

Members,

Please open the attached document (total of 6 pages) for instructions on how to help. If you can't open the document, email us and we will send you another email.

Thank you!

Please join us in COPP's **A-A-A Action Plan**: (1) call, email, Facebook, Twitter or write to **AARP**; (2) call, email, Facebook or write to **ARDA** (the American Resort Development Association); and (3) **Add a member to our group**.

The information needed to contact AARP and ARDA, two organizations that most of us belong to or could belong to, follows. We are all members of ARDA (the \$5 contribution is taken out of our annual maintenance fee). When you contact AARP and ARDA ask them what they are already doing or what they could do to protect us, their members, from the outrageous actions of DRI. We encourage you to use your own words and experiences to personalize your complaints about DRI's practices. For your reference, here are COPP's key complaints:

1. DRI has refused to provide an owners list to non-DRI candidates running for resort board positions as required by resort bylaws and Hawaii laws.
2. DRI has control of the resort boards with 3 of the 5 members being DRI employees or relatives of DRI employees. The DRI board members have a conflict of interest when making financial decisions that affect the resort (e.g. setting the amounts for management/maintenance fees and renewing management contracts). Resort bylaws require board members with a conflict of interest to recuse themselves from those decisions.
3. DRI has employed deceptive sales practices when selling their point system (e.g. no mention of the water intrusion problem during sales presentations).
4. DRI refuses to give the members a copy of the denial letter from the insurance company that they have referenced regarding the damage to the resort. They refuse to allow the members to look at "all insurance policies procured by the board of directors" in violation of the law.

5. DRI refuses to allow the members to see a detailed scope of work and the associated contracts for repairs.
6. DRI refuses to release the special reports that the members paid for, from the architects, engineers and other professionals that assessed the water intrusion issue.

For the third **A** in the Action Plan: This should be an easy way to help all of us. If everyone reaches out and adds just one new member, our numbers will climb from 900 to 1800 almost overnight. See Page 5 for more details. **This is very easy to do.**

Working together, we can accomplish our goals and we are making major strides right now.