



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

December 15, 2023

Dear Mountainview Owners:

Lemonjuice Solutions (Lemonjuice) recently was named the new management company for Mountainview Resort. We are pleased to have earned this opportunity and we look forward to collaborating with your Board of Directors to navigate the nuances of this transition. We were sorry to note the passing of Sandy Stevens earlier this year, and without her the property hasn't had a committed sponsor to move the property forward. Your Association Board of Directors searched for an entity who could evaluate the project and options, and Lemonjuice was selected to manage the Association and to develop and implement a strategic plan.

If you were not aware, the financial position of the Mountainview Owners Association was in critical condition. Taxes have remained unpaid since 2020, and no proper accounting has been done since 2022. Unlike other timeshare properties of a similar age, there have been years of owner attrition or abandonment. Since September, Lemonjuice has been providing the funds necessary to keep the property operating and the team paid. We are reviewing all of the ownership title records, recreating accounting records for the past year, and are installing a new computer system to facilitate owner reservations and maintenance fee billing.

Lemonjuice has also agreed to acquire approximately 260 weeks from InnSeason Resorts and will pay maintenance fees and any other assessments on those weeks as any other owner.

The Lemonjuice Facilities Management team has been working to evaluate the buildings and has determined that the roof needs to be replaced urgently as its failure is allowing water and animals to enter and damage the building, and to create unsafe conditions. The retaining wall at the south end of the parking lot collapsed over the summer, and it and the building foundation also require emergency repairs. Lemonjuice can advance the capital required to make these repairs while the longer-term plan is developed, to be repaid through a special assessment of all owners and/or loan against the assets of the Condominium. While we anticipate some improvements that will elevate the resort, guest, and employee experience, it is essential to recognize that the process of transitioning the property into the future is complex.

Lemonjuice kindly asks for your patience during this time as work is completed to ensure a seamless integration. 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 of Directors 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 of Directors, we'll survey the Mountainview owners to determine their preferred path forward.

It is extremely important for us to acknowledge and celebrate the exceptional efforts of the local Mountainview Resort team. Their dedication and hard work were instrumental in delivering unforgettable vacations to the Owners at Mountainview and other vacationers



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for many years. Inheriting a group of tenured professionals is a pleasant, welcomed surprise. Owners who have visited the property can recognize the efforts put forth by such a great team of professionals.

Lemonjuice's expertise is managing aging associations, and it is important that we give you a voice and the opportunity to express your views through surveys and other direct Owner communication. While the details of other changes are still a work in progress, we are dedicated to achieving results that are in the best interest of all involved stakeholders. Please visit our website, www.lemonjuicesolutions.com, to learn more about the Lemonjuice team and track record.

Lemonjuice is serving as the official property manager. We look forward to working with the Board and Owners and are confident we will achieve positive outcomes for Mountainview Resort and for all of the owners who have 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 the Annual Meeting in May. We acknowledge that there may be queries, and as soon as our analysis concludes, we will establish a more all-encompassing communication strategy.

Sincerely,
Lemonjuice Solutions

R. Scott MacGregor

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Executive Vice President & Chief Operating Officer



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Thank you for your commitment and dedication to the positive changes at Mountainview Resort. Let's stay engaged!

To facilitate the successful exchange of communication, we encourage you to read the entire Frequently Asked Questions. Our goal is to address many of your questions here. Additionally, there will be an "Owners Forum" segment during the Annual Meeting where you can also address your questions. If the information below does not specifically address your question, please feel free to email us at mountainviewreimagined@lemonjuice.biz.

The Front Desk team will handle reservation and exchange-related questions, while any questions related to restructuring must be submitted 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.

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.

Q: Is Lemonjuice Solutions affiliated with Mountainview Resort?

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

Q: What will happen to future reservations?

A: This transaction is not expected to impact 2023 or 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. Mountainview Resort 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.

Q: Why is this happening to Mountainview Resort?

A: As indicated in the letter, Mountainview is currently facing financial hardship. Furthermore, after years of diminishing ownership and deferred maintenance, Mountainview 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 of Directors enlisted the services of Lemonjuice Solutions.

Q: Who should I contact with additional questions?

A: For Owner Reservation and Deed Back related questions, please call the resort at 207-668-7700. If you have questions related to the Restructure and Reimagination at Mountainview Resort, please email at mountainviewreimagined@lemonjuice.biz. For rental reservations, email reservations@coolvacay.com. You may also review <https://mountainviewresort.info> for regular updates.

Q: Where do I mail correspondence?

A: Mountainview Resort
Reimagination
263 Main Street
Jackman, ME 04945