



Member Services Embarc and Extraordinary Escapes Highlights 2020

Maria Kalber - Senior Vice President of Customer Service and Global Club
Operations



Call Center Services 2020

EXTRAORDINARY
escapes

Calls

	Embarc Year 2020 Snapshot								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total
Calls Received	4281	3261	5237	2947	2986	4078	3558	3663	30,011
Calls Abandoned	100	104	966	199	272	249	158	146	2194
Abandon Rate %	2.30%	3.20%	18.40%	6.80%	9.10%	6.10%	4.40%	4.00%	6.79%
Average Speed of Answer (MM:SS)	0:00:43	0:00:54	0:06:12	0:02:19	0:03:01	0:01:42	0:01:33	0:01:22	0:02:13
Service Level %	70.10%	67.60%	46.80%	61.50%	44.30%	54.60%	53.50%	56.90%	56.91%

Calls Received 2019: 28,370
Calls Received 2020: 30,011
Difference: 1,641

Average Answered Rate 2019: 21 seconds
Average Answered Rate 2020: 133 seconds
Difference: -112 seconds

Service Level 2019: 84.48%
Service Level 2020: 56.91%
Difference: -27.57%

Chats

	Embarc Year 2020 Snapshot								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total
Chat Received	510	313	705	417	310	318	337	257	510
Chat Abandoned	49	11	53	1	4	8	9	2	49
Abandon Rate %	9.6%	3.5%	7.5%	0.2%	1.3%	2.5%	2.7%	0.8%	9.6%
Average Speed of Answer (MM:SS)	0:01:05	0:00:19	0:03:50	0:00:07	0:00:04	0:00:07	0:00:12	0:14:10	0:01:05
Service Level %	79.4%	86.0%	71.2%	83.4%	92.2%	89.6%	90.4%	87.8%	79.4%



Embarc Member Services After Call Survey Results



Question 1: How satisfied were you with the time it took to reach our team member today?

Question 2: How satisfied were you with the level of service and professionalism of our team member?

Question 3: How satisfied were you with the time it took for the agent to handle your request(s) or question(s)?

Question 4: How knowledgeable was the agent to fulfill your request?

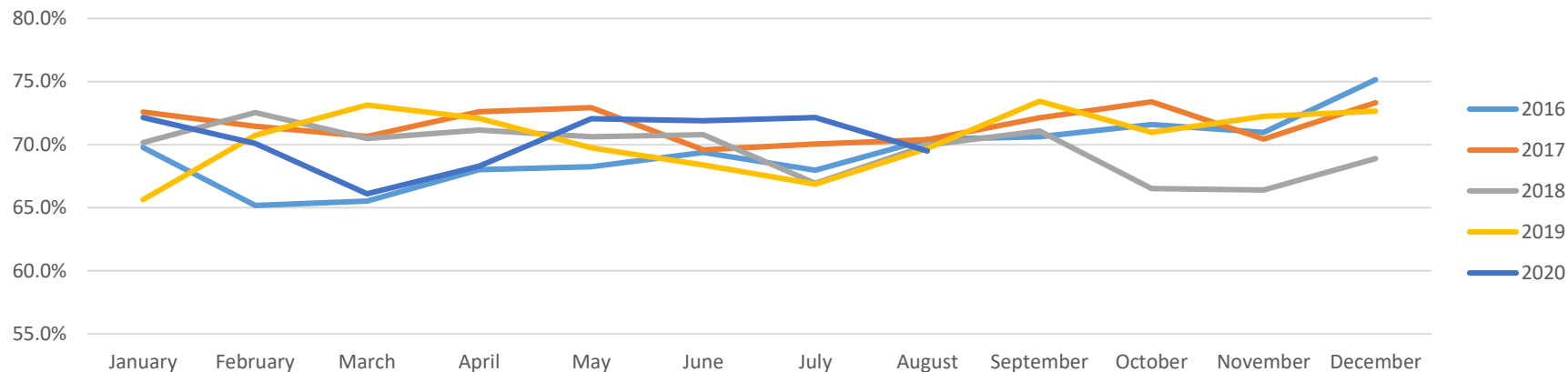
	English				French			
	2017	2018	2019	2020	2017	2018	2019	2020
Question 1	90.36%	88.42%	91.72%	88.69%	94.27%	88.59%	92.85%	91.60%
Question 2	94.53%	93.38%	95.52%	95.82%	95.26%	92.70%	94.46%	94.51%
Question 3	92.43%	91.07%	94.28%	94.26%	91.72%	88.68%	91.70%	92.84%
Question 4	92.42%	90.87%	94.11%	94.34%	92.28%	90.76%	92.55%	93.17%
Overall	92.19%	90.60%	93.69%	93.08%	93.19%	89.81%	92.57%	92.74%



Online Bookings

EmbarcResorts.com

EXTRAORDINARY
escapes



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Overall
2016	69.8%	65.2%	65.5%	68.0%	68.2%	69.4%	68.0%	70.4%	70.6%	71.6%	71.0%	75.2%	68.9%
2017	72.6%	71.5%	70.7%	72.6%	72.9%	69.6%	70.0%	70.4%	72.1%	73.4%	70.4%	73.3%	71.6%
2018	70.2%	72.5%	70.5%	71.1%	70.6%	70.8%	66.9%	70.0%	71.1%	66.5%	66.4%	68.9%	69.8%
2019	65.6%	70.7%	73.1%	72.1%	69.7%	68.4%	66.9%	69.7%	73.4%	71.0%	72.2%	72.6%	70.4%
2020 (YTD)	72.1%	70.1%	66.1%	68.3%	72.1%	71.9%	72.1%	69.5%					70.4%

Online Bookings

Getaway Bookings and Exchanges

	Online Getaway Bookings	Members
Sept 2015 - Aug 2016	924	569
Sept 2016 - Aug 2017	1,988	1,101
Sept 2017 - Aug 2018	2,258	1,218
Sept 2018 - Aug 2019	2,333	1,195
Sept 2019 - Aug 2020	2,057	1,075
Grand Total	10,092	5,484

	Exchanges Completed	Members
Sept 2015 - Aug 2016	3,876	2,141
Sept 2016 - Aug 2017	4,148	2,153
Sept 2017 - Aug 2018	4,310	2,130
Sept 2018 - Aug 2019	4,206	2,051
Sept 2019 - Aug 2020	2,722	1,481
Grand Total	22,781	11,973



Benefits for all Extraordinary Escapes Members



Use Your Points to Stay Vacationed:

- Access to Additional Affiliate Resorts
- Luxury Cruises
- Luxury Hotels
- Resort to Resort
- Disney Resorts
- Member Escorted Journeys using 20/15 and 30/20 benefit
- Great American Days
- Air Miles
- America the Beautiful Recreational Pass
- Destination Xchange *New!*

Partner Discounts and Advantages:

- Luggage Delivery Service
- Book your Rental Car
- Annual Skymed Ultimate Plan
- Single Stay Skymed Short Term Plans
- Caribbean Sol Discounts
- Pressreader In-Resort benefit *New!*

Exclusive Products and Services:

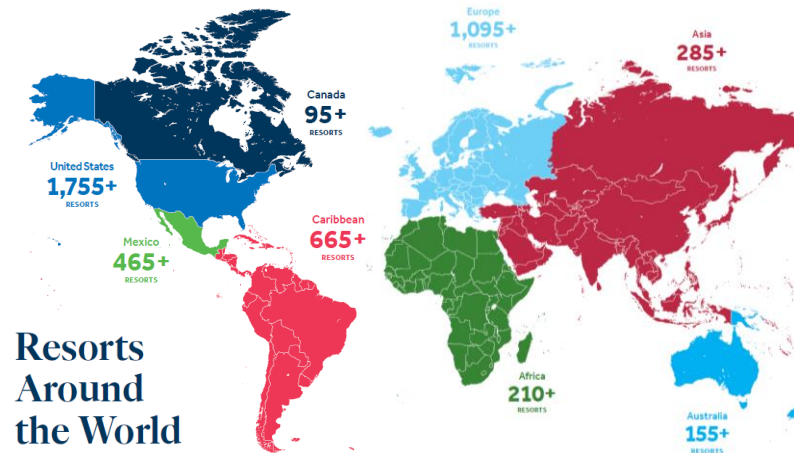
- Flytographer
- Single Stay Legal Protection Plan
- Embarc Flexibility
- Embarc Value
- Upgraded Amenity Pack

Key Benefits to Members

- Non-exclusivity with an exchange company
- Competitive exchange fees
- More than 4,800 destination options
- Simplified member experience
- 5-year deposits

Webinars now available for increased member engagement

Tiers	Points Required
Tier 1	33
Tier 2	67
Tier 3	100
Tier 4	133
Tier 5	167
Tier 6	200



Traveling Through DEX

- Classic Xchange
- 5-Year Advantage Xchange
- Short Xchange
- Express Xcapes
- Destination Xtras

Exclusive Premiere and Signature Only Benefits

Luxury Cars



Ultra Luxury Cruises



Luxury Sports



Luxury Guided Tours



Luxury River Cruises

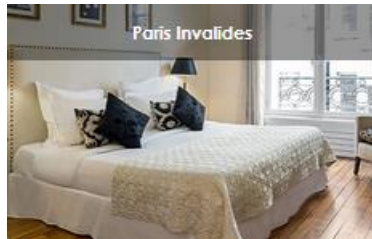


Luxury Exclusives



2020 Luxury Exclusives Additions

Premiere and Signature only benefit



- Instant Booking Online
- Redeem Using Points
- Up to 4 bedrooms
- Private Luxury Homes



Embarc and Extraordinary Escapes Affiliates



- Agora Place Asakusa
- AKA Times Square
- All Seasons Resort
- Anantara Vacation Club at Oaks Shores
- Anantara Vacation Club Bali Seminyak
- Anantara Vacation Club Bophut Koh Samui
- Anantara Vacation Club Phuket Mai Khao
- Belmond Charleston Place
- Cabo Azul Resort
- Club Quarters Rockefeller Center
- Club Quarters San Francisco
- Cosmo Hotel Hong Kong
- Cypress Pointe Resort

- Darling Hotel
- Dorsett Grand Chengdu
- Dorsett Kwun Tong
- Dorsett Regency Kuala Lumpur
- Dorsett Shanghai
- Dorsett Singapore
- Dorsett Wanchai Hong Kong
- Ermitage du Lac
- Expedition Station
- Fairmont Chateau Whistler
- Fairmont Le Chateau Fontenac
- Fairmont Le Chateau Montebello
- Firelight Lodge
- Founders Pointe & Fraser Crossing
- Georgetown Suites

- Glacier Mountaineer Lodge
- Great Wolf Lodge Williamsburg
- Great Wolf Lodge Wisconsin Dells
- Great Wolf Lodge Charlotte-Concord
- Great Wolf Lodge Cincinnati-Mason
- Great Wolf Lodge Grand Mound
- Great Wolf Lodge Grapevine
- Great Wolf Lodge Kansas City
- Great Wolf Lodge New England
- Great Wolf Lodge Poconos Mountains
- Great Wolf Lodge Sandusky
- Great Wolf Lodge Southern California
- Great Wolf Lodge Traverse City
- Harrison Hot Springs Resort & Spa
- Historic Snowbridge
- Holiday Inn & Suites Vancouver
- Hotel AGORA Osaka Moriguchi
- Hotel Agora Regency Osaka Sakai

Continued



Embarc and Extraordinary Escapes Affiliates Continued



- Hotel Boutique at Grand Central
- Hotel Pacific
- Lan Kwai Fong Hotel
- Lofts Du Vieux-Port
- Long Trail House
- Lorien Hotel & Spa
- Marigot Beach Club & Dive Resort
- Mosaic at Blue
- Polo Towers Suites & Villas
- PVC at the Roundhouse Resort
- Rancho Manana
- Rincon Beach Resort
- Rivergrass Resort Homes
- Royal Kona Resort
- Royal Lahaina
- Snowbird Lodge
- Solara Resort & Spa
- The Atrium Resort
- The Beach Club Resort
- The Fairmont Royal York
- The Grand at Trafalgar
- The Jewel at Rockefeller Center
- The Marker San Francisco
- The Meritage Resort & Spa
- The Parkside Hotel & Spa
- The Star Grand at The Star Gold Coast
- The Steamboat Grand
- The World Center Hotel
- Thompson Toronto
- Tour de Voyageur
- Village Suites
- Westin Bear Mountain Resort
- Zephyr Mountain Lodge

Total 70

2020 Added Affiliates

Woodford Bridge – Devon, London



Santa Barbara– Tenerife, Spain



Los Amigos Beach Club – Malaga, Spain



Villas de Santa Fe – Santa Fe, New Mexico



Historic Crags Lodge – Estes Park, Colorado

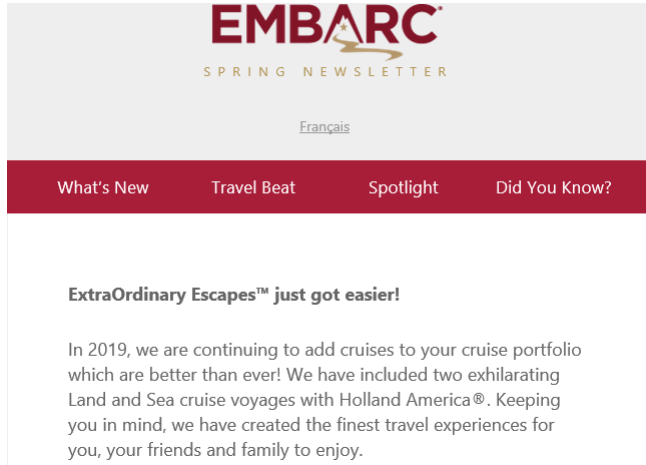


Crescent Resort on South Beach – Miami, Florida



Spring and Fall Newsletters

Sent in the Spring and Fall season to ensure our Embarc Members remain up to date on new benefits, promotions and fun facts



What's New and Email Notifications

Weekly offers on club benefit reminders, and special promotions sent to Embarc Members via email and posted on What's New member area.

WHAT'S NEW



Exciting Embarc Member Benefit at Panorama Mountain Resort!

Panorama has made their popular SNOW+ CARD multi-day ski and ride pass available to all Embarc Members. Only on sale from October 15 to December 26, 2019, the 2018-2019 Panorama SNOW+ CARD includes 3 or 5 days of skiing or riding at Panorama for one low price! Plus, receive \$20 off additional tickets all season long. The 3 and 5 day Anyday SNOW+ CARDS can be used every day of the season.

The Restricted SNOW+ CARDS are blacked out between December 26, 2019 and January 5, 2020 (inclusive) and February 15 to February 17, 2019.

See Panorama Mountain Resort's website at <https://www.panoramaresort.com/planning/tickets-and-passes/snow-card/> for complete details.

Members must contact Embarc Panorama at 250.341.3097 or at Panorama.concierge@diamondresorts.com prior to purchasing SNOW+ CARD. Limit one SNOW+ CARD per Embarc Member.

[Less](#)

13 days ago • Travel Alerts



What's New? | Caribbean Sol

We have your vacation needs covered!

The club is going green! We have partn... [More](#)

13 days ago • Benefits



California Earthquakes

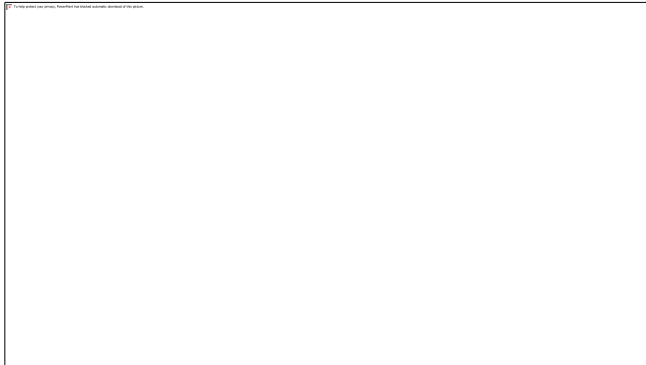
We are here to help our owners impacted by the California Earthquakes. Please ca...

[More](#)

Member Communication Touches

Webinars

The newest ExtraOrdinary Escapes Benefit - Online Webinars.
Currently members have the option to attend a webinar on
Maximizing Points, Online Navigation or *Destination Xchange*



- One-hour webinars hosted by ExtraOrdinary Escapes leadership team using the Zoom virtual meeting platform.
- 40 minutes of prepared presentation, followed by 20 minutes of Q&A from attendees.
- Dates and Times are posted in the “Member News” section of the website

Questions?