



To Our Loyal and Most Valued Guests,

I hope each of you and your families are keeping safe during this very difficult time.

It's going to take the strength and pride of everyone in our community to mitigate the effects of this pandemic and help move New York Forward. We at Resorts World are already taking steps to lead the message #NYForward and are committed to doing our part to help our dedicated team members, valued guests and local communities move forward.

One of our main priorities is the health and well-being of our team members and their families. We are continuing to pay our employees until April 14th and extend their health benefits so that they can stay home, practice social distancing and focus on their families through this unusual time.

As one of our loyal and most valued guests, we want to ensure you that all of your benefits, offers and events will be ready and available to you when we have the privilege of re-opening our doors to welcome you back to Resorts World.

- Your offers that were valid during our closed dates will be replaced with similar offers when we reopen.
- We will ensure card tier upgrades for those players that would have received their upgrade as scheduled on April 1st.
- Any points that were due to expire due to inactivity will not expire for an addition 60 days following re-opening.
- All promotions that were previously planned during our closure will be rescheduled shortly after opening. All entries earned for these promotions will automatically roll to the new date.
- All Entertainment and Special Events that were postponed are actively being rescheduled and new dates will be announced as they are confirmed; all previous ticket offers and purchases will automatically be honored for the new dates.
- To request your win/loss statements for 2019 please submit your request to <http://www.rwnyork.com/genting-rewards/win-loss-request>.

As of today, we do not have a firm date of when we will reopen. We are closely working with all New York State officials and as information becomes available, we will share updates with you through email, our social media pages and our website RWNNewYork.com.

Above all, your personal health and the safety of your families is of our utmost concern. Please know that you are in our thoughts and we sincerely care about your well-being.

On behalf of myself and the entire Resorts World Team, please stay healthy and we look forward to the brighter days of us all being back together again soon!

Sincerely,
Robert DeSalvio
President of Genting New York State