

April 15, 2019

Aloha Marriott's Ko Olina Beach Club Owner:

It's my pleasure to present to you the **2019 Spring Newsletter**. In this issue, you'll learn about the latest developments taking place at your home away from home as well as an opportunity to serve on the Board of Directors.

Mahalo,

Angela Nolan

General Manager
Marriott's Ko Olina Beach Club



Dear Marriott's Ko Olina Beach Club Owner,

Aloha from the sunny shores of West Oahu and your home away from home. It's been an incredible start to the year and I'm delighted to begin my journey at Marriott's Ko Olina Beach Club as your newest General Manager. January 2019 marked 16 years since Marriott's Ko Olina Beach Club opened its doors and since that time, we have remained steadfast to our core values; being humble stewards in our community, creating memorable experiences for our valued Owners, and taking care of our associates. These are at the forefront of our business and we are proud to share these values continue to remain our most important priorities.

As we ended 2018, we were certainly proud of our vast accomplishments, both in terms of maintaining and enhancing your asset, creating more unique experiences and offerings for your enjoyment and giving back to the community in an impactful way. The following are just some highlights of 2018 at a glance:

Resort Enhancements (Physical)

- Refreshed the fitness center, including new flooring, equipment, paint and layout
- Upgraded televisions/boxes for your enjoyment
- Refreshed Business Centers with an added Mac desktop
- Installed a walk-up window at Longboards for faster and more efficient food service
- Replaced Hale Kona and Hale Moana transformers
- Re-surfaced parking structure

Resort Enhancements (Experiential)

- Expanded clubTHRIVE™ offerings
- Added Food & Fun activities to enhance your experience during your stay
- Introduced new RFID parking cards

We hosted 26 Owner updates and welcomed over 1,300 Owners to these presentations. It was a wonderful opportunity to provide updates, answer questions and get your feedback. A heartfelt mahalo to those who have attended.

Upcoming Projects

- Renovation of Hale Kona villas starting in August 2019
- "Mini-refresh" of Hale Nai'a Phase IV villas in order to align with a full building renovation in 2022; this refresh will include carpet, upholstery and drapes while the 2022 renovation will lead the new villa design for the resort and brand
- Replacement of barbecue grills and renovation of countertops and the area for an enhanced cooking experience and safety
- Replacement of monument signage at all entry points to the resort
- Addition of Lagoon Keiki Activity Center
- Re-coat and seal Hale Kona koi pond bridge
- Addition of slimmer iHome clocks to all guest units
- Re-design of Hale Kona main lobby furniture and desk layouts
- Refresh of Longboards, to include replacement of furniture, additional shade, enhanced seating areas and kitchen storage reorganization

- Re-design of lagoon pool is presently underway and plans include an enhanced kids/splash pad zone, sanitary modifications to the sand bottom, additional concrete decking, palapas shade and pool chaise loungers. Design approval is anticipated by summer 2019, with a tentative project start of fall 2020

Owner Satisfaction

I'm pleased to share overall satisfaction for 2018 was 90.3, which was an increase from year-end 2017 at 89.8. 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 a particular 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 Go's received so everyone gets acknowledged.

Spirit to Serve

Giving back to the community in which we live remains at the forefront for our team. In 2018, we were humbled and proud to have participated in over 23 community service events, benefiting West Oahu and our deserving community. Additionally, Children's Miracle Network (CMN) was the recipient of \$91,778.00 raised by our team, all of which will remain in Hawai'i and benefit Kapiolani Children's Hospital on Oahu. This was the most amount of money that we raised in our history. Our goal for 2019 is to break \$100,000.00 in fundraising for CMN, which we will do through your generous support and that of our associates. Additionally, we donated \$24,287.00 to various other deserving non-profits on Oahu, including United Way and the Food Bank. In 2018, we spent just under 1,000 hours in volunteer time in our community! This truly represents our philosophy of #MVCares.

Associate Engagement

As you have shared through GSS, we are fortunate to have some of the best associates and leadership in the state. With unemployment at record lows in Hawaii, at approximately 2%, we know how important our talent is to our success. Recognizing that talent has choices, as the General Manager, one of my ongoing initiatives is to ensure our associates feel valued, appreciated and part of our 'ohana. As such, our annual employee survey is the internal gage of how we are doing as leaders. In 2018, our overall employee satisfaction, or engagement, was 82%, as compared to 81% in 2017. In 2019, we have set a goal to increase this score to 85%, with an audacious goal of 88%. We're committed to listening to the feedback of our associates so we can provide them with a positive, safe and enjoyable working environment.

Marriott Vacation Club Brand

As a member of the Marriott Vacations Worldwide brand, it's critically important that we adhere to the global brand standards set forth for the company. Doing so ensures that you as an Owner can experience similar products, amenities, services and experiences when you travel to any of our hotels and resorts worldwide. Each hotel receives an annual unannounced audit, in which our adherence to every brand standard is reviewed for compliance and accuracy. In 2018, our Brand Audit score was 91%. In 2019, we remain committed to maintaining the integrity of our Marriott Vacations Brand.

2018 Annual Meeting Update

Congratulations to Weili Cheng who was elected at the 2018 Annual Meeting to serve a three-year term on the Board of Directors. Also, congratulations to Charles Baron who was re-elected to serve another three-year term on the Board and is your Board Vice President.

Opportunity to Serve as the Board of Directors

At the next Annual Meeting of the Association, scheduled for October 18, 2019, Owners will elect two (2) members to serve on the Board of Directors. The Board of Directors typically meets twice a year, on-site at the

resort in the fall and via conference call in the spring. Between meetings, Board Members work on Association business, share information via email and conduct special meetings via conference call as needed. Please ensure you have the time to commit to serving before volunteering.

If you wish to be considered as a candidate for election to the Board of Directors, please complete and submit a [Volunteer Form](#) to the Association.

By clicking on the link above, you will be directed to MarriottVacationClub.com where you will be prompted to log in using your MarriottVacationClub.com User Name and Password. If you do not have an account, click “Create a New Account.” If you have an account and encounter challenges logging in, click “Forgot User Name or Password” on the web site.

For technical support accessing the Volunteer Form on MarriottVacationClub.com, please contact Owner Services at 800-845-4226.

A Volunteer Form can also be obtained by contacting Erica Gideon, Executive Assistant, by email at erica.duran-gideon@vacationclub.com or by telephone at 808-679-4708. The Volunteer Form must be received by May 28, 2019 to be considered as a candidate for the 2019 Board of Directors election.

Mahalo for your continued support of our ‘ohana here at your home away from home. We look forward to welcoming you back to Marriott’s Ko Olina Beach Club.

Aloha,

Angela Nolan

General Manager

Marriott’s Ko Olina Beach Club

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VOLUNTEER FORM TO SERVE ON THE BOARD OF DIRECTORS

At the next Annual Meeting, Owners will elect member(s) to serve on the Board of Directors. Board Members meet at least twice annually with the management of Marriott Vacation Club® to conduct the business of the Association. Board Members are reimbursed for actual expenses incurred for travel, lodging and meals. A Nominating Committee will meet to select candidates for the vacant position(s). The list of candidates to be elected will be included on a Limited Proxy sent with the Notice of Annual Meeting. Please complete this volunteer form if you have an interest in serving on the Board of Directors for your Association.

To be considered, your form must be received by May 28, 2019

Name: _____

Address: _____

Occupation: _____

(If retired, list primary occupation prior to retirement.)

Contact information: (Telephone) _____ (Email) _____

If nominated, your name and occupation, along with a brief profile, will be included with the Notice of Annual Meeting. To assist in this effort, please provide a summary of no more than 150 words of your experience and why you would like to serve as a Director. Your summary will be published exactly as stated. Please do not abbreviate words or company names. Please print clearly or type; attach additional paper as necessary.

SIGNATURE: _____

Note: Please be sure that you can commit to attending at least two (2) meetings per year before volunteering to serve. Elected Directors may have their names listed in Association publications. This will permit other Owners to contact you regarding the operation of their Vacation Ownership property.

COMPLETE AND MAIL, FAX OR EMAIL TO:Marriott’s Ko Olina Beach Club
92-161 Waipaha Place
Kapolei, Hawaii 96707
Attn: Erica Gideon
Fax: (808) 679-4880
Email: erica.duran-gideon@vacationclub.com

*The submittal of a volunteer form is not a guarantee of being selected as a candidate. Information submitted is proprietary and will be used only by the Nominating Committee, with the exception of your profile, which will be included with the Notice of Annual Meeting, should you be selected as a candidate.

THIS FORM MUST BE RECEIVED BY MAY 28, 2019