



# URGENT NOTICE to all *Wild Card* members

South African National Parks (SANParks) would hereby like to clarify the current situation pertaining to the *Wild Card*.

1. The *Wild Card* Programme is owned and trade marked by SANParks.
2. Infinity (Pty) Ltd has since the inception thereof provided the technical and later the loyalty component for the *Wild Card* Programme.
3. Since Infinity, as part of the Fidentia group of companies, was placed under curatorship, SANParks have increasingly become concerned about Infinity's ability to continue to operate the *Wild Card* Programme successfully. Of particular concern was amongst others, that whilst Infinity was under curatorship, the number of outlets where *Wild Card* members could redeem their CashBack Rewards reduced significantly. As a result, SANParks decided to cancel its relationship with Infinity and gave Infinity a 6 month notice of termination.
4. **The relationship with Infinity was therefore set to end on 31 December 2010.**
5. The reason for giving 6 months notice was to ensure a seamless transition to the new *Wild Card* Programme which SANParks intends launching in early 2011.
6. To enable SANParks to issue *Wild Card* members who hold valid *Wild Cards* with replacement cards, SANParks required the full, accurate and complete database from Infinity.
7. The *Wild Card* database is the legal property of SANParks, and despite numerous attempts to secure the database, Infinity has been unable or unwilling to honour its obligations in this regard.
8. SANParks was left with no option but to approach all *Wild Card* members directly and through the media using its reservations and communications database.
9. On 20 October 2010, SANParks made a decision to do the following:
  - a. To no longer sell Infinity *Wild Cards* as SANParks ran the risk of not receiving the relevant revenue and *Wild Card* member data from Infinity.
  - b. SANParks also ceased issuing CashBack Rewards primarily due to the severe reduction of Infinity redemption partners. This resulted in the fact that the majority of cardholders' CashBack Rewards expire as it has become increasingly difficult for *Wild Card* members to redeem their CashBack Rewards.
10. SANParks then requested *Wild Card* members, through the above mentioned communication channels, to update their details on the following websites [www.sanparks.org](http://www.sanparks.org) and [www.wildcard.co.za](http://www.wildcard.co.za) or through a dedicated *Wild Card* call centre on 0861 GO WILD (46 9453).
11. In order to ensure that loyal *Wild Card* members are still able to enjoy the privilege of the *Wild Card* Programme, SANParks provided interim sales platforms to ensure that *Wild Card* members with expired *Wild Cards* were still able to purchase the new *Wild Card*.
12. SANParks, through its legal representatives, are continuing to attempt to compel Infinity to meet their obligations.
13. **Infinity has been communicating directly to our *Wild Card* members and this is causing confusion amongst *Wild Card* members. Please note the following:**
  - a. SANParks has formally instructed Infinity to cease selling Infinity *Wild Cards*, and henceforth SANParks will not honour any *Wild Cards* sold by Infinity and its agents as from 12th November 2010. The only places where *Wild Cards* can be purchased or renewed are at SANParks and *Wild Card* conservation partners (CapeNature, Ezemvelo KZN Wildlife, Msinsi Reserves and Resorts and Swaziland's Big Game Parks) or online at [www.wildcard.co.za](http://www.wildcard.co.za) or [www.sanparks.org](http://www.sanparks.org).
  - b. *CashBacks* issued prior to 20th October 2010 by SANParks and its conservation partners to *Wild Card* members are managed on behalf of those members by Infinity. Infinity has agreed to transfer *CashBacks* on current *Wild Cards* to generic Infinity cards at no additional cost.

SANParks regrets any inconvenience to our loyal *Wild Card* members; however this process has been necessary to ensure that we protect the interest of SANParks, its conservation partners and you, our loyal *Wild Card* members. For more information visit to [www.wildcard.co.za](http://www.wildcard.co.za) or [www.sanparks.org](http://www.sanparks.org).

