



Kilconquhar Castle Estate & CC  
Kilconquhar  
Near St Andrews  
Fife  
Scotland

8<sup>TH</sup> December 2011

Dear Jim

Working in partnership with its resort affiliates, RCI continues to be committed to strengthening the timeshare industry by ensuring that timeshare owners enjoy holidays of the highest product and service quality.

The RCI Resort Recognition Programme is today a major motivating factor towards that commitment. Thanks to the high quality and service that you and your staff have achieved, it gives me great pleasure to advise that

Kilconquhar Castle Estate & CC

Has earned recognition to receive a

RCI GOLD CROWN RESORT for 2012

Selection to this prestigious group of superior resorts is based on two rating components:

- a 12 month compilation of comment card scores completed by exchange guests assessing resort quality, service delivery and the overall holiday experience
- an independent on-site inspection of resort amenities, guest services and the unit amenities contained in each unit type

RCI GOLD CROWN RESORTS enjoy a unique distinction. They provide holiday experiences that set them apart; they have achieved the pinnacle of success and they have earned the highest accolade.

Congratulations, not only to the management but also to all members of staff at the resort who have contributed to so many enjoyable holiday experiences. Through our valued partnership we share a commitment not only to meet, but also to exceed, the expectations of our mutual customers.

Best wishes for continued success!

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dimitris Manikis', is written over a horizontal line. The signature is stylized and includes a long, sweeping underline that extends to the right.

Dimitris Manikis

Vice President, Europe & Middle East Business Development