



## Overview

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### Exciting News and Great Opportunities ...

The recent acquisition of Starwood Hotels and Resorts by Marriott International has created the largest lodging hospitality company in the world comprising more than 5,700 hotels under 30 brands in 110 countries.

As a Member, your usage and exchange rights for vacation ownership will remain unchanged. And while the Marriott Rewards, The Ritz-Carlton Rewards and Starwood Preferred Guest programs will remain separate at this time, you can now easily link your accounts to receive additional advantages, including:

- Elite Status match
- Starwood Preferred Guest, Marriott Rewards and The Ritz-Carlton Rewards points transfer

An additional benefit is the potential for many Members to upgrade their Marriott Rewards status. To the extent they do not already enjoy the upgraded status, Chairman's Club and Presidential level Members will be upgraded to the highest Platinum Level of Marriott Rewards, and Executive and Select level Members will be upgraded to Gold Level no later than February 15, 2017. Members of these upgraded Rewards levels will be able to enjoy all the privileges that come with the elevated status.

As a reminder, the Starwood Vacation Ownership business, now known as Vistana Signature Experiences, was previously acquired by Interval Leisure Group and is a separate company that licenses the Sheraton, Westin and St. Regis brands for timeshare sales, marketing and rental purposes. Marriott Vacation Club does not receive any rights to these brands as a result of the Marriott International/Starwood merger.

The complexities are enormous in endeavors such as this and many details are still being worked on. We hope you'll find the following FAQs helpful in answering any questions you might have.

As always, you can call your Member Services team at one of the contact numbers found here: <https://www.vacationclubap.com/contactus.jsp>

### Frequently Asked Questions:

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**Q) *How can I find out more information?***

A. As always, you can call your Member Services team at one of the contact numbers found here: <https://www.vacationclubap.com/contactus.jsp>

**Q) *What does the merger between Marriott and Starwood mean for me as a Marriott Vacation Club Member?***

A. The great news is that you will continue to receive all the benefits of Membership that you do today. If you are a Chairman's Club, Presidential, Executive or Select level Member, you may receive a Marriott Rewards status upgrade annually, starting no later than February 15, 2017. If you are a Starwood Preferred Guest member and you link your Marriott Rewards (or The Ritz-Carlton Rewards) account with your Starwood Preferred Guest account, you also will be eligible for Elite Status match so that your highest status in the Marriott Rewards (or The Ritz-Carlton Rewards) or Starwood Preferred Guest program will be applied across the Marriott Rewards (or The Ritz-Carlton Rewards) and Starwood Preferred Guest programs. This will allow you to enjoy the associated benefits at Marriott and Starwood hotels.



- Q) Will the merger affect my Marriott Vacation Club Member usage and exchange rights?**
- A.** Member usage and exchange rights for vacation ownership will remain unchanged. The Marriott Rewards, The Ritz-Carlton Rewards and Starwood Preferred Guest programs will remain separate at this time.
- Q) Can Marriott Vacation Club Members earn Starwood Preferred Guest Starpoints and receive Starwood Preferred Guest benefits during stays at hotels in the Marriott Rewards portfolio? And can Marriott Vacation Club Members earn Marriott Rewards Points and receive Rewards benefits for stays at hotels in the Starwood Preferred Guest portfolio?**
- A.** Marriott Vacation Club Members will only get points and benefits at a hotel if they are enrolled in the program in which that hotel participates. Starwood Preferred Guest members will receive Starwood Preferred Guest benefits at hotels participating in the Starwood Preferred Guest program, and Marriott Rewards and Ritz-Carlton Rewards members will receive Rewards benefits at hotels participating in the Marriott Rewards and The Ritz-Carlton Rewards programs. Marriott Vacation Club Members cannot earn or use benefits across programs unless they are enrolled in the respective program — Starwood Preferred Guest hotels will not offer Marriott Rewards benefits, and Marriott and Ritz-Carlton Rewards hotels will not offer Starwood Preferred Guest benefits.
- Q) I'm in various reward programs (Marriott Rewards, The Ritz-Carlton Rewards and/or Starwood Preferred Guest) and also a Marriott Vacation Club Member. How will all of those work together?**
- A.** Members who are part of these loyalty programs can now link their Marriott Rewards (or Ritz-Carlton Rewards) and Starwood Preferred Guest accounts. Marriott Vacation Club Members' highest status level\* in any one program will be matched across all of their accounts. Once the accounts are linked, Members can transfer points between their accounts, except that Marriott Rewards points earned through Marriott Vacation Club membership (including The Ritz-Carlton Destination Club and Grand Residences by Marriott) cannot be transferred to Starwood Preferred Guest accounts.

\*Note: This applies to the Member's highest earned status level.

- Q) What is Account Linking?**
- A.** A Marriott Rewards (or Ritz-Carlton Rewards) account and a Starwood Preferred Guest account can now be linked together. Linking accounts through Members.Marriott.com is the first step to obtaining Elite Status Match across programs and the ability to transfer points between accounts. Members must be enrolled in Marriott Rewards (or The Ritz-Carlton Rewards) and Starwood Preferred Guest in order to link their accounts.

Note that linking accounts will not create one account — it associates two existing program accounts with each other. Points have different values in each program, but they can be converted and transferred between loyalty accounts.



**Q) *What is Status Match?***

- A.** After linking accounts, the Member's highest status in a Marriott Rewards (or Ritz-Carlton Rewards) or Starwood Preferred Guest program will be applied across both Marriott Rewards (or The Ritz-Carlton Rewards) and Starwood Preferred Guest. For example, if a member is Platinum in Starwood Preferred Guest and Silver in Marriott Rewards, under Elite Status match, they'll now be recognized as Platinum in both programs.

**Q) *As a Member, what happens to my existing Marriott Rewards and Ritz-Carlton Rewards points or Starwood Preferred Guest Starpoints?***

- A.** Marriott Rewards and Ritz-Carlton Rewards points will live in their respective Rewards accounts, and Starpoints will live in their Starwood Preferred Guest accounts. The programs will continue to operate as separate programs for the foreseeable future. As a Marriott Vacation Club Member, you cannot use one program's points directly within the other program, but once you have linked accounts, you *can* transfer them between accounts in order to redeem across the combined portfolio.

**Q) *How do Marriott Vacation Club Members transfer points between their Marriott Rewards, Ritz-Carlton Rewards and Starwood Preferred Guest accounts?***

- A.** First, Marriott Vacation Club Members' loyalty program accounts need to be linked. They can learn more about how to link their accounts at [Marriott.com](http://Marriott.com), [RitzCarlton.com](http://RitzCarlton.com) or [SPG.com](http://SPG.com). Once accounts are linked, Members can log in to their online account at Marriott.com, RitzCarlton.com or SPG.com and follow the easy steps to initiate the transfer. Marriott Vacation Club Members will not be able to transfer points by contacting the Starwood Preferred Guest or Marriott/The Ritz-Carlton Rewards Customer Service Centers. Also, Marriott Vacation Club Members may NOT transfer to their Starwood Preferred Guest account Marriott Rewards points that have been earned through their Marriott Vacation Club membership (including The Ritz-Carlton Destination Club and Grand Residences by Marriott), such as first day benefits or by trading Marriott Vacation Club points or weeks.

**Q) *Can Marriott Vacation Club Members use transferred points for any redemption option?***

- A.** Yes, you can. Subject to the restrictions on points earned through Marriott Vacation Club membership (as noted above), Marriott Vacation Club Members can use transferred points on any redemption opportunity in both programs.

Here are some of the ways Members can use their transferred points:

- Complimentary nights at any Marriott Rewards or Starwood Preferred Guest participating hotels
- Mix Cash & Points for their stay
- Brand name merchandise and gift cards
- Once-in-a-lifetime experiences
- Charitable donations and more



**Q) *As a Member, what changes will I see in my Marriott Rewards program?***

An additional benefit is the potential for many Marriott Vacation Club Members to upgrade their Marriott Rewards status. To the extent they do not already enjoy the upgraded status, no later than February 15, 2017, Chairman's Club and Presidential level Members will be upgraded to the highest Platinum Level of Marriott Rewards, and Executive and Select level Members will be upgraded to Gold Level. Members of these upgraded Rewards levels will be able to enjoy all the privileges that come with the elevated status.

**Q) *How will the upgraded Marriott Rewards membership work and how will it affect me?***

**A.** You will get to enjoy all the benefits that come along with the associated status level no later than February 15, 2017. Please refer to the attached chart for Marriott Rewards Elite benefits: <http://www.marriott.com/marriott-rewards/member-benefits.mi>

**Q) *When will I receive my upgraded Marriott Rewards card?***

**A.** Marriott Rewards Cards reflecting the new levels will be mailed out in February 2017.

**Q) *Does my membership in Marriott Vacation Club allow me to receive only one upgraded Marriott Rewards membership or will I get one for my spouse as well?***

**A.** The upgrade will be tied to a specific Marriott Rewards number, so only one Marriott Rewards account will receive the upgraded status.

**Q) *When will I be able to use my Marriott Vacation Club earned Marriott Rewards Points at Starwood branded properties?***

**A.** At this time, Marriott Rewards Points earned through the Marriott Vacation Club Membership (including The Ritz-Carlton Destination Club and Grand Residences by Marriott), such as first day benefits or by trading Marriott Vacation Club points or weeks, cannot be transferred to the Starwood Preferred Guest program. However, Marriott Rewards Points earned during transient rental stays and from incidental spend while on property are eligible to be transferred to the Starwood Preferred Guest program.

**Q) *Are Marriott Rewards and Ritz-Carlton Rewards Points earned through credit cards available for use at Starwood branded properties?***

**A.** Marriott Rewards Points earned through credit cards are eligible to be transferred to the Starwood Preferred Guest program.

**Q) *How can I identify if I have Marriott Rewards or Ritz-Carlton Rewards Points that can be used at a Starwood branded property?***

**A.** Please contact your Vacation Member Services team in Member Services.

**Q) *Is the Marriott Rewards upgrade applicable for one calendar year?***

**A.** Yes, the upgrade will be done annually. As a Member, your upgraded status will typically remain valid through the end of February. Please note that the upgrade program (or the Marriott Rewards program itself) can go away at any time and levels can change at any time.



- Q) *Can Marriott Vacation Club Members transfer Starpoints earned through Vistana Signature Experiences ownership to Marriott Rewards?***
- A.** No, Starpoints earned through Vistana Signature Experiences ownership (including Sheraton Vacation Club and Westin Vacation Club) cannot be transferred to Marriott Rewards.
- Q) *Will the Marriott Rewards (or The Ritz-Carlton Rewards) and Starwood Preferred Guest programs ever be merged into a single program?***
- A.** At this time, the Marriott Rewards (or The Ritz-Carlton Rewards) and Starwood Preferred Guest programs will continue to operate as separate programs. However, members of both programs may link their accounts under each program by visiting [Members.Marriott.com](http://Members.Marriott.com). By linking their Marriott Rewards and Starwood Preferred Guest Accounts, members will be able to convert and transfer points between the two loyalty programs.