



Why am I not able to reach the Member Experience Management Center when I dial 18602101111*?

We have recently noticed that few members have been finding it difficult to reach our Member Experience Management Center number 18602101111*. Kindly check below some of the most common concerns faced & the solutions to tackle them.

Calls made to Member Experience Management Center are connecting to a USA number

Calls made to our Member Experience Management Center on 18602101111* from certain handsets**, could end up landing on a private US fixed line number. This is because many smart mobiles today come enabled with 'Dial Assist' or 'International Assist' or 'Auto area code' option enabled as the default option which presumes the number to be a US number & prefixes 001 automatically while dialing which results in the call wrongly landing to a US number.

We advise you to disable the 'Dial Assist' or 'International Assist' or 'Auto area code' or any other similar feature enabled in your handsets* while calling our Member Experience Management Team for any assistance required. Please note the option may differ from handset to handset based on the Operating system. Hence, we advise you to speak to your handset provider in case you need assistance in disabling the same.

** Tips to change the settings with a few examples - I-phone

– Check *Settings – Phone – Dial Assist - Off*

Samsung mobiles Check *Settings – My Device – Call - Additional Settings – Auto Area Code*

Member Experience Management Center contact number not being reachable.

In case you have any difficulty in reaching our Member Experience Management Center on 18602101111* where you hear a voice alert saying 'The number is not been reachable' or 'This number does not exist', We then advise you to get in touch with your service provider (such as Airtel, Vodafone and so on) immediately & register a service complaint that calls made from your number to 18602101111* are not getting connected. The service provider will then be able to rectify the issue.

In the meanwhile, what may be my other options to get in touch with the Member Experience Management team?

You can also connect with us through any of the below mentioned options

1. Login at <https://members.clubmahindra.com/SignIn.php> or download the app (bit.ly/2dFOJoU (Google play) or apple.co/2ezDnOT (iOS) for reservation & other requirements.
2. SMS Call to 5607050.
3. Write to us at memberexperience@mahindraholidays.com
4. You can also call us at +914466953435* (STD charges apply)

*18602101111 Business timings (IST): Monday to Saturday, 9:30AM to 6:30PM. Closed on Sundays & National holidays. If you are calling us from outside India, please dial +9144 6695 3435.