

In re Sanctuary Belize Litigation

Consumer Committee Meeting

Virtual Videoconference

October 18, 2022 | 3:30pm – 5:00pm ET

Attendees	
Name	Affiliation
Craig Hibbert	Consumer Committee Member
James (Jimbob) Slocum	Consumer Committee Member
Jodi Vance	Consumer Committee Member
Leslie Thomas	Consumer Committee Member
Lisa Daniels	Consumer Committee Member
Michele Weslander Quaid	Consumer Committee Member
Shawna Arop	Consumer Committee Member
Marc Ferzan	Receivership Team
Terrence Brody	Receivership Team

Agenda

- I. Redress Plan (or “Compensation Plan”) Update
- II. Receivership Update
- III. Consumer Committee Member Topics

Meeting called to order at 3:30pm ET

I. Redress Plan (or “Compensation Plan”) Update

Information Sessions and Helpful Resources:

- The Receivership Team hosted live moderated information sessions on October 11th and 13th, 2022 via Zoom videoconference platform. Topics included: (i) what is approved by the Court under the Compensation Plan; (ii) what is not yet approved by the Court; and (iii) what to expect next after the approved administration steps to establish eligibility of lot buyers and owners. In addition, an overview was provided of the Claim Application process and important dates. Recordings of the information sessions and the full PowerPoint slide presentation are available under the “Helpful Resources” tab of the Receiver’s website (<https://www.sanctuarybelizereceivership.com/documents>).
- For reference, a slide with key Claim Application dates and deadlines is attached to these minutes.
- The Claim Application is designed to be straightforward and user-friendly to meet the eligibility requirements of the Compensation Plan. And, to help lot buyers and owners complete the Claim Application process, the Receivership Team will make available additional resources on the Receiver’s website, including: Frequently Asked Questions; instructions on how to register, setup a Claim Application Portal Account, and complete the online Claim Application; and other supplemental resources to address more unique situations.
- To date, the Receivership Team has successfully interacted with many lot buyers and owners via the dedicated email: info@sanctuarybelizereceivership.com. With the upcoming launch of the Claim Application, the Receivership Team plans to also make available a telephone helpline by October 27, 2022. The helpline will use push-button interactive voice response or “IVR” technology, which will allow callers to access helpful pre-recorded information, or to speak with a live agent.
- In preparing for the launch of the Claim Application process, the Receivership Team has been closely coordinating these implementation activities with the FTC.

Claim Application Notice:

- Most lot buyers will receive email notice on October 27, 2022 that the Claim Application is available on the Claim Application Portal. Lot buyers who have not responded to requests to confirm their contact information with the Receivership Team will also be sent a Claim Application notice via US Mail. The notice will include a unique ID to track each lot buyer’s claim, and also provide detailed instructions on how to access the Claim Application Portal and Claim Application. Once the Claim Application is completed and submitted back to the Receiver, lot buyers will be able to use the Portal to check the status of their claim.
- In most instances, Claim Application fields have been prepopulated with data available in the receivership entities’ records to make the process easier for lot buyers. However,

lot buyers will have the opportunity to correct pre-filled information and provide supporting documentation as may be necessary.

- Please note that lot buyers who have owned multiple lots must fill out a separate Claim Application for each lot to meet the requirements of the Compensation Plan. In addition, co-owners must coordinate to complete a single Claim Application, which all co-owners must sign off on.

II. Receivership Update

Cabbage Haul Creek Bridge Area:

- Recent weather events have caused significant flooding in the vicinity of the Cabbage Haul Creek Bridge, which is located on All Pines Road in the Sanctuary Belize development area. Over the years, this area has experienced repetitive flooding.
- Local staff continued efforts to coordinate with Belize government to make necessary repairs on the bridge in order to address safety concerns.
- Staff also is working to identify potential cost-effective solutions to improve drainage around the bridge and mitigate future flood impacts.
- During the Tropical Storm, local staff followed established protocols to assist residents with entering and leaving the property as needed.

Road Repairs:

- The Receivership Team continues to adapt roadway maintenance plans as conditions are impacted by the heavy precipitation experienced during the Belize rainy season.
- Some of the more comprehensive road maintenance projects are expected to resume in the coming weeks and months at the conclusion of the rainy season, when conditions sufficiently dry out. In the meantime, the Receivership Team has authorized more targeted, cost-effective repairs to address critical needs.
- Finally, to reduce the cost of road repairs, a vendor agreement was negotiated to process on site quarry materials for road maintenance.

III. Consumer Committee Member Topics

- No additional material matters were raised by the Consumer Committee members.

Meeting adjourned at 4:22pm ET

Compensation Plan Timeline & Important Claim Application Dates

Important Dates

Claim Applications distributed:	October 27, 2022
Deadline to submit completed Claim Application:	December 12, 2022
Deadline to resolve Claim Application deficiencies:	January 10, 2023
Eligibility notifications:	February 9, 2023