

CIRCULAR 2023 / 02

Dear Valued Members,

Warmest greetings from Sara Worldwide Vacations Berhad!

1. NEW MEMBER PORTAL w.e.f. 1st August 2023

We are excited to announce that our new Member Portal will be available to members with effect from 1st August 2023. The new portal will enable you to access and manage your account instantly and anytime at your convenience.

The new Member Portal will benefit you in many ways. The summary features are:

- a) **Home** Summary Membership Package, Entitlement and Payment Account status
- b) **Reservation** Submit online reservation, view reservation status, download Confirmation Slip and view reservation history
- c) **Invoice Receipt** Pay online via FPX (coming soon), view and download invoice and receipt
- d) **Notice/Form** View and download Notice and Form
- e) **Activity:**
 - **Notification** View message and response regarding enquiry and request, Entitlement reminder, Payment reminder
 - **Payment** View payment activity
 - **Reservation** View reservation activity, message and status update regarding reservation
 - **Other** View other activity in member portal such as update Profile, change Password, Login Logout activity
- f) **Contact Us** Submit Message-Request or Enquiry on Reservation, Entitlement, Payment etc.
- g) **Footer:** View and download Account Statement, Entitlement Statement, Hotel List, Online Reservation Terms and Conditions, Payment Guideline, Privacy Notice (BM) / Privacy Notice (EN), Rules & Regulations
- h) **Bell Notification** View notification, reminder, message and reply to your request/enquiry
- i) **Profile** Update your contact information
- j) **Change Password**

Register with Member Portal now and log in for all your membership management, transactions and communications. Go to [www.easturia.com.my /Member's Corner /Portal Login](http://www.easturia.com.my/Member's%20Corner/Portal%20Login) or <https://portal.swvb.my/login>.

If you need support in portal registration and navigation, please contact us at kch_memberservice@saraworldwide.com.my.

2. PAYMENT VIA BANK-IN / BANK TRANSFER

With effect from 1st October 2023, Sara Worldwide Vacations Berhad (SWVB) will discontinue its CIMB Bank Account after which this account will cease to be available for members' payment via bank-in or bank transfer. SWVB's bank account details are as follows:

AMBANK	Down Payment and Installment Payment Only Acc Name : MTrustee Berhad - EVC Trust A/C Acc No. : 217-201-200832-3
MAYBANK	Acc Name : Sara Worldwide Vacations Berhad Acc No. : 5-11038-09102-5
CIMB BANK (Until 30 September 2023 only)	Acc Name : Sara Worldwide Vacations Berhad Acc No. : 8005110128

Latest Payment Guideline is available in website (www.easturia.com.my) and Member Portal (<https://portal.swvb.my/login>).

3. Entitlement Validity

Members are advised to plan early in usage of their Entitlement for reservation or RCI Deposit. Entitlement validity is in accordance to membership Rules. Request for extension of validity beyond the Entitlement validity period (which is not within the membership Rules) shall not be entertained and processed (Entitlement Extension Fee is no longer applicable).

For further information on this circular, please contact us at our Member Service Centre.

Warmest regards,