



7512 Dr. Phillips Drive
Suite 50 -345
Orlando, FL 32819

July 22, 2024

Dear Hiawatha Manor and Manor, 1 Owners:

(It is understood that various owners use many methods to reference your timeshare resort, for clarity, "Hiawatha East" will be used to reference the two declared phases above.)

Lemonjuice Solutions (Lemonjuice) recently was chosen as the new management company for Hiawatha East. Lemonjuice is pleased to have earned this opportunity and looks forward to collaborating with your Board of Directors (Board) to navigate the nuances of this transition. Your Association Board searched for an organization who could evaluate the project and options, and Lemonjuice was initially selected to develop and implement a strategic plan. In fact, for those at the annual meeting heard that Lemonjuice had been engaged, however, shortly thereafter Vacatia (Crown Resorts the former management company) volunteered to step aside, and that the scope of transition required more time to initiate our full engagement.

If you were not aware, the financial position of the Hiawatha Manor Owners Association is critical. As is common in many other timeshare properties of a similar age, there have been years of owner attrition or abandonment which caused deferred maintenance. Lemonjuice began reviewing all the ownership title records, confirming accounting records to the best of our abilities for the past year and installing a new computer system to facilitate owner reservations and maintenance fee billing.

During the title records reconciliation, the former buildings labeled F, G, H, I and, J that were removed years ago still exist within the declarations and are believed to retain both their right to vote and share of common elements. Since there cannot be a valid vote of owners on any topic if this is true, one of the strategies that will be strongly considered is using the powers of federal laws to resolve this unusual situation. Those federal laws are exercised in Bankruptcy court.

Lemonjuice kindly asks for your patience during this time as work is completed to ensure a positive outcome. Lemonjuice is committed to excellence in every way and is dedicated to ensuring the property operates in a safe and efficient manner. With your Board and its professional advisors, the evaluation of the property's physical and financial components and the best options for its future operation will be shared soon. We will hold virtual and in-person meetings with the owners and are creating new websites through which we can share regular updates. Once we've developed options with your Board, we'll survey the Hiawatha East owners to determine their preferred path forward.

Lemonjuice's core competencies include managing aging associations, and it is important that owners have both method and opportunity to voice their views through surveys and other direct owner communication. While the details of other changes are still a work in progress, rest assured the goal is to find what is in the best interests of all stakeholders. Please visit our website, www.lemonjuicesolutions.com, to learn more about the Lemonjuice team and track record. There is great confidence that the chosen path will achieve positive outcomes for Hiawatha Manor Resort and for all the owners who have

Hiawatha Manor East

July 22, 2024, 1, 2024

remained committed to the property. Please expect future communication from us. We look forward to being of service and hope to see you in person or online at future meetings. We acknowledge that there may be queries, and as soon as our analysis concludes, we will set up a more all-encompassing communication strategy.

A handwritten signature in blue ink, appearing to read 'Jeff Ingram', with a long horizontal line extending to the right.

Lemonjuice Solutions

Jeff Ingram

Senior Vice President Real Estate Development

Hiawatha Manor East

July 22, 2024, 1, 2024

Thank you for your commitment and dedication to the positive changes at Hiawatha Manor Resort. Let us stay engaged!

We encourage you to read all the Frequently Asked Questions to facilitate a successful communication exchange. Should the below does not address your question, please feel free to email us at hiawathaeastreimagined@lemonjuice.biz or hiawatharesort.info for regular updates.

The Front Desk team will manage reservation and exchange-related questions, while any questions related to restructuring must be sent via the email address provided in the document. If a phone call is more convenient, please leave a valid phone number, and a member of the Owner Support team will return your call when time permits.

Frequently Asked Questions

Q: What is Lemonjuice Solutions?

A: Lemonjuice Solutions (LJS) provides strategic planning, restructuring execution, investment capital, and professional management to legacy timeshare properties. The company has extensive experience in the timeshare industry. One of our specialties is assisting distressed timeshare properties and proposing options to resolve financial issues, a process done through its Resorts Reimagined program.

Q: Is Lemonjuice Solutions affiliated with **Hiawatha Manor Resort**?

A: Lemonjuice Solutions has been chosen by the Board as the new management company for **Hiawatha Manor Resort**. It's important to note that Lemonjuice Solutions is independent and not affiliated with any of the Board Members or Developers associated with **Hiawatha Manor Resort**.

Q: Why would the Board contemplate filing bankruptcy?

A: The nature of timeshare, with multiple co-owners within each condominium dedicated to a timeshare usage plan, generally exceeds any state court's ability to resolve partition related questions. Hiawatha Manor Resort is further complicated by the buildings that were removed decades ago that still are believed to have rights associated with non-existing intervals. Some of those deeds are still held by individuals.

Q: What will happen to future reservations?

A: This transaction is not expected to affect 2024 reservations or exchange deposits. If you currently have reservations weeks deposited with the exchange company, they will remain in full force and effect, as will any other benefits you have of record in your existing ownership. **Hiawatha Manor** is committed to ensuring that all owners continue to have the quality vacation experience that all owners deserve.

Q: What are the plans for the property?

A: The goal is to provide a course of action that will protect all owners and provide value for their timeshare ownership.

Hiawatha Manor East

July 22, 2024, 1, 2024

Q: Why is this happening to Hiawatha Manor East?

A: As shown in the letter, Hiawatha Manor is currently facing financial hardship. Furthermore, after years of diminishing ownership and deferred maintenance, Hiawatha is unable to collect sufficient maintenance fees to sustain its operations. Increasing maintenance fees would likely lead to more owners discontinuing payments. This is the principal reason the Board enlisted the services of Lemonjuice Solutions.

Q: Who should I contact with other questions?

A: For Reimagination and Owner Support related questions, please call the resort at 931-444-1394. If email is a preferred option, please email at hiawathaeastreimaged@lemonjuice.biz. For rental reservations, email reservations@coolvacay.com. You may also review hiawatharesort.info for regular updates.

Q: Where do I mail correspondence?

A: Hiawatha Manor Resort
c/o: Lemonjuice Solution Reimagination
7380 W. Sand Lake Rd., Suite 130,
Orlando, Florida 32819