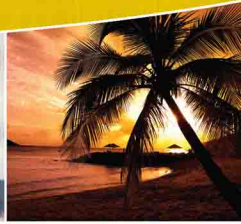
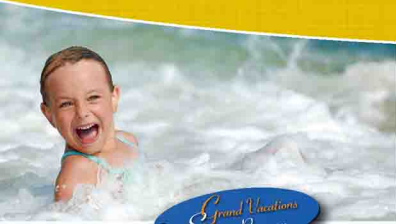


# Member Experience



At Grand Vacations, the member experience is of highest important to us. Below are highlights of several key areas that will make up the program experience, which we strive to make excellent and memorable for each member.

## Program Values

- ❖ Superior Service Quality – We will do our best to provide an exceptional product with exceptional support.
- ❖ Choices & Flexibility – We want members to have abundant options and feel like they are in charge.
- ❖ Genuine Value – We want members to use their benefits and derive true value from them.
- ❖ Unlimited Access – With three ways to derive benefit (online, over the phone, and in-store), members always have access.

## Sign Up

- ❖ Members choose from among three different plans.
- ❖ A personalized and comprehensive fulfillment kit is sent to each member with their membership card, a welcome letter, detailed program materials, and everything they will need to know to make full use of their benefits.

## Payments & Credit Postings

- ❖ Member funds are easily and conveniently deducted by their employer from their paycheck.
- ❖ All member funds are escrowed and managed by Chicago Title Company.
- ❖ Members have 24/7 online access to their account, statements, balances, and payments, which are posted and updated as they are received from employers.

## Communication

- ❖ Members receive monthly email statements showing detailed savings account activity.
- ❖ Members can call in to customer service with questions.
- ❖ Member will have 24/7 access to our automated IVR to access key account information.

## Customer Service

- ❖ Our team is staffed with friendly, trained, and seasoned customer service and travel booking professionals.
- ❖ Toll-free live agent support is available to our members.
- ❖ Online support, including member tools and FAQs, is available to members 24 hours a day.

## Travel Redemption

- ❖ There are two ways for members to redeem their vacation.
  - 1 **Standard Redemption** - Members can save each month over the twelve months of the program and, once their account is fully funded, redeem for a resort week at a destination of their choice.
  - 2 **Accelerated Redemption** - Members can, at any time, choose to accelerate their payments so as to redeem their travel early.
- ❖ To redeem, members simply call our toll-free number and work with our booking specialists, who will help them explore the possibilities, choose locations, and set dates that work best for your family.
- ❖ Members receive electronic and printed booking confirmation.

## Program Website

- ❖ Our comprehensive, user-friendly website provides unlimited access to program and member-specific information.
- ❖ Members can access their account information, review balances, and activity.
- ❖ Members can access their benefits program savings, search for providers, and print savings coupons.



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