



## Wyndham Rewards Exchange Program Owner Fact Sheet

As a Privileges by Wyndham member you receive membership to Wyndham Rewards.

Wyndham Rewards is a loyalty program which allows you to earn Wyndham Rewards points which may be redeemed towards accommodation stays, gift cards, levies and more.

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This fact sheet provides information on the exchange program offered through Privileges by Wyndham and Wyndham Rewards.

### PRIVILEGES QUALIFIED CREDITS VS. WYNDHAM REWARDS POINTS

- Privileges Qualified Credits** - Credits you receive annually with your WorldMark South Pacific Club Ownership which have been extended the Privileges by Wyndham benefits
- Wyndham Rewards points** – Points which are earned and redeemed through Wyndham Rewards

Privileges Qualified Credits and Wyndham Rewards points are completely separate “currencies” used in their own ways within their own companies (WorldMark South Pacific Club by Wyndham, and Wyndham Rewards), however the exchange program is a way of exchanging your Privileges Qualified Credits from your WorldMark South Pacific Club Ownership for Wyndham Rewards points in your Wyndham Rewards account.

### WHO CAN USE THE EXCHANGE PROGRAM?

Privileges Elite, Privileges Diamond, Privileges Platinum and 100 Club members can use the exchange program.

Eligible Privileges members can exchange Privileges Qualified Credits for Wyndham Rewards points, up to the annual exchange cap (see below “Annual Exchange Cap”), once every Anniversary Year (the month you originally purchased your WorldMark South Pacific Club Ownership).

### ANNUAL EXCHANGE CAP

As you can see on the below chart:

- Privileges Elite members can exchange up to 20,000 Privileges Qualified Credits once every Anniversary Year and receive 5,000 Wyndham Rewards points for every 1,000 Privileges Qualified Credits exchanged.
- Privileges Diamond members can exchange up to 35,000 Privileges Qualified Credits once every Anniversary Year and receive 6,000 Wyndham Rewards points for every 1,000 Privileges Qualified Credits exchanged.



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- Privileges Platinum members and 100 Club members can exchange up to 63,000 Privileges Qualified Credits once every Anniversary Year and receive 7,500 Wyndham Rewards points for every 1,000 Privileges Qualified Credits exchanged.

**Please note:** Your Privileges Qualified Credits must have a minimum of 45 days validity or more to be exchanged.

Privileges Elite members	Exchange up to 20,000 Privileges Qualified Credits once every Anniversary Year	1,000 Privileges Qualified Credits (with minimum 45 days validity) = 5,000 Wyndham Rewards® points
Privileges Diamond members	Exchange up to 35,000 Privileges Qualified Credits once every Anniversary Year	1,000 Privileges Qualified Credits (with minimum 45 days validity) = 6,000 Wyndham Rewards® points
Privileges Platinum members	Exchange up to 63,000 Privileges Qualified Credits once every Anniversary Year	1,000 Privileges Qualified Credits (with minimum 45 days validity) = 7,500 Wyndham Rewards® points

### EXCHANGE FEES

There is an exchange fee payable at the time of the exchange request regardless of the total amount of Privileges Qualified Credits converted which are:

- AUD\$199 for Privileges Elite members
- AUD\$149 for Privileges Diamond members and;
- AUD\$99 for Privileges Platinum members and 100 Club members

These exchange fees are one time fees per exchange, and do not vary based on the amount of Privileges Qualified Credits you exchange – meaning you can exchange as little or as many (up to the exchange cap) Credits as you like, while paying the same fee.

### CALCULATING EXCHANGE

Privileges Elite, Diamond, Platinum and 100 Club members can exchange once every Anniversary Year.

To ensure the correct amount of Privileges Qualified Credits are exchanged into Wyndham Rewards points for the redemption option desired, it is suggested to calculate how many Credits you will need to convert before applying for exchange.

To calculate required Wyndham Rewards points amount:

1. Login to [www.wyndhamrewards.com](http://www.wyndhamrewards.com)
2. Browse properties and availability or browse Gift Cards and Merchandise
3. View how many Wyndham Rewards points are required to purchase
4. Convert the Wyndham Rewards points balance required to Privileges Qualified Credits amount
  - i. Conversion is based on Privileges tier – refer to table above for Credits to Points ratio

**For example:**



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- Privileges Elite member wants to *Go Free* for 3 nights in a hotel room (1 bedroom)
- Go Free* requires 15,000 Wyndham Rewards points per bedroom per night
- 15,000 Wyndham Rewards points x 3 nights = 45,000 Wyndham Rewards points
- Privileges Elite exchange rate is 1,000 Privileges Qualified Credits = 5,000 Wyndham Rewards points (ratio of 1:5)
- 45,000 Wyndham Rewards points divided by 5 = 9,000 Privileges Qualified Credits required to exchange

### HOW TO EXCHANGE

Privileges Elite, Diamond, Platinum and 100 Club members have two (2) options when exchanging Privileges Qualified Credits for Wyndham Rewards points:

- Option 1** - Call Privileges Elite team;
  - o (AU) 1800 076 077 (NZ) 0800 176 077
  - o Email: [privileges@wyn.com](mailto:privileges@wyn.com)
- Option 2** - Complete online exchange form;
  - o Login with Owner number and password at [www.privilegesbywyndham.com.au](http://www.privilegesbywyndham.com.au)
  - o Click “**Wyndham Rewards**” tab and select “**Exchange Credits for Points**”
  - o Scroll down to the **Booking Form** and fill out information and click “**Submit**”
  - o The webpage will refresh and confirmation will appear that your request has been sent
  - o The Privileges Elite team will contact you to facilitate the exchange
- Important:** Please allow a 72 hour processing time for your Wyndham Rewards points to appear on your Wyndham Rewards account.

## MEMBER CONTACT INFORMATION

Privileges members can visit [www.wyndhamrewards.com](http://www.wyndhamrewards.com) or call the below phone numbers toll-free for additional information about the program benefits.

Country/Region	Toll-Free Number	Service Hours	
		Mon-Fri	Sat-Sun
Australia	0011-800-367-87477	AEST 9pm – 1pm	AEST 11pm – 8am
New Zealand	00-800-367-87477	NZST 11pm - 3pm	NZST 1am - 10am