

Shell Vacations Club

March 6, 2015

Iowa Attorney General
Consumer Protection Division
1305 E. Walnut Street
Des Moines, IA 50319
Attn: William Brauch
Susan.kerr@iowa.gov

To Whom It May Concern:

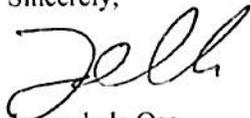
I am writing you on behalf of SVC-West, LLC ("SVC"), a part of Shell Vacations Club, and pursuant to Iowa law of a possible security breach potentially affecting residents of Iowa.

We experienced a break-in at a California office. While we take reasonable steps to protect our records, it appears an unknown individual(s) forcibly and illegally entered an office and stole items from a locked cabinet that included a binder containing records of transactions with SVC during 2005 to 2008. These records may have included personal information such as some owners' name, address, driver's license number, Social Security number and/or financial information (i.e., payment card numbers and/or financial account numbers). Following this incident, we immediately notified law enforcement. We have no evidence that the personal information has been used for fraudulent purposes.

We are in the process of notifying individuals who may be affected so they may take appropriate steps to help protect themselves against any potential misuse of their personal information. We have partnered with AllClear ID Notification services who will be sending the impacted owners a breach notification letter and providing two years of free credit monitoring and identity repair services.

If you have any questions regarding this incident, please contact me at (407) 626-4489 or Stratis Pridgeon at (407) 626-5171. We also can be reached at the address below or at Jorge.deIaOsa@wyn.com and Stratis.Pridgeon@wyn.com, respectively.

Sincerely,



Jorge de la Osa
Senior Vice President
SVC-West, LLC