

What If I Have Questions?

Stay tuned to your email inbox and owner website as additional details and information will be shared as the system rolls out.

In the meantime, here are some answers to frequently asked questions:

Q. When can I start using the new payment portal?

A. The new portal will be available beginning 10/2/2020. At that time, payments can no longer be made to Equiant. Please note, any payments sent to the Equiant lockbox address after 9/30/2020 may have a delay in posting.

Q. How do I access the portal?

A. For Club members, a direct link to the Paymentus portal is provided when you visit shellvacationsclub.com and click the Loan and Maintenance Fee Information link.

For Fixed Week members, an email will be sent to you in the coming weeks with a direct link to the Paymentus portal.

Please note: The new portal will not be available until 10/2/2020.

Q. Do I have to activate my account?

A. In the upcoming weeks, you will be emailed further instructions to access your profile. If you need additional support, please contact a Financial Services representative. For Club members, please call 877-337-4355. For Fixed Week members, please contact the appropriate Financial Services phone number for your resort.

Q. I don't have a computer. What if I don't want to use the new portal?

A. Using the new portal is completely optional. You can still make payments by mail or phone.

Q. How do I make an online payment?

A. The Shell Vacations Club website provides a convenient direct link for online payment in Paymentus by visiting the Loan and Maintenance Fee Information page.

On this page, there are two direct links to Paymentus. You can click the Paymentus One Time Payment Portal link to make a quick and easy one-time payment or click on the Paymentus Full Access Member Portal link to access your account, view eBills, schedule payments, enroll/update Auto Pay or view payment history. Your email address and password will be needed to access the member portal. To access the one-time payment portal, you will need to provide your email address and date of birth.

For Fixed Week members, you can make a payment by visiting Paymentus using the link that will be provided to you.

Please note, the new portal will not be available until 10/2/2020. More specific instructions on how to log in to your account will be sent to you in the upcoming weeks.

Q. How do I enroll in Auto-Pay?

A. Enroll in Auto-Pay by logging in to your account in Paymentus. You may also contact the Interactive Voice Response (IVR) system or a Financial Services representative at 877-337-4355.

Q. Will I still be able to access my account history on myEquiant.com?

A. After 9/30/2020, you will no longer be able to access the Equiant site. Current information will be displayed on your new portal. Your payment and statement history will begin anew on 10/1/2020. For payment and statements prior to 10/1/2020, please contact a Financial Services representative.

Q. Do I have to re-enroll in Auto-Pay on the new system?

A. No, if you are already enrolled in automatic payments, they will continue and you do not need to do anything else. However, any post-dated one-time payment arrangements after 10/1/2020 will not be processed.