



Frequently Asked Questions (FAQ)
Shell Mountainside Lodge
October 7, 2026

On January 24, 2025, BDO Canada Limited (“**BDO**”) was appointed as administrator (in such capacity the “**Administrator**”) of all present and future assets, undertakings and property (collectively, the “**Property**”) of SVC-Mountainside ULC (“**ULC**”) and Shell Owners Association – Pacific (“**SOAP**”, and together with ULC, the “**Petitioners**”) by order (the “**Appointment Order**”) of the Supreme Court of British Columbia (the “**Court**”) pursuant to section 39 of the *Law and Equity Act*, R.S.B.C. 1996, c. 253, as amended.

Pursuant to an amended and restated order of the Court dated May 8, 2025 (the “**A&R Appointment Order**”), the Administrator’s role transitioned to a court-appointed receiver (in such capacity, the “**Receiver**”).

On September 25, 2026, the Court issued the following Orders:

- i. **Member Claims Process Order:** For members of the Mountainside Lodge Members Association (“**MLMA Members**”) and members of SOAP (“**SOAP Members**” and collectively with MLMA Members, the “**Members**”), a reverse claims process (the “**Member Claims Process**”) specifically for claims of Members in connection with their loss of use of the Shell Mountainside Lodge;
- ii. **Non-Member Claims Process Order:** A traditional claims process for all non-Member creditor claims against the Petitioners (the “**Non-Member Claims Process**”); and
- iii. **Members Representation Order:** Among other relief, appointing Borden Ladner Gervais LLP (“**BLG**”) as representative legal counsel on behalf of the Members.

Copies of the Orders may be found on the Receiver’s case website: www.bdo.ca/mountainsidelodge.

Members may have questions with respect to updates and next steps related to these proceedings. Below is a list of Frequently Asked Questions intended to be responsive to questions from Members. Capitalized terms used and not defined herein have the meaning given in the Orders referenced above.

Member Claims Process

1. What is considered a “Member Claim”?

A “Member Claim” is any claim by a MLMA Member or a SOAP Member against either of the Petitioners for damages or other compensation arising from the effective termination of a Vacation Lease or Timeshare Purchase Agreement.

2. How do Members file a claim?

All Members will receive a Member Claims Package. Members will have two (2) options for submitting their Member Claim: i) using the online claims portal (the “**Claims Portal**”); or, ii) in writing, by sending the completed Member Claim by standard mail or through email.

The Receiver strongly encourages all Members to use the Claims Portal. The Claims Portal is designed to be user-friendly and allows Members to efficiently review, update (if needed) and submit their Member Claim.

3. What is included in a Member Claims Package?

A Member Claims Package will include, as applicable:

- A notice informing Members of the Member Claims Process and the Member Claims Bar Date;



- A letter providing instructions on how to participate in the Member Claims Process;
- A Member Login Form containing individualized login instructions for accessing the Claims Portal; and
- A pre-populated Acknowledgment Form containing the Member Information to be used in quantifying the Member Claim, which also contains a section to request revisions.

Additional documents may be used in the administration of the Member Claims Process. The Receiver will supply such documents as applicable.

4. How do I access the Claims Portal to submit a Member Claim?

The Claims Portal will become accessible on October 13, 2026 and can be accessed at: www.mountainsidelodgememberclaims.ca.

Members who have an email address associated with their account with the Petitioners will receive an invitation email containing an 'access code', which will be used to create login credentials for the Claims Portal. Members with an active email address associated with their account will not receive a paper version of their Member Claims Package.

Members who do not have an email address associated with their account will not receive an invitation email containing an access code. Rather, such Members will receive a Member Claims Package via ordinary mail.

If you do not receive an email containing your access code by Monday, October 19, 2026, and believe you should have received an access code or paper version of the Member Claims Package, please contact the Claims Support Agent. Please ensure to check your email spam or junk filters for the email containing your access code in advance of contacting the Claims Support Agent.

5. Can I submit my Member Claim using the Claims Portal if I do not receive an access code?

Yes. If you receive a paper version of your Member Claims Package but would like to submit your Member Claim using the Claims Portal, you may contact the Claims Support Agent to request an access code.

6. What is the "Acknowledgment Form"?

An "Acknowledgment Form" refers to a form pre-populated with Member Information, including, as applicable, legal name, contact details, particulars of contractual interests, number and type of intervals, and delinquent account balance, that the Receiver has derived from the records maintained by the Petitioners. To submit a Member Claim, a Member only needs to (i) confirm the information contained in the Acknowledgment Form is accurate; or (ii) if a Member disagrees with the information contained in the Acknowledgment Form, complete and submit a request to revise the information.

All Members who are sent an access code to the Claims Portal will be able to access their Acknowledgment Form(s) through the Claims Portal.

7. What if changes are needed to the pre-populated information in my Acknowledgment Form?

Follow the instructions on the Claims Portal or included in the Instruction Letter to submit a request for changes to the pre-populated information contained in the Acknowledgment Form. Documentation will be required to support any requested changes. For example, if your mailing address has changed, you will be required to upload a document such as a driver's license to confirm your new mailing address.



8. What is the difference between an “Acknowledgment Form” and an “Additional Proof of Claim”?

If you do not receive a Member Claims Package with an Acknowledgment Form (either via standard mail or accessible through the Claims Portal), then the Petitioners' records may not have details of your membership interest in the Shell Mountainside Lodge. In such cases, you will need to submit an Additional Proof of Claim, including all information and documentation required to support your identity and the nature of your Member Claim.

Members who received a Member Claims Package and who submit an Acknowledgment Form or a request to revise the information in the Acknowledgment Form do not need to submit an Additional Proof of Claim.

Members may submit an Additional Proof of Claim: i) using the online Claims Portal; or, ii) in writing, by downloading a blank Additional Proof of Claim from the Receiver's case webpage (www.bdo.ca/mountainsidelodge) and sending the completed form to the Claims Support Agent by standard mail or through email.

9. What is the deadline for submitting a Member Claim?

In accordance with the Member Claims Process Order, Member Claim submissions must be **received** by the Claims Support Agent in the prescribed form by **5:00 p.m. (Vancouver time) on January 15, 2027** (the “**Member Claims Bar Date**”). Any Member Claims not received before the Member Claims Bar Date will be barred and extinguished forever. **IF THE APPROPRIATE DOCUMENTS ARE NOT RECEIVED BY THE CLAIMS SUPPORT AGENT BY THE MEMBER CLAIMS BAR DATE, A MEMBER WILL NOT BE ENTITLED TO RECEIVE A DISTRIBUTION FOR THEIR MEMBER CLAIM.**

10. Who do I contact if I have questions relating to the submission of a Member Claim or accessing the Claims Portal?

Inquiries relating to the Member Claims Process can be directed to the Claims Support Agent at the following contact coordinates:

Email inquiries: bdo-mountainsideclaims@bdo.ca

Phone (Toll-Free): 1-877-236-2792 (Canada)

1-855-236-2795 (United States)

The toll-free phone numbers for the Claims Support Agent will be activated as of October 13, 2026, and open Monday to Friday from 9:00 a.m. to 5:00 p.m. (Toronto time).

To assist in efficiently addressing inquiries, we request that Members do not submit multiple inquiries on the same issue, or make duplicate inquiries via both telephone and email. We appreciate the patience of all Members as inquiries are addressed as quickly as possible.

11. There are multiple individuals named on my Member Contract. Does each individual have to file a Member Claim?

No. In the event that there are multiple Members associated with the same Member Contract, it is only necessary for one (1) of the Members to complete and submit the Acknowledgment Form or Additional Proof of Claim, as applicable. The Receiver will direct all matters regarding the Member Claim to the party who submitted the Member Claim.

In the event competing Member Claims are submitted in relation to the same Vacation Lease or Timeshare Purchase Agreement, the Receiver will review the submissions to determine which Member Claim may be valid and may request additional information to assist in its determination.



Member Claim Quantification Methodology

12. Why does my Acknowledgment Form not include the dollar amount of my Member Claim? Where can I see the dollar amount of my Member Claim?

The Receiver is in the process of developing a methodology for quantifying each Member Claim (the “**Member Claim Quantification Methodology**”). As such, the dollar amount of each Member Claim is unknown at this time. Notwithstanding that the Member Claim Quantification Methodology has not yet been determined, Members are nevertheless required to submit their Member Claims by the Member Claims Bar Date of January 15, 2027 in order to be eligible to participate in the Member Claims Process.

13. What is the Member Claim Quantification Methodology that will be used to determine my Member Claim?

The Receiver has worked with a Court-recognized loss quantification professional to consider alternative methodologies for quantifying the Member Claims and has prepared claim calculations under two legally recognized damage claim methodologies. However, in light of disagreement amongst stakeholder groups with respect to the appropriate methodology to be used in the circumstances, the Member Claim Quantification Methodology has not been determined at this time.

The Receiver will return to Court at a later date to seek approval of the Member Claim Quantification Methodology.

14. Will Members be permitted to submit their own alternative claim calculation?

No. While Members will be permitted to update or correct information within their Member Claim, Members will not be permitted to submit an alternative claim quantification calculation. This is to ensure a fair and consistent quantification of all Member Claims.

15. Who is advocating for the interests of Members?

The Court has approved the appointment of the MLMA Advisory Committee and the SOAP Advisory Committee (together, the “**Member Advisory Committees**”).

Furthermore, the Court has approved the appointment of BLG as representative legal counsel (“**Representative Counsel**”) to represent the interests of the Members in these receivership proceedings for all purposes (excluding the Opt-Out Members).

Representative Counsel will engage with the Member Advisory Committees and other relevant stakeholders regarding the Member Claims Process and the Member Claim Quantification Methodology and, if possible, negotiate a settlement or resolution on behalf of Members, as applicable, in respect of the Member Claim Quantification Methodology.

16. Who is responsible for the fees and disbursements of Representative Counsel?

The fees and disbursements of Representative Counsel will be paid from the proceeds of sale of the Shell Mountainside Lodge currently held in trust by the Receiver.

17. Can I retain my own independent legal counsel instead of Representative Counsel?

Yes. Members are permitted to ‘opt-out’ of being represented by Representative Counsel. Any Member who wishes not to be represented by Representative Counsel must notify the Receiver and Representative Counsel by **5:00 p.m. (Vancouver time) on October 15, 2026**. Thereafter, such persons (collectively, the “**Opt-Out Members**”) shall be responsible for representing themselves, personally or through independent legal counsel, to the extent they wish to appear in these



proceedings. Please be aware that Opt-Out Members will be personally responsible for their own legal, professional, advisory and other costs associated with representing themselves in these proceedings.

Distributions

18. What is the dollar amount I will be paid for my Member Claim?

The dollar amounts that will be paid in relation to Member Claims are unknown at this time, either individually or collectively.

The distributions that will be made in respect of Member Claims will not be known until, among other things: i) the Member Claims Process has been administered, including resolution of any Member Claim disputes arising from same; ii) the Non-Member Claims Process has been administered, including resolution of any non-Member Claim disputes arising from same; iii) any disagreement amongst stakeholder groups with respect to the Member Claim Quantification Methodology has been resolved and the Member Claim Quantification Methodology is approved by the Court; and iv) any remaining asset recoveries have been realized or resolved (i.e. delinquent accounts).

The Receiver understands that the dollar amount of eventual distributions is very important to Members. The Receiver will endeavor to report such information to the Members as quickly as possible. The Receiver respectfully requests that Members do not submit inquiries to the Receiver or Claims Support Agent regarding the dollar amount to be received in relation to their Member Claim, as no information relating to distributions is available at this time.

19. When will distributions be determined and paid in respect of Member Claims?

The timing of distributions in relation to Member Claims is unknown at this time. Information relating to the timing of distributions will be provided as soon as possible and following the determination of the dollar amount to be distributed in relation to Member Claims.

20. How will payments be made to me in relation to my Member Claim?

The Receiver will provide payment options to Members at a later date.

The Receiver requests that Members do not submit payment instructions (e.g. payment option selection, bank account information, etc.) until requested to do so. Payment instructions submitted by Members prior to the Receiver requesting such information will not be maintained by the Receiver.

Non-Member Claims Process

21. Do I need to submit a claim in the Non-Member Claims Process?

Members are not required to submit a claim in the Non-Member Claims Process in respect of their Member Claim. The Non-Member Claims Process is intended for claims against the Petitioners that do not constitute Member Claims (i.e. Canada Revenue Agency, third-party suppliers, vendors, etc.).

Instructions with respect to the Non-Member Claims Process will be provided on the Receiver's case website and the Receiver will administer the Non-Member Claims Process in accordance with the Non-Member Claims Process Order.

In accordance with the Non-Member Claims Process Order, Non-Member Claim submissions must be received by the Receiver in the prescribed form by **5:00 p.m. (Vancouver time) on November 24, 2026**.



Communications

22. How do I contact the Claims Support Agent?

The contact coordinates for the Claims Support Agent are contained in FAQ #10 above.

23. I would like to receive information on what is happening with the Shell Mountainside Lodge.

All information related to the Shell Mountainside Lodge proceedings will be posted to the Receiver's case website (www.bdo.ca/mountainsidelodge).

The Receiver will also maintain email distribution lists to notify Members of reports filed and any upcoming Court applications in these proceedings. The Receiver will circulate FAQs periodically to answer common questions.

Dedicated email addresses are available for direct questions from stakeholders. The email addresses are:

For SOAP Member inquiries: BDO-MountainsideSOAP@bdo.ca

For MLMA Member inquiries: BDO-MountainsideMLMA@bdo.ca

24. How can I receive materials filed with the Court?

The Receiver will post materials related to the receivership proceedings to the Receiver's case website, including Court issued materials and orders.

You may also complete and submit a Demand for Notice to be served with any future Court application or other materials. A Demand for Notice is available on the Receiver's case website using the following link: [Demand for Notice](#).

DISCLAIMER: This FAQ is designed to answer certain basic questions that Members may have in respect of the receivership proceedings. Members should not treat the contents of this FAQ, or any information provided in connection with it, as legal advice. No representation or warranty (whether express or implied) is made by the Receiver, or any of its directors, officers, agents or employees as to the accuracy, completeness or reasonableness of the information, statements, opinions or matters (express or implied) arising out of, contained in or derived from this FAQ or provided in connection with it, or any omission from this FAQ. The Receiver reserves the right to update, amend or supplement the information at any time in its absolute discretion (without incurring any obligation to do so). You acknowledge and agree that neither the Receiver, or any of its affiliates, shareholders, directors, officers, employees, advisors or agents shall be liable in any manner whatsoever for this FAQ or any information contained herein, and disclaim all responsibility for the consequences of any person acting, or refraining from acting, in reliance on this FAQ.