

CONCIANT




WHAT IS CONCIANT?

Conciant® is an exclusive private concierge club providing substantive lifestyle management services, benefits and privileges to its members 24-hours a day, 365 days a year. Conciant members enjoy unrivaled access, preferential accommodations, rates and reservations—as well as insider information worldwide.

AWARE

An Introduction

Most folks just want serenity, happiness, peace; *an absence of irritation*, and occasionally—access to a great meal, or thrill; an adventure when the spirit moves them, and a long nap in the shade when it doesn't. Life, well lived, demands balance, equilibrium—perfect rhythm. At Conciant, it is our goal to advance this principal.



Conciant recognizes that busy people benefit when time accrues to the personal side of the ledger. What to do with time? Certainly, the possibilities are endless, but wait—I have to decide, and plan, and research, and make all the arrangements...that's going to take time—*pause* play. No.

No—not really. It's *your* planet, but no one knows it better than Conciant. With Conciant's *Urbanity*®, you're connected. Our partner relationships and contacts allow us to out pace even the insiders. Our reach is planet wide.

...AND TO OUR CORPORATE CLIENTS

The vitality and health of all commerce relies heavily on consistent performance and relationship integrity—employee as well as customer retention. Productivity relies heavily on an enthusiastic labor force. Conciant is well fitted to help forge the bonds that promote steadfast associations. Influence, Resource, Knowledge, Experience and Facility. *Urbanity*—our elixir for a vital, healthy balance sheet.

Why Conciant? **URBANITY**. Conciant has left no stone unturned—no path unexplored to achieve balance, equilibrium—**perfect rhythm** for its members.

perfection

WHO WE ARE

Conciant has a wealth of experience in lifestyle management. We are select, discreet, unfailingly earnest in our efforts, and dedicated to our mission statement. Conciant is the perfect butler: unobtrusive, highly capable with impeccable manners and an unimpeachable background. Discreet, efficient, and invisible —because the *last* thing you need is another intrusion.

CONCIANT

WHAT WE DO

Conciant provides a wide range of services that improve, affect and enhance the quality of members' lives. There are no limits, within reason. If you can imagine it, you can consider it done. Upon acceptance of membership, your Lifestyle Concierge will confer with you to discuss your membership profile: a discreet representation of your style, needs, and preferences; Conciant's insight into you, as it were—and in no way a constraint on services.

HOW WE DO IT

Conciant's list of services is infinite. Our resources are limitless. We will deploy a virtual army of diligent—*outstanding* staff, or when appropriate, enlist a strategic partner to accomplish the task. Our global database of suppliers and service providers—our partners—is unparalleled. Vendors applying for partner status under Conciant's *Urbanity* trademark undergo a rigorous review and selection process. Conciant partners must comply with strict performance standards. Partners include industry icons as well as innovative newcomers—the common denominator a single characteristic: excellence in their field.

This is the defining difference: Conciant's absolute insistence on quality.

Conciant's *Urbanity* covers the planet. Our technology and dimensional information streams bring requests and solutions together at the *Speed of Life*. Language, culture, borders, time zones—Conciant's world clock is always set to member time. Nothing we can do about jet lag... *Sorry*.

Conciant is *Urbanity*, and our access is global.

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SHARPEST ARROW IN THE QUIVER

CORPORATE BOARDROOM[®] MEMBERSHIP

"Since joining Conciant, Boardroom members have seen a significant shift—report measurable improvement in morale, fewer instances of burn-out, improved job performance, elevated motivation—less absenteeism and attrition."

CONCIANT IS NOT
A REPLACEMENT FOR
GOOD MANAGEMENT
AND A SOUND BUSINESS
MODEL.

CONCIANT IS A
TOOL...

ATTRACT
AND HOLD
CUSTOMERS
TO YOUR BRAND

RETAIN STAFF

Engaged, passionate, focused, diligent, and dynamic personnel who make their work a priority—make business *sing*. The opposite is also true. Harried, distracted, overwhelmed

e m p l o y e e s ...
absenteeism, attrition,
low morale, burn-
out... well, you get it.
Employees' seeing their
contribution reflected
in a thoughtful,
unique personal kudo
become aware of
their contribution in a



singular way. The enthusiasm is palpable, and typically, that employee is inspired to deliver his/her personal best. Conciant's mark on the process? A virtuoso performance. Conciant employs methods and a philosophy designed to inspire excellence. Conciant is an *essential tool in the box*—well fitted to help forge the bonds that promote steadfast associations.

Develop an alliance with your customers—advance your business objectives—safeguard your balance sheet.

Customer retention, brand integrity and influence—expanding your base; all essential—all rely heavily on relationships. Genuine allegiance is based on relationship integrity. Conciant promotes these principals, not with a *one size fits all perk package*, but with targeted personal solutions.

Nothing remains static, brand enhancement is a fluid process and consumers are fickle—*we just are*. Conciant's able team of market strategists exists solely to reinforce brand integrity through customer alliances. Strategy is *client particular*. Specifically developed for *you*, to expand *your* brand's influence. The perfect solution for widget makers will be quite different than the solution for T. Rowe Price[®], but the results will be the same; customer/client loyalty.

"SO, IF YOU HAVE
A TOOL TO
CREATE A BOND AND
ENSURE FIDELITY—
AND YOU DO—USE IT!"

INDIVIDUAL MEMBERSHIP

Time consuming details sucking the oxygen out of your life? Is your life running you—is 24/7 not enough time—does the grass seem greener over **anyone else's** septic tank—when you're dancing as fast as you can, and still can't keep up with the tempo—your rhythm is off, you're out of balance, you've lost your equilibrium—**tilt**.

Balance, equilibrium — Perfect Rhythm... it's only necessary if you want to live.
Like oxygen, you've gotta have it.

The devil truly is in the details. The stress of dealing with details compounds the challenge of balancing work and life. When you delegate time consuming details and nuisance tasks to Conciant, you get back that most precious of all commodities: **free time**.

Sampling of Services

- Auto | insurance comparisons, arrange service appointments, cleaning and detailing.
- Oversee installations i.e. internet, satellite, wireless, cable, phone, utilities and media.
- Children's issues | best childcare, summer camps, day camps, after school programs and tutors.
- Drop off/pick up laundry and dry cleaning, restock the fridge and pantry.
- Personal shopping | gift ideas, comparisons, shopping, wrapping and delivery.
- Set appointments/cancel appointments, keep up with personal calendar, correspondence—key dates.
- Relocation | packers, movers, truck rentals, community information, utilities, change of address.
- Engage the housekeeper, gardener and tradesmen.
- Professional referrals | tax preparer, financial advisor, dentists, doctors.
- Take care of the *remember to* list—the *honey do* list—the *must get done* list and the *forgot to do* list.
- Pets | groomers, sitters, walkers, trainers, pet taxi (vet, groomer, etc.)
- Event, show and concert tickets, dinner reservations, tee and court times.

Our goal at Conciant is to help members reach

Balance, equilibrium — Perfect Rhythm...
the backbeat that balances work and play.



LIFESTYLE EXPERIENCES

Never say it can't happen...

Conciant leads the pack in bellwether excursions—fabulous, exhilarating experiences that redefine living. Redefine living? Spent decades securing a future you don't know what to do with? Reconnect with life on an elemental level. Breathe, move, reach—rediscover your center, flex your senses and reclaim your spirit. From laid back to extreme and everything in between, Conciant will make it happen.

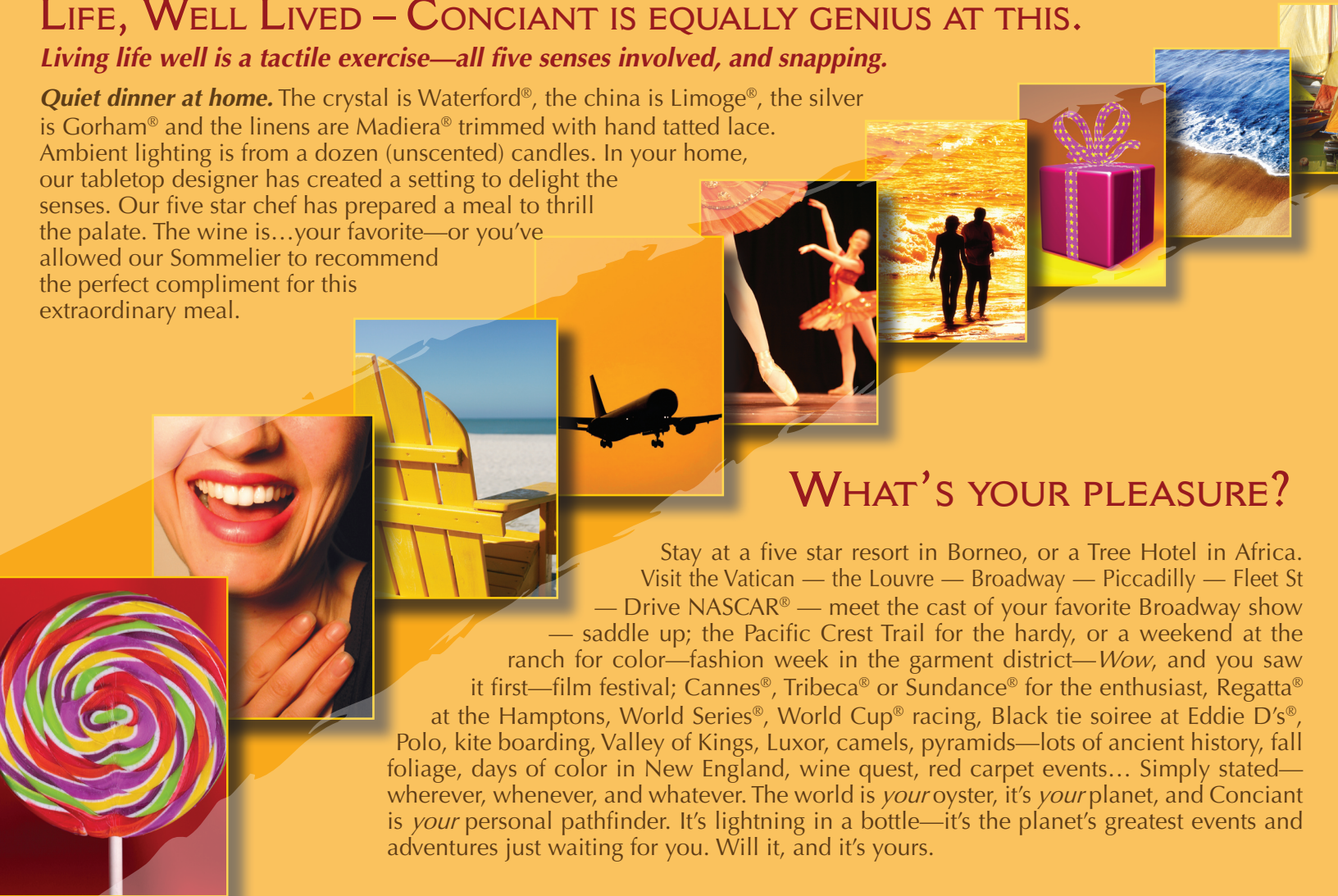
LOVE AND MARRIAGE – CONCIANT IS GENIUS AT THIS.

Lovers and best friends... *as long as you both shall live?* When the heart aspires to ever after, Conciant steps forward to make the beginning of this journey unforgettable. We can't provide your *light 'o' love*, but we can devise endearing, unique marriage proposals, plan and manage (simple to obscenely extravagant) your wedding—arrange and facilitate the honeymoon trip, and—lay the homecoming supper. Yes—it's official; nobody does romance like Conciant.

LIFE, WELL LIVED – CONCIANT IS EQUALLY GENIUS AT THIS.

Living life well is a tactile exercise—all five senses involved, and snapping.

Quiet dinner at home. The crystal is Waterford®, the china is Limoge®, the silver is Gorham® and the linens are Madiera® trimmed with hand tatted lace. Ambient lighting is from a dozen (unscented) candles. In your home, our tabletop designer has created a setting to delight the senses. Our five star chef has prepared a meal to thrill the palate. The wine is...your favorite—or you've allowed our Sommelier to recommend the perfect compliment for this extraordinary meal.



WHAT'S YOUR PLEASURE?

Stay at a five star resort in Borneo, or a Tree Hotel in Africa. Visit the Vatican — the Louvre — Broadway — Piccadilly — Fleet St — Drive NASCAR® — meet the cast of your favorite Broadway show — saddle up; the Pacific Crest Trail for the hardy, or a weekend at the ranch for color—fashion week in the garment district—*Wow*, and you saw it first—film festival; Cannes®, Tribeca® or Sundance® for the enthusiast, Regatta® at the Hamptons, World Series®, World Cup® racing, Black tie soiree at Eddie D's®, Polo, kite boarding, Valley of Kings, Luxor, camels, pyramids—lots of ancient history, fall foliage, days of color in New England, wine quest, red carpet events... Simply stated—wherever, whenever, and whatever. The world is *your* oyster, it's *your* planet, and Conciant is *your* personal pathfinder. It's lightning in a bottle—it's the planet's greatest events and adventures just waiting for you. Will it, and it's yours.

Conciant can take you anywhere—and, there really *is* nothing quite like being there.

...simply tell CONCIANT to make it happen!

MODALITY / INFRASTRUCTURE

—ON YOUR PREMISES / VISUAL PROMPT

There's no denying the power of a visual prompt. Conciant *on site* encourages utilization of Conciant's Lifestyle Concierge services by, #1 being there, and #2 actively promoting the agenda. In terms of relationship integrity—Conciant *on site* is *evidence* of your commitment to customers and employees. Your *on site* Lifestyle Concierge will be every bit as diligent attending to errands as it will be organizing events. From dropping off and collecting the dry cleaning to getting the car detailed and serviced; having these and a multitude of other tasks *done for your customers and employees* clears the way for meeting the objective: increased focus and production at work, and record breaking customer satisfaction and loyalty. **Note:** Conciant's service doesn't end at close of business—virtual access is 24/7.

—PERSONAL ACCESS

Conciant's commitment to personal access is absolute. Contact your Lifestyle Concierge in person, by email, fax or extranet. Or when preferred, telephone us—*We love the sound of your voice*, and when you telephone Conciant? Be astonished—no waiting on hold, and no getting passed about. That's access.

INFLUENCE, RESOURCE, KNOWLEDGE, EXPERIENCE AND FACILITY — URBANITY
YOUR PASSPORT TO *Balance, Equilibrium — Perfect Rhythm.*

—SYSTEMS CENTER

If **Urbanity** is the heart and soul of Conciant, *Systems* is the brain. The core system utilizes tested, proven state of the art technology. **Urbanity's** service platform is supported by evolutionary software developed exclusively for Conciant—and it's bullet proof. More importantly, for our members it's effortless. The genie's indeed out of the bottle—and at your service. Conciant has network active resource links in cities all over the world—including Alpha, Beta and Gamma (*global*) cities. Real-time dimensional data streams deliver up to the second information to Conciant's research analysts, making Conciant's schedule of events a 'moment to moment' compendium of what's happening around the globe.

Integrated into *Systems* is Member Profile and Utilization. *Speed of Life* technology allows Conciant to access member profile and history when processing service requests. *Systems* is what makes *Speed of Life* service possible.



CONCIANT PARTNERS

Our global database of suppliers and service providers is unparalleled. Conciant offers its members the very best the globe has to offer. Conciant members have access to thousands of benefits with travel companies, hotels, luxury products and services, events, retail outlets, health and beauty services and more. Conciant proactively seeks and secures benefits for its members.

To partner with Conciant, there are a few hoops you must jump through...

IN ESSENCE

Conciant members rely on the promises we've made. By association, Conciant partners are an extension of Conciant, and as such are similarly bound by those promises. In view of this, Conciant partners must adhere to strict performance standards. Conciant has re-established the customer as paramount—we're re-animating excellent service. Because Conciant is rigid regarding compliance, many who apply for partner status simply do not make the cut. That being said, if you're an industry icon or an innovative newcomer who strives for consistent excellence in your field, have the ability to handle added capacity, and are dedicated to personal service and attention, you may wish to become a Conciant partner.

THE ADVANTAGES ARE CLEAR...

If you meet the criteria and *share our vision*, please visit www.conciant.com and complete Conciant's Partner Profile.

CONCIANT

An Invitation

Exclusive access to exuberant luxury, essential elemental gratification, information, enlightenment, extraordinary, fanciful, even extreme experiences—where grasp equals reach and mediocrity is banished. We're hawking life here. Free fall into the lightness of well-being with Urbanity.

Please call 800.940.3612 in the US, +44 1133 411 350 in the UK or visit www.conciant.com to learn more about the privileges of Conciant membership.