

May 29, 2019

Dear Marriott's Crystal Shores Owner:

It is my pleasure to introduce you to the [Spring 2019 Newsletter](#)! In this issue, you'll learn about the latest developments taking place at your home away from home on Marco Island, Florida.

If you have any questions, please contact Pam Cooper, Senior Administrative Assistant, by telephone at 239-393-6760 or by email at pam.cooper@vacationclub.com.

Best regards,

Dione T. Lewis
General Manager
Marriott's Crystal Shores



Dear Owner:

Greetings from your favorite beachfront home away from home ... Marriott's Crystal Shores! It's hard to believe summer is around the corner! It is my pleasure to provide you with an update on what we've accomplished so far this year.

Resort Update

We began the year with several major projects approved by your Board of Directors, totaling \$2.8 million. Highlights of major items include:

- Replacement of water-source heat pumps/air conditioning units in Towers A and B
- Replacement of chaise lounges on Towers A and B balconies
- Replacement of existing decking and handrails for beach boardwalk
- Replacement pool furniture at Grotto Pool and Lower Cascades Pools
- Upgrade of elevator cabs within Tower A
- Upgrades to satellite television and Wi-Fi for Towers A and B

Many new activities have been added to enhance your vacation experience. While many of our Owner favorites are still available, such as the Wine & Cheese Social and live entertainment, we continually celebrate holidays and have special events. Recently we hosted Mardi Gras, Easter festivities making Easter baskets after hunting eggs and Marco Derby Celebration with duck races and a Horse Rubber Duckies slide race at the grotto pool with proceeds benefitting Children's Miracle Network. The emphasis of each event is on great food, with good value and at an incredible beach front location!

In addition to aqua fit and yoga classes, we have added spin and morning stretch classes, hoops fitness and band toning, to name a few. The Activities team will continue to evolve programs and move forward on their quest to go "digital".

Owner and Guest Satisfaction

I am pleased to share overall satisfaction for 2018 year-end was 86.5%, which was an increase from 2017 year-end at 80.6%. Currently through mid-May 2019, overall satisfaction year-to-date is 89.9%. This is a testament to your feedback and willingness to take the Guest Satisfaction Survey (GSS) at the end of your stay. It's truly an important tool for our teams to know how we are doing, how we can better serve you and continue to deliver memorable experiences. Please remember to share the names of any associates or leaders who made an impact on your stay. This allows them to achieve a "Way to Go" recognition, which is our organization's method to commend and acknowledge our valued associates for making a difference and providing exemplary service. There are varying tiers of recognition based on the number of Way to Gos received so everyone gets acknowledged.

2019 Annual Meeting

In late August 2019, you will receive notice of the 2019 Annual Meeting. If you are unable to attend the Annual Meeting in person, it is very important you submit your proxy prior to the meeting. It is important all Owners exercise their right to vote—please submit your proxy early!

Opt-In to receive Association Mailings

Please consider opting-in to receive electronic mailings from the Association. Choosing to receive Association documents electronically may help reduce Association mailing costs.

To ensure you receive information regarding the 2019 Annual Meeting and proposed 2020 Maintenance Fee Budget via email, click on this link

<https://www.marriottvacationclub.com>, login to your Owner Account using your Username and Password and complete the following steps:

- Select "Owners Association" and then "Register for Online Document Notification".
 - Under the tab titled "Communication Settings", select "Edit Settings", and then select "Register" from the drop-down menu
- Click "Account"
- From the drop-down menu, select "Profile"
- Click "Register for Online Document Notification"
- Click "Edit Settings" near "Online Owner Association Document Notification"
- Select "Register" under "Opt-In"
- Click "Save Changes"

If you have already opted-in to receive COA documents electronically, your Owner Account will show as "Registered" under the column of "Opt-In"; therefore, there is no further action to take.

Additionally, if you need to update your email address, please do so online at www.marriottvacationclub.com or contact Owner Services at 800-845-4226.

Spirit to Serve

Giving back to our community in which we live remains at the forefront of the resort team. Throughout the year, the resort team hosts and participates in a variety of service events. Highlights include:

- Multiple efforts to raise money for Children's Miracle Network Hospitals including sales in CMN t-shirts, water bottles and cotton candy. Year-to-date, \$12,000 has been raised.
- Collection of non-perishable food from Owners, guests and associates. Items are donated to the Harry Chapin Food Bank of Southwest Florida. 3,500 pounds of food was donated in 2018 and 1,500 pounds of food has been donated year-to-date in 2019 through April. The resort associates also volunteer twice annually at the food bank.
- Resort associates participate annually in the American Cancer Society Relay for Life of Marco Island. In 2018 \$3,000 was raised and \$5,600 in 2019.
- Support to Susan G. Komen Foundation during "Pinktober". \$11,000 was raised in 2018.
- Toy collection from Owners, guests, and associates during first two weeks of December for Toys for Tots
- Donated materials to Habitat for Humanity that were removed during mini renovation (mattresses, sinks, granite).

I can't wait for you to see – and enjoy – the exciting developments and enhancements awaiting you at "home away from home" Marriott's Crystal Shores.

Warm regards,

Dione T. Lewis

General Manager
Marriott's Crystal Shores