

## Media Statement

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Panasonic would like to thank all its customers for their continued patronage.

Recently, it has come to our attention that there are counterfeit batteries bearing Panasonic brand name for sale to Malaysian consumers in online marketplaces. These counterfeit batteries are inferior in terms of quality and betrays our customers' high expectation in the Panasonic brand name.

Customer safety is our top priority and the sale of products that violate the laws including counterfeit goods is strictly prohibited. Panasonic Malaysia is working closely and cooperating with the authorities, and other respective parties on investigating the background of the incident.

In a recent case, a raid action targeting an online counterfeit seller has been conducted in Pahang. By co-operating with the Ministry of Domestic Trade and Consumer Affairs ('MDTCA'), a total of 5,969 counterfeit batteries worth RM24,969 have been seized in order to prevent distribution to the Malaysian consumers. The seized goods were of Chinese origin and ordered to Malaysia via WeChat.

We enforce strict regulations and will take immediate action against dealers and retailers who violate our business terms and conditions. All Panasonic's authorised dealers and retailers must comply to their contractual obligations as agreed with Panasonic, in particular the proper undertaking of sales activities and intellectual property protection.

We have a robust system of checks and controls with stringent policies and measures in place to curb fraudulent and illicit trading of Panasonic products. Panasonic has a zero-tolerance policy with regard to counterfeit products, as they freeride the excellent reputation of the Panasonic brand name and betray our customers' expectations.

Panasonic Malaysia is continuously committed to ensuring that our authorised dealers and retailers remain a safe shopping experience for all. Shoppers are encouraged to lodge a report if they come across counterfeit retailers or products.

In order to avoid purchasing counterfeit products, Panasonic Malaysia recommends that our customers should purchase Panasonic products from Panasonic's certified authorized partners and trustworthy retail shops. Customers can find 100% genuine Panasonic products using the following links: -

- [Panasonic Official Online Store](#)
- [Panasonic Flagship Store on Lazada](#)
- [Panasonic Official Store on Shopee](#)

Panasonic will continue to monitor the market and will take decisive legal action against any sales of counterfeit goods. This is Panasonic Malaysia's responsibility towards our customers, our employees and the public to ensure confidence and peace of mind. We would like to sincerely thank you for your continued support to Panasonic.

### **About the Panasonic Group**

A global leader in developing innovative technologies and solutions for wide-ranging applications in the consumer electronics, housing, automotive, industry, communications, and energy sectors worldwide, the Panasonic Group switched to an operating company system on April 1, 2022 with Panasonic Holdings Corporation serving as a holding company and eight companies positioned under its umbrella. Founded in 1918, the Group is committed to enhancing the well-being of people and society and conducts its businesses based on founding principles applied to generate new value and offer sustainable solutions for today's world. The Group reported consolidated net sales of 7,388.8 billion yen for the year ended March 31, 2022. Devoted to improving the well-being of people, the Panasonic Group is united in providing superior products and services to help you Live Your Best. To learn more about the Panasonic Group, please visit: <https://holdings.panasonic/global/>

### **About Panasonic Malaysia**

Panasonic Malaysia Sdn Bhd is a sales, service and marketing company for the Panasonic brand of electrical and electronic products ranging from audio visuals, home appliances, air conditioners, indoor air quality, solar business, digital & video cameras, professional broadcasting equipment, system solutions, telecommunications, health & beauty care, batteries and lightings. All Panasonic products are available through our authorised dealers nationwide. For more information on Panasonic brand and products, visit our website at [www.panasonic.com.my](http://www.panasonic.com.my) or call our Customer Care Centre at 03-7953 7600.

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