

CIRCULAR 2018/01

Dear Valued Members,

Warmest greetings from Sara Worldwide Vacations Berhad!

DIGITALISATION AND CENTRALISATION OF MEMBER SERVICE AT HEADQUARTER KUCHING CLOSURE OF MEMBER SERVICE CENTRES MIRI, KOTA KINABALU, KUALA LUMPUR

In the recent years, there have been changes in the way members communicate with the Club. More members now prefer to go online or on-mobile for their membership needs. In 2017, statistics shows that majority of our customers communicate with us via telephone, email and WhatsApp Application whereas branches walk-in were minimal.

In-line with members' communication preference, we are moving towards digitalisation and servicing from a single point of contact at our Member Service Centre in Kuching to serve you more efficiently. As such, the following Member Service Centres will cease to operate after the last date of operation stated below:

<i>Member Service Centre</i>	<i>Last date of operation</i>
Miri, Sarawak	Friday, 20 April 2018
Kota Kinabalu, Sabah	Thursday, 14 June 2018
Kuala Lumpur	Thursday, 14 June 2018

With effect from **18th June 2018** onwards, members may contact our Member Service Centre in Kuching should you require assistance from our member service Team:

MEMBER SERVICE CENTRE

SARA WORLDWIDE VACATIONS BERHAD

Unit W22-02, Level 22, Gateway Kuching

No.9, Jalan Bukit Mata

93100 Kuching, Sarawak, Malaysia

Tel : (60) 82-238007

Fax : (60) 82-248007

Email : kch_memberservice@saraworldwide.com.my

Website : www.easturia.com.my

Operation Hours:

Mon-Fri : 8.00 a.m. – 6.00 p.m.

Saturday, Sunday & Public Holidays: Closed

Unit	About	Call	WhatsApp (Message Only)
Member Relation	Reservation, Entitlement, external membership, general enquiries regarding membership	082-238007 Ext 205 / 224/ 233	016-2174489
Credit Control	Payment for membership fee and Annual Maintenance Fee, Reactivation/ Reinstatement of membership, payment related enquiries	082-238007 Ext 241 / 242 / 243	017-8658007
Corporate Sales	New membership enrollment, membership card, transfer membership, other membership subscription enquiries	082-238007 Ext 217 / 238	
	Update/change contact information	082-238007 Ext 230	

ACCESS MEMBERSHIP DETAILS AT ONLINE MEMBER PORTAL (<https://swvb.nexoft.asia/portal/login.aspx>)

The 24/7 Online Member Portal offers member flexibility to access their membership details, check Entitlement balance, print Reservation Confirmation Slip, view and print notice/updates/Membership Statements, update/change contact information and perform online payment anytime at their convenience.

Your temporary password for login-in had been sent to you earlier. Activate your online Membership login today for hassle-free instant access to your membership details!

WAYS TO SUBMIT YOUR RESERVATION REQUESTS:

- WhatsApp to 016-2174489
- Email to kch_memberservice@saraworldwide.com.my
- Submit Online Reservation Form at www.easturia.com.my
- SMS to 012-8280098
- Fax to 082-424007
- Submit Vacation Reservation Form at Member Service Centre
(Download Vacation Reservation Form from website or request from Member Service Centre)

WAYS TO MAKE PAYMENT FOR MEMBERSHIP RELATED FEES:

- Log in Online Member Portal and pay via FPX (Online Receipt will be generated upon successful payment transaction)
- *One-time Payment Instruction By Credit Card / Standing Instruction By Credit Card*
(For your convenience, we strongly recommend you to sign-up for *Monthly Standing Instruction By Credit Card* for your monthly instalment payment and *Yearly Standing Instruction By Credit Card* for your Annual Maintenance Fee payment)
- Direct bank-in/bank transfer
- Pay at Member Service Centre

Note: Attached Payment Guidelines V2018-01

As part of our Go Green initiatives, with effect from 1st January 2018, membership statements such as Statement of Accounts and Entitlement Statement, Latest Hotel List and Notices are no longer sent out by post to members. Members may log in to Member Portal to view and download these documents. Alternatively, members may request a copy from our Member Service Centre.

Members are reminded to ensure their contact information (e.g. mobile number, email address) with the Club are update to current at all times to avoid any communication interruption.

For further information on this circular or should you require any assistance on your membership, please do not hesitate to contact us at our Member Service Centre.

Best regards,
Member Relation Department
Sara Worldwide Vacations Berhad
19 March 2018