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Frequently Asked Questions (FAQ)
Carriage Hills Vacation Owners Association & Carriage Ridge Owners Association
November 17, 2021

BDO Canada Limited (“**BDO**”) was appointed as Administrator over the Carriage Hills Vacation Owners Association (the “**Carriage Hills Resort**”) and the Carriage Ridge Owners Association (the “**Carriage Ridge Resort**”) and together with Carriage Hills Resort, the “**Resorts**”) pursuant to Court orders granted May 15, 2020. Subsequently, pursuant to Amended and Restated Appointment Orders dated December 11, 2020, BDO was appointed as Receiver, with an effective date of January 6, 2021, over all of the assets, undertakings and properties of the Resorts, together with the lands and premises on which the Resorts operate.

The Receiver has prepared these Frequently Asked Questions to provide Owners with an update regarding a number of matters as set out below.

1. When will fiscal 2020 financial statements be shared with Owners?

The issuance of the 2020 financial statements has been delayed while the Receiver resolves the disputed creditor claims. The Receiver anticipates the disputed claims will be resolved in the coming days at which time Powell Jones LLP, the firm engaged by the Receiver to complete independent reviews of the 2020 financial statements, will finalize their review. The Receiver will post the financial statements to the Receiver’s case website and will send an email to Owners informing them once the statements are posted.

2. What is the status of the development of the Owners claims process (the “Ownership Claims Process”)?

The Receiver has developed and will be seeking Court approval of an Ownership Claims Process to determine the correct parties for distribution purposes at the next Court hearing.

To assist in the development and administration of the Ownership Claims Process, the Receiver has retained the services of Prime Clerk LLC (“**Prime Clerk**”). Prime Clerk will, among other things, develop an online claims portal to facilitate the filing of Owner’s claims. Details with respect to the Ownership Claims Process, including timelines and what is required from Owners will be detailed in the Receiver’s next Court Report which is anticipated to be served on or around December 3, 2021.

3. How will the Receiver issue notifications and proofs of claim to Owners if the Receiver does not have complete and accurate contact information for all Owners?

Since the Receiver does not have up-to-date contact information for many of the Owners, the Receiver, through Prime Clerk, will be completing an outreach to Owners (the “**Owner Outreach**”) in an attempt to obtain the contact information for all joint-Owners prior to the commencement of the Ownership Claims Process.

4. When will the Owner Outreach commence and what to Owners need to do?

The Owner Outreach is anticipated to commence on November 18, 2021. Prime Clerk will be sending a notice and instruction letter (the “**Prime Clerk Letter**”) to all parties who may have an ownership interest in the Resorts requesting:

- a) Owner contact information which may require documentation to verify such information;
- b) Details of intervals owned, to the extent known by Owners; and
- c) Contact information for all additional joint-Owners.



Documentation to support your identify and contact information may be required to be provided to ensure any further communication or distribution are sent to the correct party and address.

Please follow the instructions detailed in the Prime Clerk Letter by the deadline of December 30, 2021 as the collection and confirmation of Owner contact information will be necessary to ensure efficient distributions are made and received by the parties so entitled.

5. How do Owners update their contact information with the Receiver?

Upon the commencement of the Owner Outreach, all further contact information update requests must be directed to Prime Clerk via Prime Clerk's online portal. To assist in this regard, the Receiver will be replacing the Owner survey on the Receiver's case website with a redirect link to the Prime Clerk Owner Outreach portal whereby Owners can update their contact information.

6. I would like to receive information on what is happening with the Resorts.

Information related to the Resorts can be found at the following link to BDO's case website <https://www.bdo.ca/en-ca/extranets/carriage/>. In addition, dedicated email addresses have been created to receive questions any stakeholders may have. The email addresses are:

For Carriage Hill Resort inquiries: BDOCarriageHills@bdo.ca
For Carriage Ridge Resort inquiries: BDOCarriageRidge@bdo.ca

7. When is the next Court attendance?

A Court hearing is scheduled for December 15, 2021 at 10am (EST). The YouTube link to allow you to view the Court hearing can be found on the following landing page: <https://sites-airdberlis.vuturevx.com/143/3555/landing-pages/livestream-link.asp>