

**IMPACT** on your success.

FINANCIAL SERVICES  
CLUB MANAGEMENT  
RESORT OPERATIONS

working to profoundly **IMPACT** your business

#### YOUR INDUSTRY PARTNER

##### FINANCIAL SERVICES

- Loan Servicing
- Note Portfolio Management
- Maintenance Fee Billing and Collection Management
- Credit Card Processing
- Trust Management and Lender Support

##### RESORT AND CLUB SERVICES

- Resort Management
- Club and HOA Management
- Hotel Marketing Rental Program
- Reservations and Owner/Member Services
- Club Services
- Concierge Services



*your partner*

As your industry partner, we take pride in providing services that make a profound **IMPACT** on your success.



JOHN E. SMALL

JEFFREY S. HEALY

**A PROVEN TRACK RECORD WITH EXCELLENT RESULTS**

ResortCom International provides many financial and operations services to the vacation ownership and resort industry. As a client-centric business, we are known for our expertise, integrity, reliability, spectacular customer service and high performance standards.

**ENHANCED PROFITABILITY**

- Top-level expertise
- On-line, real-time information
- Timeshare and hospitality specialists
- Persistent customer service
- Bringing hospitality disciplines to timesharing
- Day-in, day-out attention to your bottom line
- Customer service with maximum results

**LOAN SERVICING**

- Timeshare receivables billing and cash collection
- Trust and custodial services
- Automated payment programs
- On-line/web payment access
- Lender administration and support
- Contract and down payment management

**PORTFOLIO MANAGEMENT SPECIALISTS AT THE TOP OF THE INDUSTRY**

- Most consistent top results in the industry
- Average results maintained at 94+% "current"
- Hands-on approach of managing members
- Known for special care in handling first payment defaults
- Monthly executive reporting and analysis

**MERCHANT CARD SERVICES for Developers, Resorts and Businesses Specializing in the Resort, Travel and Vacation Industries**

- All approved authorizations deposited in clients' bank accounts within 48 hours
- Management of charge-back requests
- Full reporting of approvals and deposits
- All major credit cards

**ASSESSMENT/MAINTENANCE FEE BILLING AND COLLECTIONS**

- Annual billing of dues
- Current assessment billing for new sales
- Delinquency management and collection programs
- Customer service outbound collections programs
- On-line, real-time reporting of information and results
- Quarterly payment options
- On-line/web payment access

**MEMBER RELATIONS**

- Return home welcome calls and welcome letters
- Special handling of new members
- Member education
- Support for financial services provided to members
- Continuous training and education of staff

**BRINGING HOSPITALITY DISCIPLINE TO THE TIMESHARE INDUSTRY**

ResortCom International is an expert in timesharing, vacation ownership, fractional ownership, luxury resorts and the travel industry.

**RESORT MANAGEMENT**

- Award-winning employer
- Hands-on approach
- Training of on-site staff to anticipate needs and exceed expectations
- Cost management
- Yield management
- Customer service

**CLUB AND HOA MANAGEMENT**

- Cost-savings methods
- Frequent and easy to read reports
- Knowledgeable of board and member needs
- Strict adherence to laws, rules and regulations
- Strong budgeting and fiscal management
- Experienced board relations and coordination

**HOTEL MARKETING RENTAL PROGRAM**

- Yield management experts
- Professional sales and marketing approach
- International contacts
- Internet presence
- Years of successful resort marketing experience

**CUSTOMIZED RESERVATIONS SERVICES**

- Reservation services for club operations
- Reservation center for hotel needs, developer needs or special programs
- Professional staff
- Latest techniques and highest service standards

**CLUB SERVICES**

- New avenues of revenue
- A cut above the others
- Revenue producing enhancements
- A partner in providing great vacation experiences

**CONCIERGE SERVICES**

- Personalized service for timeshare and fractional owners
- Exceptional member/owner relations
- Providing individual attention for high-end owners
- Award-winning customer service

**MARKETING SERVICES**

- Consumer and industry public relations
- Advertising
- Collateral materials
- Award-winning marketing expertise
- Member communications

**The principals of our growing company**

have a quarter of a century of resort servicing and hospitality leadership experience. With nearly 200 employees, ResortCom is celebrated as a model of cultural and ethnic diversity. International and domestic clients, along with their member/owners, depend on ResortCom for our multi-cultural perspective in servicing members, owners and managing resort properties.

Based in San Diego, we also maintain offices in Fort Lauderdale, Florida. We are always proud to fulfill and exceed the expectations of our customers. Our individual client partners look to us for knowledge and support in their endeavors and we, in turn, are rewarded as we help them grow their core businesses and to flourish.