



EFFECTIVE JULY 15, 2014

See below for the process/procedure for opening new accounts in conjunction with our new partner, Comenity Capital Bank. This process is similar to the existing process through Barclays.

The Comenity Capital Bank process is as follows:

1. Resort logs into www.CoastAffiliates.com
2. From the Good Sam Camping World Visa Credit Card link, select Step 1:
 - **Print the Good Sam Camping World Visa Credit Card Terms & Conditions and Paper Application**
3. Customer fills out the paper application and customer signs the document.
 - Terms & Conditions and Paper Application are one document and **must** be provided to the customer.
 - Customer will fill out the paper application, sign it and provided it back to the resort.
 - The customer keeps Terms & Conditions.
 - The resort keeps the paper application.
4. From the Good Sam Camping World Visa Credit Card link, select Step 2:
 - Good Sam Camping World Visa Credit Card Online Application
 - Associate enters User Name and password to access online application
 - If you haven't already done so in Step 1, print the Good Sam Camping World Visa Terms & Conditions and Paper Application, have the member complete and sign.
 - Associate enters member's application data from the paper application into the online application.
5. Online application provides instant approval, pending or existing account message to the resort.
 - If **approved**, a "Resort Copy" and "Member Copy" will be available to print.
 - Provide the "Member Copy" to the member. This includes the approval, APR and credit limit specific to this member.
 - Use the "Resort Copy" that includes the member's temporary account number and expiration date into the Resort Point of Sale System to complete the purchase. After completing the transaction this document **MUST** be shredded/destroyed.
 - The temporary account number is only valid for the initial purchase at the Resort that day. The member will have to receive the credit card in the mail before another purchase can be made.
 - If a **pending** message is received, further processing is needed and an alternative form of tender should be collected to complete the purchase. Comenity Capital Bank will contact the customer via mail regarding the application status.
 - If an **existing account** message is received, the member already has an existing GSCW Visa and is not eligible for the special introductory rate. Instruct the member to use their existing account to earn REC REWARDS points or provide another form of payment to complete the purchase.
6. Resort mails the Good Sam Camping World Visa Credit Card paper application back for scanning and archiving. Applications can be bundled together and mailed at the end of the week.

**Mail all applications to:
Comenity Capital Bank
PO Box 183003
Columbus, OH 43218 - 3003**