incentive Program is a strategically important market segment if we can grow because it generates volume.
- Ms. Sablan presented the FY2023 and FY2024 Budget Summary.



FY2023 - Korea Marketing Budget

Account Title	Budget	Paid	Committed	Remaining \$	Remaining %
	4 00 000 00				Alignet
South Korna Country Manager	\$ 90,000.00	\$ 90,000.00		ş.	0.009
Marketing Representative Fees	\$ 396,000.00	\$ 363,000.00	\$ 33,000.00	5-	0.009
Travel Trade Co-Ops	\$ 890,194.37	\$ 650,194.37	\$ 240,000.00	5-	0.009
Social Media and Digital Media Buys	\$ 323,516.23	\$ 270,849.05	\$ 52,667.18	\$ (0.00)	0.009
Public Relations, Advertising, and Media Tie-ins	\$ 667,854.42	\$ 462,854.42	\$ 205,000.00	\$ 0.00	0.009
Femiliarization Tours	\$ 168,225.47	\$ 66,350.49	\$ 101,874.98	\$ 0.00	0.009
Sales Market Development	\$ 964,209.51	\$ 514,577.08	\$ 442,291.71	\$ 7,340.72	0.769
BUDGET GRAND TOTAL	\$ 1,500,000.00	\$ 2,417,825.41	\$1,074,883.87	\$7,840.72	0.219





BUDGET SUMMARY



FY2024 - Korea Marketing Budget

Account Title	Budget	Paid	Committed	Remaining \$	Remaining %
South Koree Country Manager	\$ 90,000.00	ģ-	\$ 90,000.00	ş.	0.009
Marketing Representative Fees	\$ 396,000.00	5	\$ 194,000.00	ş.	0.009
Travel Trade Co-Ops	\$ 1,584,000.00	5.	\$ 885,000.00	\$ 1,249,000.00	78.859
Social Media and Digital Media Buys	\$ 720,000.00	S-	\$ 120,000.00	\$ 600,000.00	83.339
Public Relations, Advertising, and Media Tie-ins	\$ 820,000.00	5	\$ 60,000.00	\$ 760,000.00	92.689
Femiliarization Tours	\$ 160,000.00	5.	. s.	\$ 160,000.00	100.00%
Sales Market Development	\$ 1,230,000.00	5-	\$ 95,000.00	\$ 1,135,000.00	92.289
BUDGET GRAND TUTAL	\$ 5,000,000.00	5.	\$ 1,096,000.00	\$ 3,904,000.00	78.08%

- Ms. Sablan recognized that we are working even harder to utilize our FY2024 funds effectively within the market.
- Chairman Eun asked to explain the comparison of where we are going to spend the extra funds. He stated that we are spending \$1.5 million additional based upon \$3.5 million, which is almost a 43% increase. He asked if we are going to equally allocate that based on the current market strategy in 2023. Ms. Sablan responded that it is well spread amongst all the different areas. Ms. Leon Guerrero added that some are higher performers than others. She explained that every co-op that we do has a goal associated with that, so if they hit their goal, then we continue to feed them more. Chairman Eun asked what are some of those things. Ms. Sablan responded by saying digital marketing has gone up significantly, as well as out-of-home media advertisement consumer collaborations. She said that the biggest chunk has probably gone to airline co-op, airline incentives, TA co-op promotions, and OTA promotions.
- Chairman Eun asked if we could ask GVB to handle the airline incentive area instead of the Korea Marketing Committee. Ms. Leon Guerrero added by saying for the compensation of the Korean carriers, each market is different, so the plan Korean Airlines has is specifically for Incheon and Busan trying to increase load factors. Chairman Eun asked about the numbers for airline subsidies. Ms. Sablan responded by saying that the airline incentive program is different from the regular airline co-op. She went on to explain that for the airline incentive, we're looking at a budget between \$256-340k and for the co-op, we're looking at about \$420k.





- Director of Korean Sales at Pacific Islands Club Young Min Kim said that he spoke with some of the airlines and one of the challenges that he heard about is the cost has been increased. He shared that he thinks that in order to attract more airlines to fly to Guam, we need to work with the airport. Mr. Perez asked if the airport had increased their fees and charges significantly. Ms. Leon Guerrero answered by saying that the airport had removed their discounts. Ms. Leon Guerreo said they will bring it up again to them. Mr. Perez agreed and said that we've slipped behind if we look at our overall Korean arrivals. Ms. Leon Guerrero said it may have started with the typhoon and also with the yen rate.
- Chairman Eun asked Country Manager Jay Park if he's not mistaken, Korea outbound has already recovered 98% calendar year but we recovered just 48%. He asked Mr. Park for a graph to see where all those people went other than Guam. Mr. Park said he would check the numbers and figures and get back to him later, but he went on to explain that compared to 2019 just before the pandemic, compared to this year to date from January to September, the Korean total outbound market has recovered 73% right now. He mentioned the Guam market, just less than 50%. Chairman Eun said that he read that some of the reports are claiming a 98% recovery so we need to validate which number is actually accurate. Mr. Park said he would check the numbers.
- Chairman Eun said he would like to see per month if we are getting into a better trajectory or not. Mr. Park said he would include that information too.

7. ANNOUNCEMENTS

- The next KMC meeting will be Tuesday, December 19, 2023, at 3:30 pm (subject to change).
- 8. ADJOURNMENT
- The meeting adjourned at 3:51 pm.

Cierra Sulla, Marketing Coordinator – Korea

Minutes Reviewed By:

Minutes Prepared By:

Nicole B. Benavente/Margaret Sablan, Marketing Manager - Korea





Minutes Approved By:

Nadine Leon Guerrero, Director of Global Marketing