

Key Contacts

In the charts below, we have included contact information for HR and IT support. If you have additional questions about the integration, please contact your manager or send an email to mvw.integration@mwwc.com.

HR CONTACTS:

QUESTIONS ABOUT:	Associates who were part of MVW prior to Deal Close should contact:	New MVW associates from the ILG family of companies should contact:
Benefits Enrollment/ General Benefits Information	MVW Benefits Service Center Website: ybr.com/benefits/mwwc Phone: 1-855-252-6947	Benefits Center Website: ilgbenefitscenter.ehr.com Phone: 1-888-850-8093 (TDD 1-800-553-3539)
Employment Verification	The Work Number (TWN) For Proof of Employment/Income: worknumber.com or call 1-800-367-2884 For The Work Number Client Service Center: Phone: 1-800-996-7566	The Work Number (TWN) Commercial Verifications: 1-800-367-5690 or visit theworknumber.com/verifiers Employer Code: 18137 Social Service Verifications: theworknumber.com/verifiers or submit requests to your local HR representative or the HR Service Center
Employee Assistance Program (EAP)	Morneau Shepell Website: workhealthlife.com Password: MVW Phone: 1-800-272-2727	Cigna Behavioral Health Website: cignabehavioral.com Phone: 1-855-203-3404 Employer ID: ILG
Employee Assistance Program (EAP) – Hawaii Only		Workplace Solutions Website: benefits.workplacesolutions-eap.com Phone: 1-800-361-2200
Paid Time Off (PTO) Program Questions	MVW HR Service Center Phone: 1-855-252-0200	HR Service Center: Vistana Associates All Other Associates: Contact Local HR Representative Email: hrservicecenter@ilg.com Phone: 1-855-HRSC-123 (1-855-477-2123) Fax: 1-407-418-7700
Payroll	MVW HR Service Center Phone: 1-855-252-0200	Local Payroll Support Team Contact your local Payroll support team as you typically do.

QUESTIONS ABOUT:	Associates who were part of MVW prior to Deal Close should contact:		New MVW associates from the ILG family of companies should contact:	
General HR Program or Policy Questions	MVW HR Service Center	Phone: 1-855-252-0200	HR Service Center: Vistana Associates All Other Associates: Contact Local HR Representative	Email: hrservicecenter@ilg.com Phone: 1-855-HRSC-123 (1-855-477-2123) Fax: 1-407-418-7700
Savings and Retirement Plan (401(k))	MVW Benefits Service Center	Phone: 1-855-252-6947 For Online Information: Visit Your Benefits Resources at mymvw.hr.com then select myMVW401(k)	Charles Schwab	Website: workplace.schwab.com Phone: 1-800-724-7526
Health Advocate	MVW Benefits Service Center	Phone: 1-877-252-6947	Health Advocate	Website: healthadvocate.com Phone: 1-866-695-8622
Health Care Accounts (HSA/HRA)	MVW HR Service Center	Phone: 1-855-252-0200	WageWorks	Website: wageworks.com Phone: 1-877-924-3967
Life and Accident Insurance	MVW HR Service Center	Phone: 1-855-252-0200	Securian	Phone: 1-855-651-3500
Medical, Dental and Vision Plan carriers	MVW HR Service Center	Phone: 1-855-252-0200	Benefits Center Online (link to carrier sites)	Website: ilgbenefitscenter.ehr.com Phone: 1-888-850-8093 (TDD 1-800-553-3539)
Short-Term Disability (STD) & Long-Term Disability (LTD)	Aetna	Phone: 1-866-326-1380	Liberty Mutual	Phone: 1-800-213-6223 Company Code: ILGINC
Wellbeing Program			RedBrick Health	Associate Website: ilgbenefitscenter.ehr.com Enrolled Spouses/Domestic Partner Website: wellbeing.redbrickhealth.com Phone: 1-877-278-5247
To Report a Leave of Absence or for General Leave Questions	Leave Administration	Phone: 1-855-252-0200 Apply online through ESS portal or call number above MVW Case Manager: 1-407-529-2323	HR Service Center	Email: hrservicecenter@ilg.com Phone: 1-855-HRSC-123 (1-855-477-2123) Fax: 1-407-418-7700
Workers' Compensation Questions	Contact your Adjuster		HR Service Center	Email: hrservicecenter@ilg.com Phone: 1-855-HRSC-123 (1-855-477-2123) Fax: 1-407-418-7700



QUESTIONS ABOUT:	Associates who were part of MVW prior to Deal Close should contact:		New MVW associates from the ILG family of companies should contact:	
Pet Insurance and ARAG Prepaid Legal			ILG Benefits Team	Email: benefits@ilg.com
Ethics & Compliance Hotline				Website: ilg.ethicspoint.com Phone: 1-866-254-1819
Business Integrity and Guarantee of Fair Treatment Hotline		Website: reportlineweb.com/mvw Phone: 1-866-747-7483		
COBRA	MVW Benefits Service Center	Website: ybr.com/benefits/mvwc Phone: 1-855-252-6947 Hours: 9 a.m.–8 p.m. EST; M–F <i>If located outside the U.S., Puerto Rico or Canada: 1-281-882-5813</i>	COBRA Benefits Center	Website: cobra.ehr.com Phone: 1-877-292-6272

IT CONTACTS:

IT support for associates who were part of MVW prior to Deal Close		IT support for associates who joined MVW from the ILG family of companies	
MVW Technology Central	<p>There are three ways to get the help you need from Technology Central:</p> <ol style="list-style-type: none"> 1. IT Chat Support - for live online support with a member of the Tech Central team. This is available from within pIT Stop 2. Call Tech Central at 1-888-396-5447 (option 4), or ext. 4411 from the corporate offices 3. Navigate to pIT Stop to log non-urgent issues. Use the pIT Stop desktop icon or quick links provided in WAVE for fast access 	ILG IT Support	<p>Phone: 1-855-444-1994</p> <p>Email: ithelp@ilg.com</p>