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From: cemservices@wyndhamvo.com [mailto:[cemservices@wyndhamvo.com](mailto:cemservices@wyndhamvo.com)]

Sent: Monday, November 23, 2009 11:06 AM

To: [c-man@best-service.com](mailto:c-man@best-service.com)

Subject: UT20091122\_0000000069 More Info

Tracking number: UT20091122\_0000000069

Dear Mr. Gundlach,

Thanks for taking the time to contact us. I'm sorry to hear about the financial trouble you have run into. I certainly understand your frustration, and it sounds like you may not have received an explanation "why" Wyndham doesn't have provisions in place for situations such as this.

I can't change the situation, but I thought at least you deserve an honest answer.

Wyndham offers financing to Owners when they purchase, for those who do not wish to pay the entire contract amount off at the time of sale. What happens afterwards is that Wyndham approaches lenders who pay for the full contract price, with their expectation for receiving regular payments. Wyndham then uses that revenue to develop more properties.

When Owners don't pay on regular basis, these lenders put the pressure on Wyndham. If the level of past-due payments becomes high enough, lenders begin to refuse financing to Wyndham. If that happens, Wyndham can't offer financing to prospective buyers. The buyer would then have to pay the entire amount in full immediately, or they would find their own financing. If this happens, it becomes extremely difficult for Wyndham to develop new properties or remain in business. For obvious reasons, Wyndham isn't going to place themselves in a position that would hurt their business.

WorldMark (WM) Owners have enjoyed 20-years of continued growth with Wyndham, and have an expectation of the quality of resorts that few other developers can accomplish. If Wyndham were to go out of business, WM would not be able to receive new resort locations until an appropriate developer was located.

I know this response doesn't make your situation easier, but I hope that it has shed some light on why Wyndham can't provide alternative payment options.

If you have any further questions or concerns please feel free to contact the Owner Services department at 1-888-648-7363. Our office hours are Monday through Friday from 9am-6pm PST, Saturday and Sunday from 8am to 5pm PST.

Kind Regards,

Sally Walden

Owner Services

Worldmark, the Club

Wyndham Vacation Ownership

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