



PARADISE ISLAND BEACH CLUB

ANNUAL GENERAL MEETING

THURSDAY NOVEMBER 5TH, 2020

The meeting was held via zoom. Anthony Knowles called the meeting to order at 3:02 p.m.

Introductions

Anthony Knowles welcomed attendees. Present Management Committee members were:

- James Martens – Chairman
- Mike Patoka – Founder Member / Appointed
- Robert Groff – Founder Member / Appointed
- David Rice – Member Representative / Elected
- Anthony Knowles – General Manager
- Monica Berckes – Member Representative - Elected / Marketing Director

The following is a list of Members present in the zoom meeting and number of weeks owned:

Name	Number of Weeks
Mary Beth O'Connell	2

Pritpal Bakshi	1
William Mitchell	1
Sally Rice	14
Dean Philo	1
Dustin Molter	1
Earle Williams	3
Eva Lim	2
Gary Johnson	5
Glenn Eccles	1
Donna Wright	3
Mary Beth Barrows	3
James Feuker	15
Joseph Carillo	2
Joseph Schilligo	12
John Mohn	4
Glenna Martens	2
Karena Wu	3
Linda J Stirk	4
Scott & Maureen Sieck	3
Carol Patoka	1
Mike Berckes	1
George & Christine Johnson	2
Mrs. P. Delaney	2
Philip Rudolph	5
Raymond & Cheryl Van Grouw	2
Robert Gomez	1
Sherri Barg	5
Tony Masse	2
Vivien Ludwin	4

Mr. Knowles presented the motion to accept the Meeting Agenda.

- Michael Patoka makes the motion.
- Anthony "Tony" Masse seconds the motion.

Mr. Knowles also present the motion to accept the 2019 AGM Minutes and amendments to the 2019 AGM Minutes as presented.

- Patrick Delaney made the motion to accept.

- Monica Berckes seconded the motion.

Management Report

I would like to thank the Management Committee, for their hard work and dedication during these trying times. We can all agree that no one saw this coming. To adapt and save your club, it called for lots of meetings and brain storming.

There are two things that impacted us most this year. First was the disappointment in not having you all vacation with us. The staff and I really look forward to hosting you and your families each year.

The second was the unpleasant task of having to furlough most of the staff. We had to keep a skeleton crew on to keep the operations going, this included personnel in the accounts department, Loretta in reservations, Derek and one other from the maintenance department. Housekeeping and Pool Bar were closed.

In late March, those that were furloughed eventually received some assistance from National Insurance Board. NIB is the equivalent of your Social Security, but to a much lesser degree. These benefits dwindled next to nothing as time progressed. As a result, the staff has been experiencing extreme hardships.

On a suggestion from one of our members, we set up a relief fund to offer some assistance. I am happy to report that some of you responded immediately.

On behalf of my staff, I would like to thank those of you that contributed and for your kind consideration. It will bring smiles to many faces. We have not distributed the funds as yet. We will be doing so in the immediate future. For those of you who were not aware of this program and would like to make a contribution please visit our website www.paradiseislandbeachclubbahamas.com. Go to the member's only section for more information.

In order to reduce our operating expenses, a decision was made to begin doing projects that we would normally do in September, during the time when the country was first locked down back in March.

Taking advantage of the slow period, we used our maintenance teams for various projects. This proved to be very efficient.

During our normal scheduled two weeks of maintenance, which is normally in September of each year, due to the volume of projects, we are left with no choice but to always bring in outside laborers and contractors which is a huge expense.

Each year, there is always a signature project. That project this year was paving the deck around the Ocean pool.

Instead of purchasing the paving bricks, we purchased molds and made the bricks ourselves. They were made for pennies on the dollar. Locally, they cost an average of \$2.00 apiece resulting in thousands of dollars in savings. I am extremely proud of the way it turned out. It looks beautiful!

Because of all the time we had, we were able to take on a project that I have always desired to do, which was to make the bathrooms at the Pool Bar accessible to the physically challenged. We changed the entrance. This allowed the removal of the two entry doors. We also put in a wheel chair ramp. It turned out great. Then of course there were the other projects which we would normally have to carry out.

MEMBERS NEGATIVELY IMPACTED

Many of you were unable to vacation with us. We immediately encouraged all of you to "Space bank" your weeks with either Interval International or RCI. Unfortunately, many of you were not able to do this for a number of reasons such as:

- Government Protocols
- No flights
- Interval International Executive Committee not accepting any deposit of weeks until October 15th.

This caused a challenge for quite a number of you however some of you were successful in depositing your weeks.

The Club made internal arrangements with Interval International and RCI. The idea was to award those members with an Interval International or RCI certificate for each week lost, providing that their 2021 Maintenance fees were paid.

Many of you have already received your awarded weeks with this program. While this is not perfect, it's the best that we could offer.

The ideal situation would be to allow you to use your 2020 unused weeks in 2021. Or apply your payment for 2020 maintenance fees as a credit toward your 2021 dues. While we would have loved for you to have the option to use your 2020 weeks in 2021, it would have been a reservation nightmare.

The reality is that we cannot afford to permit this. The truth is, if we had to take this approach, it would sadly be the end of your beloved resort. The program with Interval International and RCI was the right thing to do.

Interval has informed us that because of the pandemic, they now have some quality inventory available in some wonderful destinations that they never had before.

Many resorts like PIBC normally do not have any inventory to offer exchange companies. There is also the possibility of using your awarded week to vacation here at PIBC, but it would call for you having to act quickly, by paying your maintenance fees and reserving your week for 2021.

Once you know your vacation dates you can then contact Interval or RCI and request a week to coincide with your vacation here at PIBC.

COVID-19 Protocols

Travel to the Bahamas, or anywhere for that matter has been difficult. In the Bahamas we have seen government protocols change just about every two weeks.

The travel requirements Effective November 1st, 2020 are as follows:

- Obtain a Covid-19 RT test five days prior to arrival.
- Apply for a Bahamas health Travel visa please visit their site at travel.gov.bs or go to the Ministry of Tourism website, the link and information will be there.
- For the Duration of the visit, complete a daily online health questionnaire for symptom tracking purposes.
- Take a Covid-19 Rapid Antigen Test on Day 5.
- Always wear a mask and always social distance in public places.

In addition, beginning November 14th 2020, all visitors will be required to opt-in to mandatory COVID-19 health insurance when applying for their Health Travel Visa. The insurance will cover travelers for the duration of their stay in The Bahamas.

Prior to travel

1. Covid-19 RT-PCR Test
 - a. All persons travelling to The Bahamas must obtain a negative Covid-19 RT-PCR (swab) test taken no more than 5 days prior to the date of arrival.
 - b. The Name and address of the lab, where the test was performed; it must be clearly displayed on the test result.
2. **EXEMPTIONS**
 - a. Children age ten and under
3. **FEES for the Mandatory Health Visa**
 - a. \$40.00 for guest staying four days or less.
 - b. \$60.00 for guest staying more than four nights.
 - c. Free for children 10 years and younger.
4. **** Anyone who tests positive and are A-Symptomatic will have to self-quarantine in place for 14 days.**
5. The Insurance will cover up to \$7,000 for the additional costs of your stay. For anyone that tests positive and are showing severe symptoms and require to be airlifted, the insurance will pay up to \$100,000.00 to any major U.S. city.

In my opinion, this insurance is a great thing. I fully support it. For more information please visit the Ministry of Tourism's website.

HEALTH & SAFETY

Your health and safety has always been paramount for us. A lot of research went into what were the best methods for sterilizing the resort. We chose a method that uses a Nano Technology coating proven to kill all pathogens and viruses including Covid-19. The coating is good for a period of one year. Once the virus touches the surface it is instantly killed.

The entire resort was treated inside and out. This includes all public areas, beach chairs and pool furniture.

In addition, the interiors were also treated with an Ozone treatment that kills anything that was and may come in contact with any fabrics, ceilings and hard to reach places. This treatment is also applied to every villa at checkout of each stay adding a further measure for your safety.

All these treatments are tested and they are hypoallergenic. For more information please visit the clubs website www.gopibc.com.

In addition to the aforementioned, a **Standard Operations Procedure Manual** was created on the application and procedures policies for our resort. We adhere to these policies. This is all in an effort to keep you, your family and our staff safe.

Like you, we are also looking forward to the return of some type of recognizable state of normal. We hope that it is soon. There has been progress made in therapeutic treatments of Covid-19, and hopefully there will be a vaccine in the very near future. The entire staff and I look forward to hopefully seeing all of you in 2021.

I was taught that in a bad situation we are to look for the good. We looked hard and did find some positives. Some of these positives are:

- This is the first AGM that we are streaming not only live, but we are also interactive, bringing our AGM into your living rooms. This is something the Committee and I always wanted to do. Thanks to Zoom this is finally achievable.
- Our rooms are more sterile, not only against Viruses and Pathogens but also mold.
- Grocery and liquor store services now available through apps. One such app is Foodstoreto go. Front desk has all the information. It is such a convenience not having to stop to the food store or liquor store, just show up and your grocery is in your villa.
- In my opinion the best thing that comes out of this pandemic is that there has been a reset on reduced airfares. They were becoming ridiculous! It was having a real negative impact on our club and membership. I was afraid that if something did not change we would lose many members.

I recall one young family that has such love and enthusiasm for the club found but found it too expensive to travel. Sadly, they were considering having to discontinue their membership. The cost of airfare for the family of five to vacation with us from New Jersey was close to \$4,000.00.

Those in our local travel industry think that we will be enjoying low airfares for a while. This is a good thing.

Travel demand to the Bahamas is ranked high in the online search engine optimization analyst for those searching and planning vacations. Boutique resorts like ours seem to be the requested type of lodging. Some of the benefits are:

- Individual villas on their independent air conditions.
- No elevators.
- Large open spaces.
- Open air dining and bars.
- Located directly on the beach which is not too busy and overcrowded.

MARKETING

This takes us into Marketing. A huge thank you goes out to Monica Berckes. She has really been incredible! And another huge thank you is also in order for her husband Mike. Thank you Mike!

Monica has proven herself to be invaluable. She has given so much time and energy into marketing our resort, especially when the pandemic hit.

Monica has served on the Committee for two terms, for a total period of four years. It is our policy to allow a candidate to serve just two terms, and then they would have to take a sabbatical for a minimum of one year before they can offer themselves as a candidate again.

Sadly, today would be her last day serving on your Management Committee. Monica, thank you. Thank you so much! We all owe you a huge token of appreciation.

The Committee recognized her value and did not wish to lose her talents. As a result, the Committee in accordance with the Club's Constitution has the right from time to time to appoint sub-committees. They could be for whatever reason.

To adjust to these challenging times, the Committee for the first time has created a Sub-Committee. This Sub-Committee dubbed "Marketing Committee" will be headed up by Monica. This will be an active committee. She is the Chairperson and has the authority to appoint her own team as she deems necessary. This means that we will still have the use of Monica's services and talents, the only difference is, she would be an advisor to the Management Committee and not have the right to vote.

I will now be turning the meeting over to Monica. You will see just how truly dynamic she is and why we did not want to lose her. Please everyone join me in welcoming and congratulating Monica as she takes over to give her marketing presentation. Monica again, thank you!

Monica's Marketing Presentation

Paradise Island

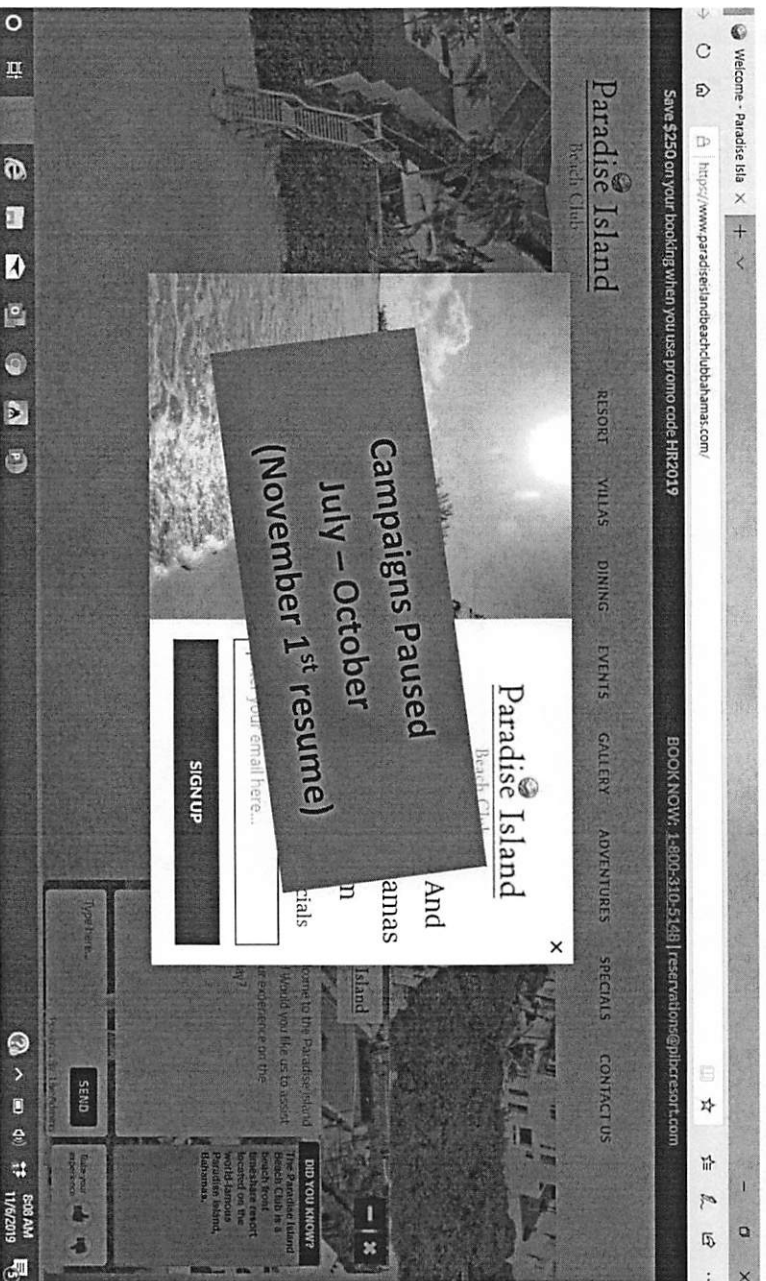
Beach Club

**2020 AGM
MARKETING SNAPSHOT**

OPENING POINTS:

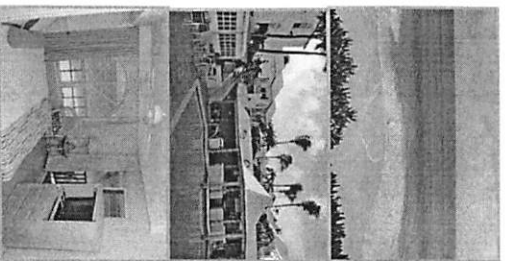
- Hard to believe my 2019 AGM final point included how, as a timeshare resort, we need to “be able to shift and adapt based on all obstacles: slow periods, hurricanes, economy” without knowing what was headed our way - COVID-19.
- Unimaginable and unprecedented times for the travel and hospitality industry.
- International travel has taken the greatest hit (fear, change overs, long flights etc).
- Our club sat essentially empty, but for a few guests, from July – present.
- Promising news continues to drive my enthusiasm for our club (i.e. rapid testing, treatments, sanitization protocols, cheaper airfare, restrictions lifting, travel insurance)
- People want to get out and travel. Our proximity is an advantage. Just need confidence that the demand will grow; and be ready for when it does.

MARKETING STATUS – During Covid-19



- Halted all programs
- Maintained modest social media engagement
- Sit and wait
- React accordingly

MARKETING EFFORTS – Shutdown



Two Great Ways To Vacation

\$200 weekends*
\$175 weekdays*

- SPACIOUS TWO BED / TWO BATH VILLA WITH FULL KITCHEN AND LIVING ROOM.
- DESIRABLE CABRAGE BEACH OCEAN FRONT LOCATION WITH AMAZING SUNSET VIEWS.
- 2 POOLS - MAIN POOL OFFERS BAR AND GRILL WITH MUSIC.
- PERSONAL OUTDOOR GRILLS ARE AVAILABLE.
- SOCIAL DISTANCING AND HEAVY SANITIZATION MEASURES IN PLACE.

*Villa accommodates 6 persons. Rate includes an occupancy allowance of 4 persons. \$30 additional for 5th or 6th person. Excludes VAT. 3 night minimum.

Paradise Island
Beach Club

**ENJOY YOUR
EMANCIPATION
WEEKEND AT
PIBCI**

VISIT: WWW.GOPIBC.COM

CONTACT RESERVATIONS:
 242-363-2523
 EXT. 2370 OR 2373

Please pay
online to
save some
time!

Due to Covid-19, PIBCI is encouraging ALL members to pay 2021 maintenance fees online and on time.

As an incentive, we have temporarily removed the 2% transaction processing fee.

Processing is fast, safe and reliable. Information is never stored.

Click on the link below or the green membership renewal box to the right to process payment.

<https://paradiseislandbeachclubbahrainas.rezdy.com/334353/annual dues>

Paradise Island
Beach Club

**MEMBERSHIP
RENEWAL**

Annual Dues

FOCUSED ON REOPEN

Paradise Island Beach Club

RESORT VILLAS DINING EVENTS GALLERY ADVENTURES BLOG TRAVEL ADVISORY

AS OF OCTOBER 15th WE ARE OPEN AND WELCOMING GUESTS! OUR BOUTIQUE RESORT IS THE PERFECT LOCATION FOR A SAFE, NON-CROWDED VACATION IN *Paradise Experience*

Review our Covid-19 Safety Procedures.

Live Chat

Welcome to the Bahamas

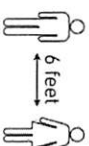
Please follow all Covid 19 Policies



Wash your hands often. Use the available hand sanitizer dispensers upon entry and exit.



Wear a mask or face covering to obtain entry and service.



Please maintain a safe social distance while roaming the property.



Use in-room phones to access front desk as much as possible to limit person to person contact.

Paradise Island
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Lead Sources

2019

2020

Website (~2,000)

Website (~2,500)

Social Media (~600)

Social Media (~850) *
boost/reach

Chat Assists (~500)

Chat Assists (~600)

REZDY / RCI / INTERVAL / OTHER
(gathering data)

We need to engage more. Low hanging fruit. Have to do better with converting.

What we need to do:

Implement last years strategies

- Ramp up rental program
- Tap into staff here. ALL-HANDS-ON-DECK
- More engagement to low hanging fruit
 - Resales less, Rentals more
- Improve on our vacation experience. Longevity!

CLOSING POINTS:

- We have an advantage in rentals over other mega hotels. We are a boutique resort with a good product at a good price and a great proximity to many for Caribbean travel. 2021 efforts will highlight this as travel confidence rises.

Aggressive target marketing will ensue:

- SEO efforts will focus on places with direct flights (more appealing to travelers during this time). Geotargeting.
- Email marketing campaign planned for last year, will resume this year (subscribers, chat assist and rezdy leads). Low hanging fruit.
- Must have an all-hands-on-deck effort to increase bookings. We can't afford to lose rental income (inventory control, customer service, promos/discounts).
- Must be smart and flexible as we navigate through COVID-19 obstacles. Beef up efforts when/where needed
- Must act more like a hotel to attract renters! (pool bar, amenities, vacation experience)

Paradise Island

Beach Club

THANK YOU!

Financial Over View

The good news

1. Your management committee has prepared and approved the 2021 budget. Maintenance fees will remain at \$1370.00 plus 12% VAT for a total of \$ 1534.40. Again—no increase in fees.
2. The Audit of accounts by an independent qualified and certified accountant has been completed and will shortly be added to the PIBC website for owner review.
3. During the time the club was shutdown at government direction we continued to actively employ almost 20% of the work force on either a full or part time basis.
4. Due to a fantastic job of expense control by Tony, Gloria and the active staff our on hand cash at the end of October is within 3.4% of October 2019 when we were fully functional. An amazing accomplishment.

Let's talk a Little about 2020

- a. 90% of budgeted maintenance fees for 2020 have been paid—thank you to everyone who has paid.
- b. Unpaid 2020 Maintenance fees (budget was \$2,534,400) is \$258,600 or 37% more than this time last year.
- c. Of course that high dollar amount is not good and as we staff up for full operation we will need every single dollar.
- d. Some owners have asked about what expenses we could have had in 2020 if we were not operational since March—except for a few weeks in July. Some of our expenses include:
 - 400K in total maintenance
 - 214k on utilities
 - 100k on property taxes
 - 134k on Insurance
 - 453k on salaries other than maintenance
 - These categories alone total 1.3 million

A little about 2021

1. As indicated before, the Management Committee has approved the 2021 Budget. No increase in maintenance fees.

2. To date we have only been paid by our owners 68% of the 2021 budget. This is 25% less than the same time last year for the 2020 budget.
3. Note that payment-if you as an owner have not paid for 2021-is due by January 31st, 2021. This is in accordance with the clubs by-laws.

Your management committee asks all owners that have not paid their 2020 and/or 2021 maintenance fees to please do so.

Election

Three candidates participated in the elections process for the position of Committee Member. There were a total of 134 votes (8 manual votes and 126 online votes).

Management congratulated Patrick Delaney on his election, and thanked the other candidates Gordon Roark and Kris Silas for offering themselves for the elections and encouraged them to try again.

Following are the nominees and voting results:

<u>Nominee</u>	<u>Online / Manual</u>	<u>Total</u>
Patrick Delaney	73 / 2	75
Gordon Roark	27 / 5	32
Kris Silas	26 / 1	27

Chairman's Remarks

First of all, I'd like to thank all of you for attending this meeting and most importantly, I'd like to thank the Management Committee spouses because they've put up with us. It's been a bit difficult and it's been a little stressful. But just recognizing Glenna, Sally, Mary, Carol & then, the other spouse Mike. I want to thank Tony and the staff because this has been an incredible few months. Just trying to maintain the Club, people don't realize that if you don't have guests, they think there's nothing to do but you have to maintain the buildings and maintain the property. You can't let the air conditioning go down because everything turns to mold. I mean it's just incredible. So I'd like to thank Tony and his crew and he's only got a handful of people on board right now. This has been quite a year.

This virus really has hurt many people. It's hurt many countries and organizations throughout the world. We at the Beach Club are still alive and having been in the hotel

business in Washington for thirty years, I retired three and a half months ago. Glenna's really happy to have me home seven days a week during this pandemic because we can't go anywhere.

My point is that we are surviving and there are many organizations, many hotels, clubs and restaurants that have shut down or closed and probably aren't going to come back.

We are looking forward to 2021 and we want you to just hang in there. We want you to be strong, safe and healthy and we're all looking forward to seeing you guys next year and from what we hear, by next year, things should be back to normal. God bless you all and thank you.

Recognition for Outstanding Staff

1. Gloria Matthew
2. Shenique Deveaux
3. Derek Rolle
4. Loretta Stubbs
5. Nancy Knowles

Unfinished Business from 2019

There is no unfinished business from 2019.

New Business

There is no new business for 2020.

Comments, Questions & Answers

- **Member:** How does it look like the Mini Mart is going to turn out with the new tenants and what is the outlook for that little bar & grill? Can you give an overview on how those two parts of the system are working?
- **Tony** responded that when things were shut down throughout the country, the beach access was closed and there were no customers. However, they are holding on. We kept on talking with them and they said they were going to hang in until November to see if the economy will start to pick up. The little Bar & Grill on the side believe it or not has been a saving grace for the resort. It has really been an added amenity feature so we are optimistic that they're going to hold on. They are largely depending on cruise ships and the locals going down to the

beach so we think that they're going to be ok. It's a challenging time but they're telling me that they're in talks with Carnival so they just really need to hold on.

- **Member:** Was the Mini Mart paying the full monthly rent during this whole step down or half or any kind of income coming in for the Club?
- **Mr. Patoka** responded that the Mini Mart was charged the full amount of the rent but because of the shutdown of business he couldn't pay. We told them when it opens up again make up the rent. We've accounted for the money as income on P & L but we haven't gotten the cash yet. But, the electricity that he has used he is paying us around \$3,000.00 a month. I think under the conditions, I don't know that we could expect anything more.
- **Member:** Are people actually going down to the Mini Mart or are they calling orders in and is one of Mini Mart employees bring stuff up to their rooms?
- **Tony** responded and said it was a little bit of both. Guests go to the Mini Mart, only expecting to pick up an item or two and end up collecting another item. I would encourage you all to use the store for whatever they are offering there. Even stop by and have a drink. They do a great jerk. They also have fresh coconuts and fresh coconut water. After spending almost the entire day at the Pool Bar, some of you may desire a change of scenery, you may not feel like taking a walk or cab down to Viola's or Anthony's. It's an asset for us, it really is. I feel that when things pick up, more and more members will use it. They will also deliver to the room so they're an active tenant. So far they're doing a good job.
- **Mr. Groff** commented that he had a call come in from some members who were on property in the two previous weeks. They called and said how pleased they were with the service they got from the store. They thought it was very exceptional. Everything worked out really well.
- **Member** thanked Tony, the Management Committee and the staff. Told Monica that she was very impressed with what she was doing in Marketing. Member said she was also interested the insurance that you buy through the Government. In reference to air lifting persons to the U.S if necessary, member stated that she knows that the majority of the owners at PIBC are from the U.S. but there are also members from Canada and Europe and she being Canadian wouldn't want to be taken to the United States. She also asked "Do people have to wear masks all the time when they're on the property of Paradise Island Beach Club?"

- **Tony** responded that he would raise that question to see if they could actually include the insurance for those of who live in Canada. Not all over Canada but travelling through Toronto or Montreal.
- **Monica** commented to Tony that she listened to the video and didn't think it only was saying the United States but bringing you back to your preferred destination.
- **Tony** commented that he wouldn't be surprised because the information is constantly changing. He informed the member that the insurance is not through the Government but a private insurance company in the Bahamas. There are private sectors participating in making this whole thing happen.
- **Scott** commented that the back end reservation platform that was put in place about four or five years ago, was so the Club could market and have a buy now button on web pages and ancillary marketing sights. We were able to use it in a fashion in this particular place helps the employees. The donation drive that has been running, every time something is posted, there's always a comment on the facebook page as to "Is this legit", "Has this been approved by Management?" Because Monica is an Administrator on that Facebook page, if it isn't legit, it comes down immediately. Please express that to others that frequent that Facebook page. Credit Cards are run on the Club's credit card system. Banking and credit cards is very difficult in the Bahamas especially with platforms and booking sights. If you're using Paypal, just understand, it is landing in a place that Tony controls, our Paypal account and he has a debit card on island to go to an ATM machine and pull the cash off of the card so that it could immediately be available just for everybody's benefit.
- **Monica** said "Just to add to Scott's point because I don't think that we gave this topic enough attention. That link is going straight to the direct relief to the PIBC Staff who many of them are in a very bad situation and so when Scott and I built this idea, saying let's do it this way, it was all in the interest of how to get the most money to our staff in the fastest way possible and the most secure way. So it goes with thanks to all of the Management Committee because we unanimously decided that was the best way to do it and to do it immediately. So to date we have \$4,500.00 in received donations. We did get a little more after the effect of hurricane Matthew but it is still alive and it is still active. So hopefully we will be receiving some more donations and I believe that Tony has it slated to go out very shortly in a newsletter with the direct link for people to participate and so thank

you to any of you on this zoom call that have done so already and thanks for your support of the staff.”

- **Tony**: Thank you Monica, thank you Scott. The staff is the saddest situation because many of them have to go without. A very special thank you to all of those who have made donations and so quickly. We assure you that next week Tuesday we'll be distributing and divided by those who are not working and receiving benefits. So anyone who is not employed, the 20% that Mike talked about, they will not receive any of that donation at all in any way. So, thank you.
- **Monica** commented that Tony's gone above and beyond. Working with us all on the Committee and for his staff. Tony actually contracted Covid-19 and he was fortunate. You see him now, he is ok. But he had a couple of gritty days there but what a player, he really took a bad ball but didn't go out of the game; a round of applause to Tony for everything that he has done for the staff and really for keeping this Club alive.
- **Tony** responded “Thank you so much. It was quite an experience. I must say I was in good shape for it. I built up a strong supplement regiment; I increased my Vitamin in take on Vitamins D3, Zinc and Vitamin C. With the resort being so slow, I also took advantage of the gym and began working out. I was actually looking really good there. I had a minor surgery there back in July that took me out of action for a little bit but came back from that and then got hit with Covid-19. I called my doctor, who happens to be Nigerian. He told me not to worry, you're in good hands, I have this concoction for you take it in 36 hours and I promise you you'll be in great shape. He was referring to hydroxychloroquine. It turned out to be incredible. Just like he said, thirty six hours, I woke up that Saturday morning, started Thursday evening at 4pm and at 2am Saturday morning I was sweating profusely. No temperature, nothing like that. I never lost my appetite, my taste, my appetite actually increased. It was just like a bad flu. I guess I was one of the lucky ones. Monica, I'm glad you brought it up because my doctor said that if anyone at the resort contracts it he's more than happy to give the concoction. We have any number of doctors that will come and visit you so it does not mean that you will have to be instantly lifted out of here. They do have means and ways to care for you. I happen to have three cousins who are doctors they all volunteered their service should the need arise, so that's a good thing.

- **Member** commented that he was from Canada, and gave a big thank you to Tony, the Management Board and to Monica. We're grateful that you people are looking after the Club the way you are.
- **Member:** Is there anyone who has photos of the new upgrades by the Pool that I maybe haven't seen or share?
- **Tony** responded that there were some on the website and that Monica put some up on the Facebook page. Monica commented that Tony should highlight a couple of things in the newsletter and include some pictures also.
- **Mr. Martens** commented that there were some pictures of the pool deck. It's really nice.
- **Member** commented that he would like to see a little bit of Paradise and asked "Will there ever be any live villa openings posting for the member's to see verses emailing Loretta saying "Hey, what's this week look like" or am I missing something totally as a member as I'm fairly new. Is there ever going to be anything saying these are the villa available this week?"
- **Tony K:** Scott Sieck is a past Committee member just like Monica. She said even if she wasn't a part of this special committee, the marketing committee, she would still happily volunteer her services for the resort out of love and passion for it. So let's look into that.
- **Monica** commented that that's a good suggestion and Tony agreed
- **Member:** It might alleviate some hassle for Loretta too. I've travelled the country this year so I'm ready for Southwest to get the flights going.
- **Tony:** Before we move on, there's two points I want to hit on. We're offering a special to the Members and it expires December 31st 2020 and then we will offer that same special out to the Air BnB's and everybody else so it would be higher but we want our Members to have the first offer. We would love for our Members to take advantage of that so look at it. Tell a friend about it also because there's 1,750 Members actively. If each one of you share, you know the Beach Club has a special going on, now is a great time to embrace it. The first part of Marketing is word of mouth so that's a good thing. Keep that in mind and share it on your Facebook page, etc. The other thing I want to say is that we were very fortunate to not have a direct hit by any powerful hurricanes for this year I don't know what the country would have done if we had that. When hurricane's come they're expensive. It could cost us anywhere from \$25,000 to \$35,000 in preparing for a hurricane and some years, we actually had 3 hurricanes come through. One lesson

we've learned when we paint the exterior of the buildings, we would take advantage of the slow weeks in August or even in May so that's one less project we can do in rather than do it at shutdown but last year, we painted in September it was like in October we had a strong hurricane with 100 plus miles an hour winds. It whipped up the sand and sand blasted the buildings and we actually had to repaint the resort that we had just painted the exterior of the buildings. We have decided to paint the exterior in early November for those who normally vacation with us right after maintenance period and would not see the resort bright and shiny. As you would expect it to be, it's just a good business decision having said that, Jim, I'll turn it over to you for the vote of thanks.

- **Mr. Martens**: Well I don't know what to say after I've heard all of this but I want to thank all of you for participating and please get the word out that we're alive we want you to come back and I know the Club will do everything they can to get you in. There's going to be weeks available. Just be well and be safe.
- **Member**: Mike you went over the financials, how do we find out who is not paying? Who is in charge of collecting and reaching out to those people?
- **Mr. Patoka** responded that we of course have receivables and a list of people that have paid just like any other company would have and we have people on staff most of them report to Gloria, Shenique and some others who makes phone calls with follow up calls. So yes, there is a team and a process in place The Club after a certain period of time employ a collection agency and based upon what it says in our bi-laws and our governing documents at a certain point in time we'll turn over delinquencies to the collection agency. So we have reports that we can get on demand that tell us who has not paid so that's really how we do it. It's not unlike any company that you have ever known.
- **Member**: You had mentioned that we should reach out if we know someone, do anyone on the Board or the Chairman reach out to any of those people to say "why aren't you paying?"
- **Mr. Patoka** responded: No. We do not do that. We have people employed by the Club that do that. Now, every once in a while we may do that but normally the Board, the Management Committee does not do that as I said, we have people that are employed to do that.
- **Member**: What are the repercussions if I choose not to pay for 2022 on time? There's none. People can sand bag all they want, correct?
- **Mr. Patoka** responded: If you don't pay you don't get a reservation. You don't get to come to the Club and your account will be turned over to a collections agency.

- **Member**: But we don't get any money. You said there was a 37% increase of non-paid 2021 dues.
- **Mr. Patoka**: Yes, over last year. In other words, to give it to you in dollars and cents and make it a little bit concerning, The Committee will tell you overly so, we have collected about \$470,000.00 less in 2021 fees that we did for 2020 the same time last year.
- **Tony** responded: The accounts receivable is very easily pulled up. The list is divided to different employees, Shenique, Martha, Denise who works at Front Desk call up the members to collect what is easy to collect before turning over to a collection agency so if you don't pay your maintenance fees, you don't notify us, you stand the risk of being turned over to a collection agency.
- **Member**: 37% increase from the previous year. How many of last year's people got sent to collections to take it serious for the next year?
- **Mr. Patoka** responded that all of the owners who owe for 2019 have been sent to collections.
- **Member** asked "Do we feel like that staff are trained well enough to talk to the members about collecting vs an elected Board Member or Chairman or anyone?"
- **Tony** responded: Yes we do have full confidence in our team. Collection is an operational issue and not something the Committee will get involved in. Unless it's one of their friends. I also take my list and in no particular order begin calling. A lot of the time we get the response "Hey I didn't realize". One of the reasons why we're behind that I wish to point out, I am happy that you brought it up because the majority of our members actually pay when they visit. The majority of the time they would leave a post dated check. This year, because of the low turnout, it's no wonder that we're behind the way we are however, we also feel that once there's, the advances they are making in therapeutic cures and the hope for a vaccine, the minute that takes place and those people realize that it's ok to travel. We're expecting that they're going to bring their accounts current. I always say to the member, I want to talk to you. Let's find out what's going on. It is our desire to help. We can set up a scheduled payment program, etc and I'd rather do that than turn you over to a collection agency, it's not something that I like or want to do. I have to because it's my job. Personally, I hate to lose one member. Each one of you are very special to us and we want you to be here and we want to work things out for you we're certainly so much easier to work with than a collections agency
- **Mr. Patoka** responded: Tony makes a good point. Perhaps, the biggest reason we're behind where we were is people are not visiting the Club. A lot of times people will be there and they'll just write a check out for next year's fees and turn in their reservation form and the club's been closed for months.

- **Mr. Martens** responded: That's been the biggest problem. And that's another reason that we're letting people pay their dues online with the Credit card because you know mailing has become a tremendous problem in the Bahamas but also here in the United States and just think if it's bad here in the United States, you're hearing what's going on with the mail in ballots right now, you can imagine trying to mail something to the Bahamas.
- **Mr. Patoka** commented: And we've also, I think Monica may have mentioned it or Tony may have mentioned it, we've waived the 2% fee that we would normally charge on a CC, the club is actually absorbing that. We've done that to encourage people to pay online as Jim said with their Credit Card and that 2% is waived for the rest of this year certainly so hopefully that will help. We will permit this as long as we can, but at some point we may have no choice to discontinue it, so I encourage you to pay early and take advantage of the offer.
- **Member**: Good to know. I just didn't know who was in charge of going after those people getting that money so the Club's not going to be 48% next time we talk.
- **Mr. Martens**: Well I can tell you that we talk about it every month we have our meetings and you know it's unfortunate right now the way the economy is with the virus and the impact that it's had on people, it's a real hard year to play hard ball. I belong to a yacht club in Long Island, New York and they had a policy that if you didn't pay your dues you were on a list on the bulletin board and that got a lot of people's attention. We haven't done anything like that but when things get back to normal and people are back to normal, we could consider doing something like that having it posted, that way you could go "Hey Harry, you didn't pay your dues?" and then Harry goes "Yea, alright, good." Something we can talk about.
- **Mr. Patoka** responded: Just to Jim's point about not playing hard ball because of the times and the uncertainty of economies all over the world, we have sent nobody for 2020 to collections yet. Nobody. Just to be sure that they have every opportunity and that we don't put more pressure on people that may be unemployed or having some financial difficulty so, Jim back to you.
- **Member** responded: I totally agree. I'm done with the questions.
- **Mr. Martens**: Does anyone have anything more they want to say? I think we've really kicked it best we can. I think the important thing is we all have friends that we see at the club every year, maybe we could just all reach out to them and give a call say how you're doing? Did you register for next year? It's a club. It's not like a hotel where you don't care and I know Glenna and I are looking forward to next year actually going to the Club and seeing our friends that we see every year and I can tell you right now this is the first year in 30 years that we haven't been to the club and it's all because of this virus. In summation I would just like to thank everybody. Just hang in there and like I said, reach out to your friends who you

normally see at the club like this week and last week and in the spring and contact them say “hey, you going to the Club?” and looking forward to seeing you.

Adjournment:

Motion to adjourn the Meeting

- Michael Patoka makes the motion
- David Rice seconded
- Unanimous vote

The 2020 Annual General Meeting of the Members of the Paradise Island Beach Club was adjourned at 5:35 pm.