

Response from Starbucks Coffee Company - Case # 7098249

Written by Madeline A.

Sunday, 05 July 2009 11:05 - Last Updated Sunday, 05 July 2009 16:10

Hello Leo,

Thank you so much for taking the time to write to us.

As you mentioned in your email, Taiwan was previously labeled "Taiwan, Province of China" on the store locator system on Starbucks.com in deference to International naming conventions. Starbucks prefers not to take a position on political issues, however the system has been adjusted and the store locator is now labeled "Taiwan." We apologize for any frustration this may have caused you.

If you have any further questions or concerns that I was unable to address, please feel free to let me know.

Thanks again,

Madeline A.
Customer Relations
Starbucks Coffee Company
800 23-LATTE (235-2883)
Monday through Friday, 5AM to 6PM (PST)

p.s. I'd really like to know how my response met your needs; click [here](#) if you'd be willing to share your thoughts in a brief survey.

The email was filed and dated on June 9, 2009, Wednesday