

# WE MAKE TIMESHARE WORK

ResortCom provides timeshare management software and financial services to the timeshare and vacation ownership industry

## WHO ARE WE?

We're a diverse team of multilingual professionals who help our clients increase revenue by managing their membership services

ResortCom evolved over the past thirty years from our origin as the internal servicing arm of a leading international timeshare developer to our current state—servicing half a million customers for dozens of developers on multiple continents.

We earned our reputation as a high-ranking, revenue-generating service provider of timeshare financial services, loan and maintenance fee management, credit card processing, and collections.

## WHAT DO WE DO?

ResortCom provides a full suite of software and client services, including innovative contact center solutions, club management, inventory management, reservations, timeshare member services, and vacation owner financial services, enabling our clients to grow at a quicker pace



As an international timeshare services provider, we engage with hundreds of thousands of vacation club members. We listen. We refine our methods and services. And we've learned what enhances the member experience, what developers need to grow their business, and how we can boost our clients' bottom lines.

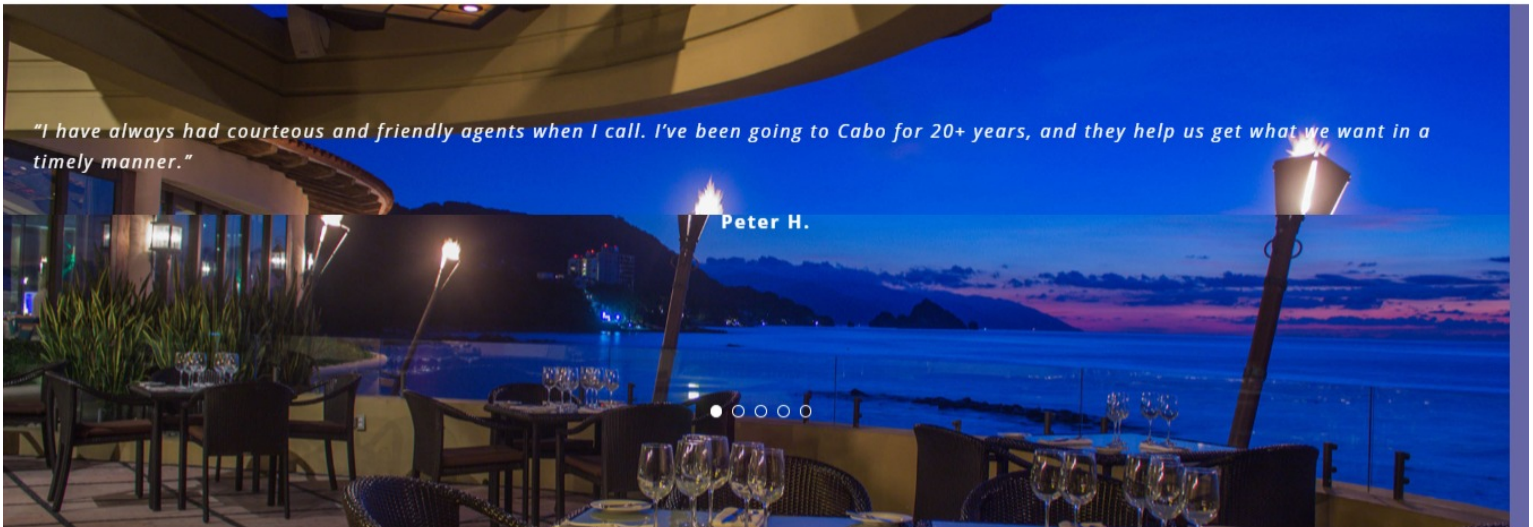
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ResortCom leads the way as an expert strategic partner providing essential and secure tools for the vacation industry. Our incomparable technology tools, developed over three decades of interaction with resort developers, vacation clubs, travel clubs and their members/owners, cover all the intricacies of timeshare operation.

As the most established provider of member services exclusively to the hospitality/timeshare industry we are ready to be your partner, helping you achieve exceptional results with safe and sound security. Find out why we are the top performer in Global Portfolio Management. Healthy portfolios, low delinquencies and low foreclosure rates are the hallmark of our deep vacation ownership industry expertise. Our secret is a combination of state of the art technology and a team of excellent people who understand customer service and what it takes to make timeshare owners comfortable and happy with their purchase.

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## HOW DO WE DO IT?

Our proprietary timeshare management software, ResortConnect™, maximizes the customer experience and generates revenue



What does ResortConnect do? We're glad you asked.

- Makes and maintains reservations
- Maintains and services loan and maintenance fee accounts
- Maintains "points overlay" systems
- Manages and services member accounts
- Creates, stores, and maintains contracts
- Manages inventory for timeshares, hotels, and rentals
- Handles transfers and title changes
- Processes bankruptcy
- Manages rentals, resorts, vacations, and HOAs

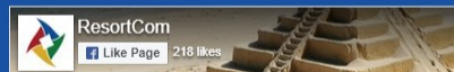
ResortConnect is 100% compliant with privacy laws, PCI requirements, and any regulatory framework charged with protecting financial data. ResortConnect manages the complex demands of our industry, provides exemplary service through its user-friendly interface, and protects client and consumer data at the highest level.

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RESORTCOM

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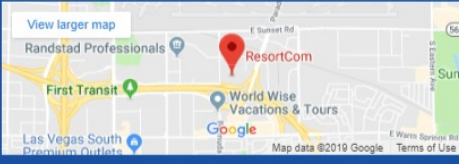
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