

January 27, 2012

Greetings,

2012 promises to be an exciting year for the Harbor Bay Club starting with the implementation of a new cloud-based club management system called **HBC Online**. *HBC Online* will provide HBC the very latest technology tools and a vast array of benefits to HBC members and guests.

*HBC Online* benefits include 24/7 account access, improved billing options, court reservations, and appointment scheduling, registration for all HBC services from any computer or mobile device, and much more. Integration with HBC's website will make access to these features convenient and all features are processed through paperless methods to support HBC's move towards greener business practices.

The full features of *HBC Online* will be introduced to members and implemented in stages throughout 2012. The first phase of implementation will occur in early February during which time all member account information will be converted to the new system. Please note the following changes and features which will be activated during this initial phase:

**1.) Online account access/management**

Members can access their account 24/7, review charges and update personal information. Visit [www.harborbayclub.com](http://www.harborbayclub.com) for more information, including login instructions and updates on when *HBC Online* has been activated and ready for access.

**2.) Online Appointment Scheduling / Court Reservations**

HBC's online system for tennis court reservations and service appointments will move from Appointments-Plus to *HBC Online* and require a new login for all members and guests. Visit [www.harborbayclub.com](http://www.harborbayclub.com) for more information, including login instructions and updates on when *HBC Online* has been activated and ready for access.

**3.) Billing / Auto-Pay**

Correcting limitations to HBC's old billing system is one of the big benefits of *HBC Online*. Beginning in March new look statements will be generated for all members not currently signed up for paperless billing. Members on auto-pay (EFT) will continue to have their accounts debited on the 20<sup>th</sup> for February and March. **Effective April 10, 2012 the EFT debit date will move from the 20<sup>th</sup> to the 10<sup>th</sup> of each month.**

In the coming months members will be hearing more about these and other features and changes associated with the club's conversion to *HBC Online*. We're very excited to share with each of you the membership enhancements in store through *HBC Online* and specifically the benefits which will be available after this initial phase of implementation. In the meantime please visit [www.harborbayclub.com](http://www.harborbayclub.com) or contact Louise Howard at (510) 521-5414 should you have any questions.

Sincerely,

HBC Management