

Mary George Camping World Board of directors  
Camping World  
250 Parkway Dr. Ste 270 Lincolnshire IL 60069

February 7, 2022

RE: Good Sam Elite Member Number 885603810. My current feeling of Good Sam's is that it operates like a Ponzi Scheme and a self-service provider.

On January 30, 2022, I my motorhome "Bus" broke down in Greenville, Texas. Around 8:45 am, I called Good Sam's for a tow truck. I received numerous text messages that the truck was on its way. Then at the designated arrival time for the truck, I receive a text message saying they had canceled, so we started the process again and again. I don't remember what time the tow truck finally arrived, but the bus arrived in Rockwall Texas around 9:30 pm. The distance between Rockwall and Greenville Texas is 28.2 miles. Rockwall is a suburb of Dallas Texas. The distance between Dallas and Rockwall is 23.4 miles. So, we are talking about a relatively short distance from Greenville Texas to the DFW Metroplex.

Now that we have the geography out of the way, let's discuss the reason I was given for the delay. Unfortunately, when disaster strikes on a Sunday, it is sometimes difficult to coordinate moving a 40' bus and delivering it somewhere. Very logical explanation!!!!

On February 1, 2022, I think in the morning or early afternoon (you can verify all time's mentioned in this letter, via your system) I called and requested another tow to take the bus from Rockwall to Camping World in Alvarado Texas. This 65.4-mile journey was completed Monday afternoon 2-7-2022. We had two ice days, so we can delete those days. So, we are left 5 days to pick up a bus, in one of the largest MSA's in the nation.

My question to you all is why it took less than 13 hours to move 28.2 miles on a Sunday, the worst day of the week and it took taking 7 days to get it towed 65.4 miles to Camping World Alvarado Texas?

I am hoping that between your board and 10 largest shareholders can figure this out as I did by making some simple phone calls, phone calls that Good Sam's should have been making for me. At this point I need to ask if Good Sam's is customer service company or a self-service company that makes referrals and we the customers do all the work? Keep in mind that I don't like asking questions that I don't already know the answer to.

I am not interested in an apology, financial gain or being insulted with another offer of a \$40.00 gift card, to shut up and go away. All I want is respect. The respect that, I feel that I have failed to receive up to this point. Since I just purchased my bus, this is very alarming to me. It is

especially alarming because I also happened to be physically disabled. God forbid something else happens and I am on the open road?

The respect I want from you is very simple, XXX-XXX-XXXX is my cell phone number. I ask that you attach some type of the tickler file to my number. Then should I ever have another issue it rings to whoever to designated to take my call and handle my problem no matter which Good Sam entity I am calling about I also was your assurance that I will never be told that there is a waiting line at Camping World or any of its affiliates. Doing so would show everyone, including me, that my worst fears can be set to rest.

I eagerly await your response.

Thanks, and have a blessed day!

Sincerely,

Tony Malone

XXX-XXX-XXXX

PS: If I were the CEO of Sam, I would fix this broken mess you have. Otherwise, someday someone is going to file a class action lawsuit and then you are all going to be in a mess...

Cc: Camping World Board of directors

David Abrams, Abrams Capital Management LP

Tim Buckley, The Vanguard Group, Inc.

Larry Fink, BlackRock Fund Advisors

Abigail Johnson, Chairman and CEO, Fidelity Investments

Ellen Marie Needham and Cyrus Taraporevala, SSgA Funds Management, Inc.

Jeffery Gendell, Tontine Associates LLC

Lionel Harris, CEO, Geode Capital Management LLC

Jeff Yass, Susquehanna Financial Group LLLP

James P. Gorman, CEO, Morgan Stanley Smith Barney LLC

David E. Shaw, Founder, D. E. Shaw & Co. LP