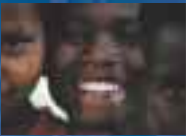


TIMESHARE PURCHASES

A Profile of Recent Activity

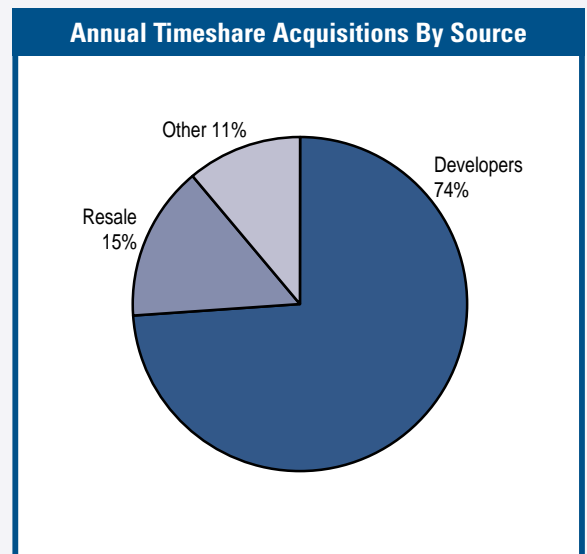


Summary Of Key Findings

Guaranteed access to quality accommodations, and the flexibility of use provided by exchange, are the keys to timeshare sales in Europe. Developers and other commercial sources sell 74% of intervals, consumer-to-consumer resales represent another 15%, and the balance of 11% represents gifts, inheritances, and other transfers. Prices average €10,100 per week when purchased from developers. Beaches represent the primary draw for European timeshare purchasers as a whole, although history/culture vies for importance in the United Kingdom, while the mountains attract many who purchase in some areas of continental Europe.

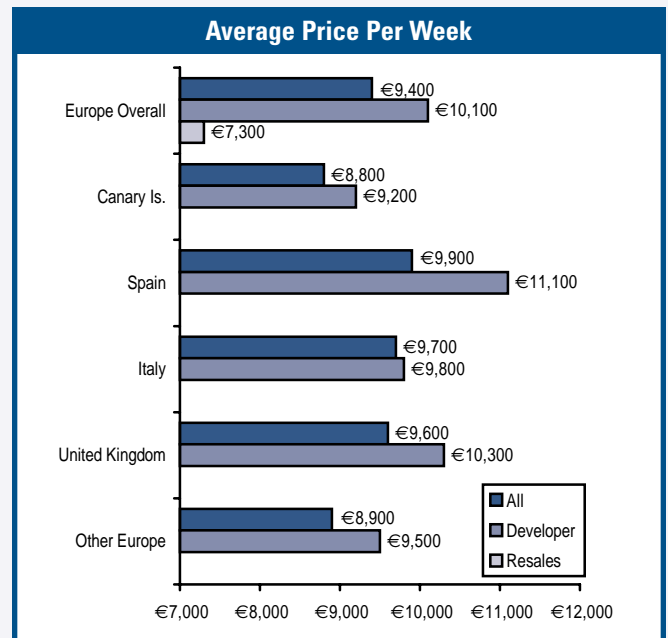
FROM WHOM ARE THEY BUYING?

Purchases from developers and other commercial sources dominate the European timeshare market, representing 74% of timeshare intervals acquired during the study period. Resale transactions between consumers represent another 15%, while 11% are obtained in other ways, including gifts and inheritances.



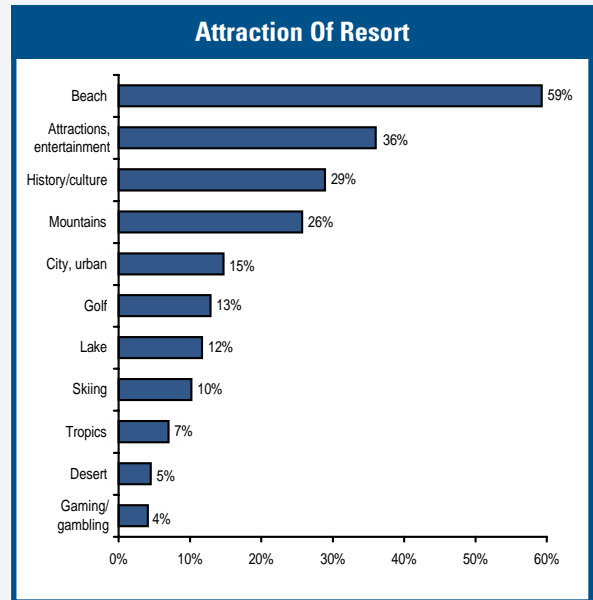
HOW MUCH ARE THEY PAYING?

European timeshares purchased from developers and other commercial sources average €10,100 per week of annual use. Consumer-to-consumer resales average a somewhat lower €7,300 per week. The overall average for all transactions is €9,400 per week. The Canary Islands offer the lowest overall average prices – €8,800 per week – due to low developer prices and a high proportion of resales. The Spanish mainland achieves the highest prices, averaging €9,900 per week for all types of transactions.



WHAT ATTRACTIONS ARE PREFERRED?

Among European timeshare owners as a whole, beaches represent by far the most important attraction. This holds especially true in Spain, where 86% cite beaches as key. However, in the United Kingdom historical/ cultural areas vie in attractiveness with beaches (40% versus 42% for beaches), and in Other Europe* the mountains are most widely cited (45% versus 40% for beaches). Some buyers cite attractions not available in Europe, such as the tropics and desert, because they purchased into club programs that offer resorts in those types of areas as well as in Europe.



*Other Europe: Europe other than the Canary Islands, Spain, Italy, or the United Kingdom.

WHY DO THEY BUY?

“Certainty of quality accommodations” and the “exchange opportunity with other resorts through RCI or another exchange company” rank as the most important purchase motivations, each rated “very important” by 79% of European timeshare buyers. Pressure to make a same-day purchase decision, however, makes buyers hesitate: this is cited as a “very important” concern by 60% of those who buy in Europe.

WHO IS BUYING?

Europe timeshare buyers during the study period report a median household income of €45,000 and a median age of 50 years. The great majority of buyers are married, well-educated homeowners. By location of residence, England represents the largest market, followed by Finland and Italy.

Timeshare Buyer Profile

Married	80%
Homeowners	90%
Business owner or in professional, technical, or managerial occupation	57%
Median age	50
Median income	€45,000

This report is based on 1,827 responses to a survey of randomly selected RCI members speaking English, French, German, Italian, or Spanish, who purchased a timeshare located in Europe from June 2000 to July 2001.

For information on other industry studies contact:

Steven Miner at 503.391.8190 • fax: 503.391.8091 • steven.miner@ragatzassociates.com or
Inna Shamis at 973.496.7021 • fax: 703.935.0364 • inna.shamis@cendant.com.

Full copies are available exclusively to RCI affiliated resorts through regional RCI Resort Services account representatives.

Ragatz Associates, a business unit of RCI, serves the international timeshare industry, offering market research, feasibility analysis and comprehensive consulting services to established resort developers, marketers, operators and prospective industry entrants.

RCI (RCI.com) is the world's leading global provider of products and services to the timeshare industry, with more than 3,700 affiliated resorts in 100 countries. In pursuit of its mission to be the market maker in global travel and leisure, RCI offers the world's leading timeshare exchange services through RCI Points, the first worldwide points-based exchange system, and RCI Weeks, RCI's traditional week-for-week exchange system. In 2001, more than 2.1 million exchanges were booked through RCI, sending an estimated 7.5 million people on vacation. RCI provides integrated timeshare solutions in addition to exchange including consulting, travel agency and technological support. RCI is a subsidiary of Cendant Corporation.

Cendant (NYSE: CD) is one of the foremost providers of travel, real estate, vehicle, and financial services in the world. Cendant's Real Estate Division is the leader in the world's largest industry, with affiliates responsible for more than one out of every four homes sold or purchased in the U.S. Cendant also runs one of the country's largest retail mortgage originators, the leading relocation services company, and franchises a leading commercial real estate brokerage system. As one of the world's leading franchisers of mid-economy market lodging brands and the world's largest vacation ownership company, Cendant's Travel Division is one of the largest providers of travel services around the globe. Cendant's Vehicle Services Division is the leader in the vehicle management industry. In addition to providing fleet and fuel-card management services, Cendant also runs the largest non-municipally owned car park in the U.K. and the second-largest general-use car rental company in the U.S. Cendant's Financial Services Division includes the second largest tax preparation company in the country. The Division also offers insurance and loyalty marketing programs to financial institutions that are looking to enhance the value-added services they offer to their customers. Cendant's Travel Distribution Division has four principal components: reservations transactions systems provider WizCom, which handles reservations for more than 115 hotel and car rental chains in over 40 countries; Cendant's travel agency business; Galileo, Trip.com and the off-line operations of Cheap Tickets, Inc.

 **RCI** • 6 Sylvan Way • Parsippany, New Jersey 07054 • RCI.com