



7380 W. Sand Lake Rd., Suite 130
Orlando, FL 32819

November 25, 2024

Dear Hiawatha Manor West Owners:

In August, Hiawatha Manor West Board of Directors ("Board") engaged Lemonjuice Solutions ("Lemonjuice") to help navigate the next steps for Hiawatha Manor West Association, Inc. ("Hiawatha West"). Lemonjuice is honored to have been selected by your Board and looks forward to offering solutions for all vested timeshare owners in the future.

As you may be aware, Hiawatha West was closed unexpectedly on September 27, 2024 by Crown Management, which resulted in the entire staff being laid off. Enclosed is a message from your Board regarding this challenge. Even before the resort operations ceased, it was agreed that an adjustment needed to be made to ensure the future of Hiawatha West Resort. Lemonjuice is empathetic to your frustration regarding these unfortunate circumstances. While this situation has understandably caused concern among owners, we want to assure all owners that Lemonjuice is continuing to work diligently to bring the best outcome. The temporary suspension of operations is not expected to impact our efforts. After carefully evaluating the situation and consulting with experts, it has become clear the most viable solution to maximize Hiawatha West's value is to reduce the number of timeshare units at the property.

Our **Resorts Reimagined™** program specializes in these types of transitions. We are committed to ensuring all owners receive the highest possible return. Below is a quick synopsis outlining how we will make this process beneficial and straightforward:

1. ***Comprehensive Market Strategy:*** Lemonjuice leverages our expansive industry expertise to sell the property at the most favorable terms, ensuring that the structural issues do not negatively impact the overall market value. We will work hard to secure the best possible sale price through professional negotiations and real estate marketing.
2. ***Owner-Focused Outcome:*** Our top priority is to ensure a fair and transparent process that results in a meaningful financial return for all owners. Throughout this process, we will keep all owners updated through your personal information site, which was created for property updates. Additionally, you will receive a detailed update on the progress of the sale, including your share of the proceeds once the sale is closed.

Lemonjuice understands this significant decision may come with mixed emotions. Owners may have inquiries and after our analysis is finalized, we will put a thorough communication plan into action. To address any concerns, we will also host a meeting to provide information about the reimagination process and answer any questions you may have. For more information on Lemonjuice Solutions, please visit our website at www.LemonjuiceSolutions.com. Please note: Lemonjuice is not the management company for Hiawatha West at this time. Until your Board notifies you otherwise, Crown Management remains the Association's management company.

Warm regards,
Resort Reimagined™
by Lemonjuice Solutions

HIAWATHA WEST RESORT