

Wild

WildCard Programme, PO Box 787, Pretoria, 0001 www.wildcard.co.za 0861 GO WILD (469 453)

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Monday, 06 December 2010

WILD CARD SYSTEMS REPLACEMENT UPDATE

Dear Valued Wild Card Member,

South African National Parks (SANParks), and the Wild Card Team are hard at work preparing for the roll out of our "New" Wild Card programme.

We have had a fantastic response to our request for clients to update their data and because of this response; we have been able to identify major inaccuracies in the database. These inaccuracies have also resulted in a high degree of frustration for our Wild Card Members as a large percentage of you have been unable to update data due to a mismatch of minimum security data that allowed access to your personal data. This in turn resulted in unanticipated high call volumes to our call centre. This has in turn resulted in our call centre being unable to deliver the service that they try so hard to deliver.

We have increased the size of our call centre team in an attempt to deal with these volumes and we apologise for the frustration that some of you have experienced.

As stated above, the transition process is taking far longer than anticipated, and we understand that it has been very frustrating for our clients. We are working hard at incorporating the information, captured on the web, received via e-mail or fax, into our database. It is of vital importance that we do not migrate inaccurate data into the new system and hence we have decided to delay the issuing of new Wild Cards until we are comfortable that all the data is clean and accurate.

If you are visiting the parks over this festive season, please rest assured that you will be granted access according to the validity of your Wild Card membership.

Any means of accepted identification presented like your ID Document / Passport PLUS one or more of the following: your old Infinity Wild Card, your Wild Card Confirmation Letter, your new purchase receipt OR your Voucher will be sufficient. Your updated details and valid Wild Card membership will be verified at all access points and camps. Your Wild Card Confirmation Letter or voucher will be valid beyond the 31st December 2010 date that is stated in you confirmation letter and will remain valid until your membership expires, or until you receive your new Wild Card. Old Infinity Wild Cards purchased after 12 November 2010 will not be accepted.



To purchase your new *Wild Card* Membership or to update your details, please visit our websites, www.sanparks.org or www.wildcard.co.za. The previous online problems have been addressed, to the best of our ability, and should no longer be a problem.

Alternatively, please visit the *Wild* partner parks' booking offices, or purchase a *Wild Card* at the parks on arrival.

We would like to **thank you** all for your patience and continued support during this frustrating time, and can assure you that your new *Wild Card* will be worth the wait.

Issued by: SANParks *Wild Card* Programme Department

For more information please visit one of our *Wild Card* partner websites, www.wildcard.co.za, e-mail us at wildcard@sanparks.org; fax +27 (0) 12 426 5480 or alternatively contact our call centre on 0861 GO WILD (46 9453)