



Guest Name:

Company Name:

Apartment

Community:

Bldg/Apt.

#

Dear Valued Resident,

Welcome to Oakwood Worldwide! On May 1, 2012 we announced the acquisition of Marriott ExecuStay and we are writing to update you with information around what you can expect will change and what will stay the same regarding your stay with us.

Oakwood Worldwide is the world's leading provider of corporate housing and serviced apartment solutions through our two well-known brands, Oakwood® and ExecuStay®. While there are a lot of changes happening behind the scene as we work to transition operations, as our guest, you can rest assured that you will continue to receive the same level of superior customer service you've come to expect. Here's what will stay the same:

- No change to your **housekeeping** level of service and frequency.
- No change to your selected **promotional packages** or **Virtual Concierge** options.
- No change to your **service providers** for utilities such as telephone or cable.
- No change to your ability to earn **Marriott Rewards®** points and awards for Elite status.
- No change to your **move-out time** of 11:00 am. We will email you departure instructions at least one week prior to your confirmed departure date.
- No change in how to **book your reservation** with ExecuStay through ExecuStay.com or at 888.220.0301.

Over the past few weeks, we've worked to transition ExecuStay operations from Marriott to Oakwood Worldwide resulting in improvements and innovative solutions for all of your extended stay needs. Here's what will change:

- Your **Local Sales & Service Office** can now be reached at [xxx.xxx.xxxx] for any service requests or information. We currently have your departure date listed as [mm/dd/yyyy]. If this date is incorrect or if you would like to extend your stay, please contact us as soon as possible.
- Effective 7/1/2012, your **invoices and automatic credit card charges** will display "Oakwood|ExecuStay Housing" instead of Marriott ExecuStay.

On behalf of ExecuStay and the entire Oakwood Worldwide team, we thank you for your business. We look forward to continuing to bring you the best in corporate housing and serviced apartments. If you have any additional questions, please contact us at [xxx.xxx.xxxx].

Sincerely,

Market District Manager