

SPM RESORTS, INC.

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Bill Young

President and CEO

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Since 1979, **SPM Resorts, Inc.** has steadily expanded from managing eight resorts to more than 30, serving approximately 100,000 timeshare owners and employing more than 650 employees. Growth followed success and today the company is one of the largest privately held full-service professional management companies in the timeshare industry.

SPM's corporate philosophy has surely helped fuel this success and growth by being focused on ensuring the timeshare owners get what they paid for: the very best possible vacation experience. To deliver on this promise, SPM believes it is imperative to provide accurate, detailed financial reporting; possess integrity and accountability to the owners; and provide the resort owners and board members with ample communications.

The SPM Resorts team is frequently called upon by banks and investment groups to assist in workouts and turnaround situations. Historically, SPM reviews and assesses the resort from top to bottom. The analysis is used to produce a written operating plan that includes a list of procedures, a detailed budget, financial information, and projections. SPM is successful in assisting resorts experiencing a severe decline to recover past-due collections amounts, implement quality control, increase revenue-producing activities and resell unwanted weeks to new owners.

SPM's team is led by President/CEO Bill Young and a substantial group of highly competent, dedicated professionals. The team works one-on-one with each resort to provide outstanding vacations for each and every owner across several service-lines.

During SPM Resorts' 38 years, the company believes a fundamental key to be a commitment to higher ethical and business standards. Under Young's direction, the business philosophy is singly focused on serving their employers—the timeshare owners at SPM-managed resorts. How does the company leverage SPM's large number of resorts and owners? Not only can a larger management company get better pricing on various goods and services such as very competitive insurance rates for property and health benefits, they can also support a number of unique benefits such as marketing for owner rentals, effective annual maintenance fee billing, successful collections systems and full human resources support for employees.

SPM does all of this and more while remembering their mission: to provide sincere and genuinely warm service and hospitality equal to the best in the industry, from every level of the organization. The corporate environment is one in which appreciation, respect and sound working conditions contribute to successful work. SPM manages the affairs and operations of facilities under their control in a highly ethical and professional manner to produce the greatest possible financial accountability and responsibility to the timeshare owners.

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