

RCI to Offer Call Centre Services to Royal Resorts Owners through New Agreement

KETTERING, U.K. (March 26, 2015) - [RCI](#), the global leader in holiday exchange, has signed an agreement with Royal Resorts, one of the international Karma Royal Group of companies, to offer its owners call centre services.

Royal Group founder, John Spence, said: “We have definitely leveraged RCI’s services as a primary navigator in our member journey, as we do not see that part of the business as being where our core expertise lies.

“It all looks so easy on the outside, but underneath it is a manpower-driven, time-consuming process. It takes scale of operation and is something I found more challenging than I anticipated. Having RCI as our partner will help us a great deal.”

In what is a truly global servicing initiative, three of RCI’s call centre offices will provide a customised service designed to enhance the member experience for Royal Resorts’ Odyssey Club members.

RCI Cork in Ireland will provide international member servicing, the exchange company’s Bangalore office will provide service to Indian members, while RCI in Singapore will cover the Asia Pacific. The three RCI offices will jointly provide customised servicing to facilitate the external exchange needs of more than 20,000 Odyssey Club members worldwide.

Sean Lowe, managing director of RCI Europe, Middle East, Africa and India, said: “This is an exciting next stage in our journey with Royal Resorts, as we become integral to each other’s operations. We have been privileged to work with John since he opened his first resort in Goa 22 years ago, and it has been an exciting journey to get where we are now.

“Under our new agreement, we are giving Odyssey Club members specialist servicing in booking exchange holidays – which are external to the Club options in the fabulous Royal Resorts’ properties they enjoy – from the choice of approximately 4,500 resorts affiliated to RCI globally. And for John and his group, we have designed our servicing plans to accommodate the Odyssey Club growth, which we are confident they will need in the future.”



Photo caption:

Sealing the deal. Pictured from left, front: RCI President Gordon Gurnik, and Royal Resorts Group Founder John Spence. With, from left, back row: Members of RCI's senior leadership team, Dimitris Manikis, Sean Lowe, Pali Badwal and Ricardo Montaudon.

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About RCI

RCI is the worldwide leader in vacation exchange with approximately 4,500 affiliated resorts in more than 100 countries. RCI pioneered the concept of vacation exchange in 1974, offering members increased flexibility and versatility with their vacation ownership experience. Today, through the RCI Weeks[®] program, the week-for-week exchange system, and the RCI Points[®] program, the industry's first global points-based exchange system, RCI provides flexible vacation options to its 3.8 million RCI subscribing members each year. RCI's luxury exchange program, *The Registry Collection*[®], is the world's largest program of its kind with approximately 200 affiliated properties either accessible for exchange or under development on six continents. RCI is part of Wyndham Exchange & Rentals and the Wyndham Worldwide family of brands (NYSE: WYN). For additional information visit our media center, www.rciaffiliates.com or www.rciventures.com. RCI can also be found on Facebook, YouTube and Twitter.

About Royal Resorts

John Spence, founder and chairman of the Karma Royal group, opened his first resort in Goa, India, in 1993. Ahead of his time, Spence has constantly evolved his hospitality product and service offering, keeping it fresh and building in lifestyle features to attract the younger buyer. Today the group has more than 50,000 full or associate members and 21 resorts. Royal Resorts has established a reputation for its family-friendly approach, offering exceptionally well-appointed apartments to accommodate up to six guests. Royal resorts' portfolio comprises seven resorts in India, Four in Indonesia, two in Thailand, and one in Italy, Bulgaria and Germany.

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