

What Do I Need to Know?

Account Numbers

Shell Vacations Club members: You will no longer use the Equiant account number. Your dues account number will be your member number and your loan account number is your contract number located on your coupon book or purchase agreement. For more information on how to locate your account number, please contact Financial Services at 877-337-4355.

Shell Hospitality members: You will no longer use the Equiant account number. Your unique ID will be your dues account number and your loan account number is your contract number located on your coupon book or purchase agreement. For more information on how to locate your account number, please contact the appropriate Financial Services phone number for your resort.

Payment Convenience Fees

A payment convenience will apply for making a one-time payment on the portal, using the Interactive Voice Response (IVR) system or by contacting a Financial Services representative. There are no additional fees for continuing to make your payments via Auto-Pay or for mailing in your payment to the remit address listed on your statement. Please note, billing service charges will continue to be applied when applicable.

Dues Account Updates

Due Date Changes: Beginning 10/1/2020, all due dates for your dues accounts will be changed to the 1st of each month to streamline the billing process transition. If you'd like to request a due date change, after the 1st of the year you may request to change to either the 1st or 15th of the month. Please contact Financial Services at 877-337-4355 between 1/2/2021 and 1/25/2021 to request this change.

Billing Frequency Changes: For Shell Club members, flexible payment options will be changing beginning with the 2021 billing year. You will have the option to either pay your maintenance fees annually or monthly. Members on annual frequency may request to change to monthly frequency for the following billing year as long as the current year's maintenance fees are paid-in-full. Billing frequency changes can be requested by contacting a Financial Services representative.

ARDA-ROC Contribution: You will now be able to make your voluntary ARDA-ROC contribution online by visiting your new portal. Please note, if you own at multiple clubs, you will see an ARDA charge added for all accounts but if you choose to contribute, you only need to make your payment one time.

Loan Account Updates

Credit Reporting: Members with active loans may be reported to the credit agencies. Late payments, missed payments, or other defaults on your account may be reflected in your credit report. Beginning in October, reporting on active loan accounts may be made to Equifax and TransUnion. Loan accounts will no longer be reported to Experian by Equiant.

Loan Statements: Beginning in October, all members who are not enrolled in Auto-Pay for their loan accounts will begin receiving loan statements. Please disregard the remaining coupon installments for November and December due dates and refer to the remit address on your new statement. Payments can also be made on your new portal. Please refer to the FAQs for more information on how to make a payment.

Tax Forms: Owners with an active loan that qualify to receive an annual 1098 tax form may receive two separate notices for the 2020 tax year. One notice will be sent by Equiant on behalf of Shell Vacations Club for the time period Equiant was an active sub-servicer from January – September, 2020 and the other notice will be sent directly from Wyndham for the remainder of the year, October 1 – December 31, 2020.