The new landing page at DiamondResorts.com has its options consolidated to 6 major areas:

- Vacation Offers
- Vacation Ownership
- Rental Specials
- Resorts within THE Club®
- The Diamond Difference
- Members Login

Other quick links direct to Hot Vacation Deals, The Sampler and THE Club® Select as well as current Diamond Resorts International® (DRI) news stories. Footer links provide additional access to Member Forums and FAQs.
Landing Page

The landing page at DiamondResorts.com has a multitude of options available, however the most frequently sought option an existing owner or member of THE Club® is looking for is to login for account information or start planning the next vacation.

Login to the Members Area(3)
**Hot Vacation Deals** provides the ability to search for Rental availability. To make reservations using points, this feature is not used, continue to navigate into the **Member Login** area.

Members can search for rental availability by selecting the region or resort, and submitting their desired arrival and departure dates. If the dates are flexible, the search will expand to a 7-day window of the entered dates.

After reviewing the availability results, booking is as simple as hitting “Book IT!”
Authenticating Username and Password

At the time of establishing any new membership, as a courtesy a default username and password is established and then mailed. If at any time you do not have this information, you can always retrieve this information using the Forgot Username or Password tools. If you do not participate in THE Club ® and wish to login as a Diamond owner, the registration process can authenticate your information and setup credentials.
Member Area

Forgot Username or Password

When Member Area is selected and guest does not remember their username or password, they can access that here.

To obtain the username, the guest must verify 2 of 5 pieces of information from their membership account.
Member Area

Forgot Username or Password

When account information has been verified, the Username recovery will appear.

Username Recovery

You have successfully recovered your Username

Beverly A. O'Laughlin, you have recovered your Username. You will use it each time you log on to DiamondResorts.com. Protect your Username and Password as you would other sensitive information. A notification has been sent to the e-mail address on file.

Username: DIAMOND1

Return to log on
To obtain their password, the guest will need to supply their username and their password will be emailed to the email address on file.
Member Area

Forgot Username or Password

The following is an example of Password Confirmation email notification.

Password Confirmation

Your password is: WELCOME

Note: Passwords are case sensitive

This is a confirmation message on activity to your account on DiamondResorts.com.

No action is necessary unless the activity occurred without your knowledge. Please call 1.877.DRI.CLUB to report any unauthorized access or changes.

We value your business and are committed to keeping your account and personal information safe.

Thank you,
DiamondResorts.com
Member Area

Initial Login Page

The member area provides quick links to: Member Area, Account Overview, Accounts, Book Online, Diamond Selections℠, Save Points, Buy Points, Preferences, and Travel.

Also, brief descriptions of each are defined.
**Member Area**

**Book Online**

**Feature Destinations** is a new website addition, where we showcase resorts with ready availability.

Each of the featured resorts display their availability date ranges.

Each of the featured resorts display the unit types available.

To book a Featured Destination, click on “Reserve Now.”
Point Saver offers 50% of points for week long reservations at many resorts within 59 days and within 30 days offers 50% off points for nightly reservations with 2-night minimum.

This search engine also has the ability to find other discounted offers that do not require arrival dates of 59 days or less by using the Date fields.

Point Range allows users to narrow down their search by defining the point values of the discounted availability.
Members can define the search by destination or activity.
The search engines display the availability results in a grid format with the discount rate.

<table>
<thead>
<tr>
<th>Region</th>
<th>Resort</th>
<th>Room Type (Occupancy)</th>
<th>Check-In</th>
<th>Check-Out</th>
<th>Discount</th>
<th>Points</th>
<th>Book it!</th>
</tr>
</thead>
<tbody>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>01-Aug-2009</td>
<td>06-Aug-2009</td>
<td>75%</td>
<td>600</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>02-Aug-2009</td>
<td>06-Aug-2009</td>
<td>75%</td>
<td>400</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>03-Aug-2009</td>
<td>07-Aug-2009</td>
<td>75%</td>
<td>400</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>04-Aug-2009</td>
<td>08-Aug-2009</td>
<td>75%</td>
<td>600</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>05-Aug-2009</td>
<td>09-Aug-2009</td>
<td>75%</td>
<td>800</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>06-Aug-2009</td>
<td>10-Aug-2009</td>
<td>75%</td>
<td>800</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>07-Aug-2009</td>
<td>11-Aug-2009</td>
<td>75%</td>
<td>800</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>1 Bedroom (4)</td>
<td>08-Aug-2009</td>
<td>12-Aug-2009</td>
<td>75%</td>
<td>600</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>2 Bedroom (6)</td>
<td>01-Aug-2009</td>
<td>05-Aug-2009</td>
<td>50%</td>
<td>2700</td>
<td>Book it!</td>
</tr>
<tr>
<td>US - Arizona</td>
<td>Scottsdale Links Resort</td>
<td>Studio (6)</td>
<td>01-Aug-2009</td>
<td>05-Aug-2009</td>
<td>50%</td>
<td></td>
<td>Book it!</td>
</tr>
</tbody>
</table>
Quick Search: A faster, more flexible search engine of real-time availability.

Vacation planning made easy. Search availability, review vacation plans and plan your next getaway with a click.

Destination: [Select by Location]
Or: Choose by Activity: [Select Activity]
Display Results As: [Calendar]


Point Range: [ ] Occupancy: [ ]

To exchange via Interval International please click here.
Quick Search enables availability inquiries by destination.
Quick Search enables availability inquiries by activity.

Members can also filter their search by point value ranges.
One of the key components to our new booking tool is the range of dates that can be searched as well as the different ways to display results: Grid, Calendar and Matrix.
Displayed results in Calendar allows members to search for availability in a specific month.

Vacation planning made easy. Search availability, review vacation plans and plan your next getaway with a click of a button.

Choose a resort, country, state or location to search

* For United States, country search is not available

**Quick Search**

- **Destination:** Ka'analapli Beach Club - Maui
- **Or, Choose by Activity:** Select By Activity
- **Display Results As:** Calendar
- **Check In:** 2009
- **Month:** October
- **Nights:** 4
- **Point Range:**
- **Occupancy:** 1

[Search]
Displayed results in Calendar 
provides color-coded availability calendar.

• Brown color units can be booked without the need to borrow points.

• Peach color units will need to borrow points in order to book.

• Dark blue units are not available due to insufficient points.
Member Area

Book Online

Displayed results in Matrix features sliding availability calendar.

Quick Search

Vacation planning made easy. Search availability, review vacation plans and plan your next getaway with a click of a button.

Destination: ARIZONA
Activity: Select By Activity
Proximity: Proximity Search From Resort
Display Results As: Matrix

Check In from: 9/2/2009
Nights: 3
Check Out from: 9/5/2009
Min:
Max:
Point Range:
Occupancy: 4

Search
Matrix view features the “slider” which allows a faster method to view resort availability across different check-in dates.

When the slider is moved, the table below it, will update with new availability.
Member Area

Book Online

Grid displays a list of available accommodations in the “Classic” view from previous site version.

The availability search results will appear in the grid format, as shown below. Select “Book It!” to make the reservation.
Member Area

Book Online

After selecting the “Book It!”, the reservation confirmation page appears, where guests can verify the booking and declare the number of occupants.

Guests can also submit a request for accommodations with special facilities.
The confirmation page also includes the option to purchase the Reservation Protection Plan.

Credit cards on-file are displayed to the guest convenience to expedite the payment processing.

Guest can also add new credit cards for payment.

Reservation Protection Plan
As a Gold Member you will be charged $75

Members are encouraged to purchase reservation protection at the time of booking. Purchasing the Reservation Protection Plan will ensure a 100% reimbursement of the points charged for the original reservation should you need to cancel up to 24 hours prior to arrival date. Members may only purchase the Reservation Protection Plan at the time of booking. Elite Members receive a discount.

I authorize this payment and understand that the purchase of the Reservation Protection Plan is non-refundable.

I do not wish to purchase the Reservation Protection Plan and understand that it cannot be purchased at a later date for this reservation.

Payment Information
Select a credit card or enter a new credit card below and click ‘Add Credit Card’ to continue.

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Cardholder Name</th>
<th>Card Number</th>
<th>Expiration</th>
<th></th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>Visa</td>
<td>JOE SMITH</td>
<td>**********3250</td>
<td>11/11</td>
<td>Delete</td>
</tr>
<tr>
<td>Edit</td>
<td>Visa</td>
<td>JANE SMITH</td>
<td>**********3333</td>
<td>11/11</td>
<td>Delete</td>
</tr>
</tbody>
</table>

New Card Information:

Card Verification Number

What is a Card Verification Number?

The card verification number is a 3 or 4 digit number found on the front of American Express or back of other credit cards.
The reservation confirmation page also includes the Cancellation Policy summary. The cancellation rules table appears when the Reservation Protection Plan was declined.

If the Reservation Protection Plan is purchased, guests can obtain full refund of points if the reservation is cancelled 24 hours prior to arrival date.

Cancellation Policy

If you must cancel a confirmed reservation, contact Club Reservations as soon as possible.

Cancellation rules are:

<table>
<thead>
<tr>
<th>Notification of Cancellation (prior to the arrival date)</th>
<th>Point value credited to your account</th>
</tr>
</thead>
<tbody>
<tr>
<td>91-365 days prior</td>
<td>100%</td>
</tr>
<tr>
<td>14-60 days prior</td>
<td>50%</td>
</tr>
<tr>
<td>61-90 days prior</td>
<td>75%</td>
</tr>
<tr>
<td>0-13 days prior</td>
<td>0%</td>
</tr>
</tbody>
</table>

I have read and understand the terms described above.

Continue  Cancel Reservation
Verify Your Information page request that the guest confirm the information on the account.

Guest can also use this page to add information for additional or alternate guests.

Once the information has been verified, the reservation can be created.

Additional guest form.
Once the Create Reservation is clicked, the Reservation Confirmation page appears. Guests have the option to email this page.

The confirmation page includes:

- Directions
- Airport
- Arrival Information
- Resort Details
- Accessibility
- Guest Room Information.

Reservation Confirmation

Thank you for your reservation with Diamond Resorts International. If you have any questions about your upcoming reservation, contact us at 1.877.DR.CLUB. Please have your reservation number ready so that we may assist you with all your questions you may have.

If your party does not intend to check-in at the resort as the Check In Date reflected below, contract must be made to the resort front desk reception 24 hours prior to the arrival date to be void of the late arrival. Failure to notify resort reception may result in the cancellation of the booking and possibility of the resort making the room available by open arrival.

If you would like to cancel your reservation confirmation by e-mail, please enter the e-mail address below and click “Send E-mail.”

Book Online

Once the Create Reservation is clicked, the Reservation Confirmation page appears. Guests have the option to email this page.

The confirmation page includes:

- Directions
- Airport
- Arrival Information
- Resort Details
- Accessibility
- Guest Room Information.
Continuation of the Reservation Confirmation page.

**Resort Details**

<table>
<thead>
<tr>
<th>Email</th>
<th>Management</th>
<th>Phone</th>
<th>Resort Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental Email: pop@<a href="mailto:pop@diamondresorts.com">pop@diamondresorts.com</a></td>
<td>Rental Manager: Chris Gomp</td>
<td>Rental Phone: 1-800-436-3350</td>
<td>Number of Rooms: 219</td>
</tr>
</tbody>
</table>

**Accessibility**

- Auxiliary Aids and Services
- Handicap Accessible Units
- Handicap Parking
- Wheelchair
- Lowered Reception Desk
- Service Animals Allowed
- Wheelchair Accessible

**Guest Room Information**

<table>
<thead>
<tr>
<th>Accommodation &amp; Entertainment</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVD Player</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay-Per-View Movies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bathroom Amenities</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Bath</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hair Dryer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk-in Showers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Full Kitchen**

<table>
<thead>
<tr>
<th>Item</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blender</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coffee Maker</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooking Utensils</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dishes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dishwasher</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microwave</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oven</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refrigerator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Member Area

Account Overview

Account Overview will display any upcoming reservations, contract information and contract summary.

Reservation can be cancelled or viewed from here.
Member Area

Account Overview

Clicking on a resort name will display the resort fact sheet as a popup.

Upcoming Reservations

<table>
<thead>
<tr>
<th>ID</th>
<th>Type</th>
<th>Resort</th>
<th>Check-in</th>
<th>Check-Out</th>
<th>Points</th>
<th>Cancel View</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Club</td>
<td>The Point at Poipu</td>
<td>2/20/2010</td>
<td>3/6/2010</td>
<td>20,000</td>
<td></td>
</tr>
</tbody>
</table>

The Point at Poipu

1013 Pele Road
Koloa, Kauai, Hawaii 96756
United States
Phone: 1.808.742.1888
Fax: 1.808.742.3114
Email: Poipu@diamondresorts.com

Directions | Airport | Area Information | Area Information
Services | Restaurants | Reception

Driving: As you exit Highway 52, go straight toward the Interchange at the intersection of Kukuiana Road (52) and Kukui Highway (516). Continue for 1.5 miles. At the next highway intersection, take the right turn onto Poipu Road (52). Continue straight for 2.5 miles. Turn left onto Poipu Road, then right onto Kealia Road. Continue toward Poipu for 1.7 miles. Turn right onto Koloa Road. Continue on Koloa Road for 0.1 miles to The Point at Poipu on your right.

Directions | Airport | Area Information | Area Information
Services | Restaurants | Reception

Click to open map.
Member Area

Account Overview

Reservation can be cancelled clicking on “Cancel.”

The Cancel Reservation will appear with the cancellation policy summary. After careful review, guests can cancel by clicking “Cancel Reservation.”
Member Area

Accounts

All payment items are displayed in the Account Balance. Members have the ability to make one or multiple payments, as well as defining the payment amount.

The website provides two methods of payment, checking and credit card.
Member Area

Accounts

The system allows members to make payments by selecting the credit cards on file. Updating and deleting credit card accounts can be done here as well.

Members may also add new credit cards accounts.
Member Area

Accounts

Members can take advantage of the checking payment option, which allows users to post-date payments.

New Account Information: allows members to use either their saving or checking accounts to make payments.
Member Area

Diamond Selections℠

Guests can exchange their points using Diamond Selections℠ such as Flights, Cruises, Resorts and Hotels, Fee Payments, Air Miles, and Travel Services.

The Diamond Selections℠ 2008 Member Benefits Guide can be downloaded for viewing.

Elite point values are also displayed here.
Member Area

Save Points

Points saving policy and maximum amount available for saving displays here.

Guests can enter the amount they wish to save here.

Save Points

Plan for that dream vacation you want to take next year. Members of THE CLUB® may now save their points online. A member must request to save points by:

- June 30 if you would like to save up to 100% of your annual points allocation
- August 31 if you would like to save up to 50% of your annual points allocation
- October 31 if you would like to save up to 25% of your annual points allocation

Remember that the amount eligible to be saved is not based on your current balance but the amount of points allotted annually. Any points that are not used by December 31 of any given year expire so you do not need to use your points for travel before December 31. It is advisable to save your points to use in the following year. There is no limit to the number of savings that can be made during the year, as long as the request is made within the timeframe previously described. However, once you have claimed your points forward you should only use them, you will be required to make a payment as deposit towards next year’s fees.

Upcoming Reservations

There are currently 12 days for you to be able to save 100% of your points!

Denise E. VerMolen, your current points balance for this year is 8,000.

Based on your current points balance and the current data, you are able to save a maximum of 8,000 points for the usage year of 2009.

Please enter the number of points that you would like to forward to next year:

All points carried forward into next year will not be eligible to be carried forward into any subsequent use years.
Member Area

Buy Points

For existing members interested in purchasing more points, this information is forwarded via email to the Owner Enhancement Team.
Member Area

Preferences

This area allows the guest to make changes to their Contact Information, Password and Credit Card information as well as making changes to their Mailing choices and defining Disability & Access choices.

Contact Information: consist of member’s name, mailing address, email, home, work and cell phone numbers.
Member Area

Preferences

Password: members can change their website login password.
Member Area

Preferences

Disability & Access: This section allows members to inform us of any special needs accommodations, due to physical or medical impairment.

Disability & Access

Our goal is to make every effort to accommodate our guests with special needs prior to arrival, and we appreciate you providing information that will assist our staff in providing you with the accommodations you need or require to make your stay with us as comfortable as possible. We make every effort to respect your privacy and we would prefer to have this information prior to your check-in at the front desk reception so that our staff is prepared to accommodate your special needs. Please check any of the below that apply.

- **Hearing Impairment**: Hearing loss that constitutes a full or partial decrease in the ability to detect or understand sounds.
- **Partial Mobility Impairment**: Either permanent or temporary, ranging from lower body impairments, requiring the use of canes, or walkers, to upper body impairments which may include limited or no use of the upper extremities and hands.
- **Visual Impairment**: A vision impairment that constitutes a significant limitation of visual capacity, ranging from partially sighted to total blindness.
- **Wheelchair User**: Due to partial or full mobility impairment.
- **Pre-Existing Medical Condition**: That may require emergency medical attention.

Every effort will be made to accommodate members with special needs access, and ensure adapted accommodations are reserved for those members who require alternative accommodations. Members requiring special needs access are encouraged to make their reservations as far in advance as possible so that we can make every effort to secure availability.

Submit
Member Area

Preferences

Mailings: Members can opt to receive their Diamond Resorts International® eStatement via email, as well as, Member News and Special Offers.
Member Area

Preferences

Credit Card: Members can update and delete credit cards on file, new credit cards can be added as well.

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Cardholder Name</th>
<th>Card Number</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Delete</td>
<td></td>
<td>**************0250</td>
<td>11-11</td>
</tr>
<tr>
<td>Edit Delete</td>
<td></td>
<td>**************2333</td>
<td>11-11</td>
</tr>
</tbody>
</table>

Add Credit Card

<table>
<thead>
<tr>
<th>Cardholder Name</th>
<th>Card Number</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Month</td>
</tr>
</tbody>
</table>
Members Area

Travel

Guests can utilize travel services through Expedia, Interval International and ResortTime. These services include: airline, car rental, hotel and cruises.
Member Area

Member Information

Finally, we have also included copies of the inserts that were enclosed with the annual invoices. This page also has the governing legal documents of THE Club® which is a good reference source.

Navigating the Website is available to our members who wish to review any part of this presentation.