

The Club

Nicola Dow

Club & Owner Services

Hilton
GRAND VACATIONS



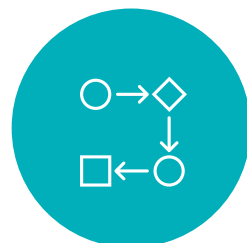
Call Centre Service

During the period 1st October 2023 to 30th September 2024
the contact centre handled:

Answered Interactions	73,565
Calls Answered	43,869
Chats Handled	1,804
Emails Handled	40,923
Average Speed of Answer in Seconds	00:56
Reservations booked via website	85.5%
Reservations booked via Contact Centre	14.5%



Average speed of answer was 56 seconds vs 1:06 minutes the previous year, our average call length has increased from 8:55 to 10:58 minutes



The number of calls handled YOY decreased by 8.89 %. Chat interactions increased by 13.9% . Email handled decreased by 35%



In 2024, 19% of reservations have been booked via the contact centre and 81% via website.

Contact Centre Member Engagement

Survey Questions	
Q1	I am satisfied with my call experience today. 1–5.
Q2	The Team Member who assisted me today was helpful. 1–5.
Q3	The Team Member who helped me today was knowledgeable in addressing my needs. 1–5
Q4	The Team Member I interacted with today was efficient in assisting me. 1–5

2023	2024
92.4%	95.5%
93.4%	98.1%
88.6%	96.9%
93.5%	98.0%
92.3%	97.1%

12,118 After call surveys completed in 2023

8,590 After call surveys completed so far in 2024

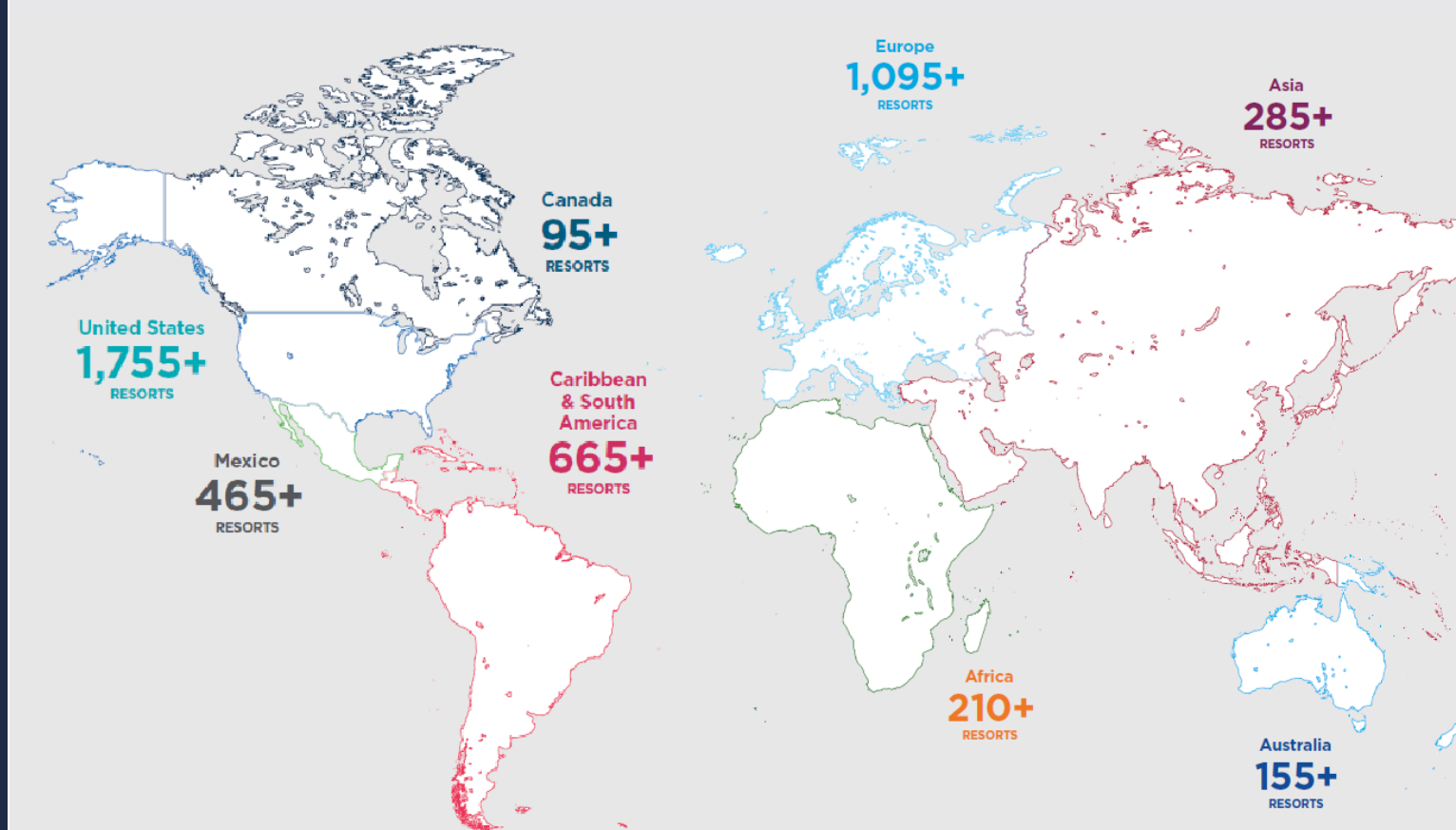
Increase in survey score YOY of 4.8 %

Destination Xchange

Each 7-night resort stay has a points value and an equivalent Tier. Tiers are designated 1 through 6, with 6 being the high-demand locations and times of the year in the larger-sized accommodations.

Upgrading a Tier Credit

If you decide to book into a higher Tier from your original Tier Credit, a Tier Upgrade Fee will be charged in addition to the Standard Exchange Fee. Tier Upgrade Fees can be paid with points, cash or a combination of both, and are determined by your loyalty level. A Tier Upgrade Fee is charged per Tier Upgrade (e.g., if redeeming a Tier 2 Credit and reserving a Tier 4 accommodation, then two Tier Upgrade Fees will be payable).



POINTS AND TIER CHART					
SEASON	LOW	MID	HIGH	PEAK	ULTRA PEAK
Studio	TIER 1: 2,000 Points	TIER 1: 2,000 Points	TIER 2: 4,000 Points	TIER 3: 6,000 Points	TIER 4: 8,000 Points
1-Bedroom	TIER 1: 2,000 Points	TIER 2: 4,000 Points	TIER 3: 6,000 Points	TIER 4: 8,000 Points	TIER 5: 10,000 Points
2-Bedroom	TIER 2: 4,000 Points	TIER 3: 6,000 Points	TIER 4: 8,000 Points	TIER 5: 10,000 Points	TIER 6: 12,000 Points
3-Bedroom	TIER 3: 6,000 Points	TIER 4: 8,000 Points	TIER 4: 8,000 Points	TIER 5: 10,000 Points	TIER 6: 12,000 Points
4-Bedroom	TIER 3: 6,000 Points	TIER 4: 8,000 Points	TIER 5: 10,000 Points	TIER 6: 12,000 Points	TIER 6: 12,000 Points

In 2020/2021 the most popular exchange reservations were made into accommodations in High Season in all sizes of accommodation

Destination Xchange

Launched bookings into HGV Managed resorts
Early 2024

- 2,418 DEX exchanges made so far 2024
- 271 II Exchanges booked in 2024
- 87% of DEX exchanges this year booked into HGV Managed resorts
- 57% of bookings made booked using an existing DEX deposit
- 43% of bookings used using instant exchange

Top 10 HGV Resorts booked via DEX

- Club del Carmen
- Sunset Bay
- Santa Barbara
- Sahara Sunset
- Pine Lake
- Cromer Country Club
- Sunset Harbour
- Woodford Bridge
- Los Amigos Beach Club
- Jardines del Sol

Destination Xchange

There are still a large amount of DEX deposits created during 2020 that still need to be used, these will be expiring during 2025.

Please don't leave it until the last minute to book!

You don't have to travel before the expiration date of the deposit, you can travel any time after the deposit expires, you just need to confirm the booking prior to the expiration date.

Loyalty Levels	Standard	Silver	Gold	Platinum
Standard Exchange Fee (Phone) ¹	£155/€175	£145/€165	£135/€155	£125/€145
Standard Exchange Fee (Online) ¹	£145/€165	£135/€155	£125/€145	£115/€135

2024 Save Points Deadlines

The Club		
JUNE 30	AUGUST 31	OCTOBER 31
Save up to 100% of this year's allocation between January 1 and June 30	Save up to 50% of this year's allocation, provided 50% has not already been saved, between January 1 and June 30	Save up to 25% of this year's allocation, provided 25% has not already been saved, between January 1 and June 30



Diamond Suites at Malta

As per our advisory in June, a decision was made to end the lease agreement at this resort due to the decline in Member bookings, alongside rising costs. It was agreed that it was impractical to continue offering this destination to Members.

From 1 January 2025, the resort will no longer be available to Members of the EU Collection.

Members can continue making reservations at Diamond Suites on Malta through the end of the year, but the check-out date must be before 31 December 2024.

Member Benefits Usage

Most Used Member Benefits in 2023

- Travel Services 43%
- Dining Vouchers 13%
- Exclusive Homes 11%
- Fee Payments 10%
- Experience Days 9%
- Cruises 5%

Most Used Member Benefits in 2024

- Travel Services 53%
- Exclusive Homes 13%
- Cruises 8%
- Fee Payments 7%
- Dining Vouchers 6%
- Experience Days 4%

Member Travel Services

Your Member Travel Services offers the flexibility to redeem your points towards a range of **travel services such as flights, cruises, hotels, package holidays etc.**

When redeeming points towards Travel Services, you can use current-year, Saved or Borrowed points.

Book your travel through your preferred provider within the required window as per your recognition level, then E-mail a copy of your payment receipt for reimbursement.

One or both of the primary members named on the account must be travelling and named on your travel receipt

The travel arrangements must be paid in full before any reimbursement can be processed.



The Club Member Events And Member Escorted Journeys

Enjoy even more unforgettable experiences with Member Travel Services. The Big Journey Company provides expert escorted group tours to amazing and breathtaking destinations across the globe. Examples of upcoming journeys:



2024 Member Escorted Journeys

2025 Member Escorted Journeys

2024 Member Event Destinations

2025 Member Event Destinations

- **Dominican Republic Ultimate Golf Experience**
September 1–8, 2024
- **Classic Peru**
September 10–21, 2024
- **Kenya Safari Beach Extension**
September 18–22, 2024 and
September 28–October 2, 2024
- **Highlights of Vietnam**
November 6–16, 2024
- **Everest Base Camp Trek**
November 10–25, 2024
- **Australia Extension to New Zealand by Rail**
November 2–15, 2024

- **Ultimate Safari of Kenya**
January 18–26, 2025 and
September 10–18, 2025
- **Northern Lights and Nordic Fjords**
February 2–10, 2025
- **Colors of India**
March 6–18, 2025
- **Costa Rica Adventure Experience**
April 29–May 10, 2025
- **Ancient Greece and Santorini**
June 19–30, 2025

- **Crete, Greece**
September 21–27, 2024
- **Vienna, Austria**
September 21–27, 2024
- **Experience Devon and London**
September 21–28, 2024
- **Menorca, Spain**
October 7–14, 2024
- **Experience Spain**
October 31–November 6, 2024
- **Lisbon, Portugal**
November 15–18, 2024

- **Experience France**
May 16–22, 2025 and
September 27–October 3, 2025
- **Experience Italy**
May 12–18, 2025 and
September 21–27, 2025
- **Experience Southern England**
September 21–28, 2025
- **Experience Portugal**
November 6–12, 2025
- **Experience Austria**
June 21–28, 2025 and
September 13–20, 2025
- **Discover Seville, Spain**
November 6, 2025

Luxury Cruises

For Standard & Silver Members

- Apply points for up to 20% off your cruise purchase price and enjoy a fixed points value of £0.20 per point
 - Best Available rate guaranteed!
- Apply points for up to 20% off your cruise purchase price
 - Price not inclusive of taxes and/or applicable fees
- Choose from various cruise lines, exciting itineraries and luxurious cabin categories

For Gold & Platinum Members

- Apply points for up to 30% off your cruise purchase price and enjoy a fixed points value of £0.30 per point
 - Best Available Rate guaranteed!
- Apply points for up to 30% off your cruise purchase price
 - Price not inclusive of taxes and/or applicable fees
- Choose from various cruise lines, exciting itineraries and luxurious cabin categories

Cruise available using Luxury Cruises:



44+ cruise suppliers



Total member savings £ 210,279



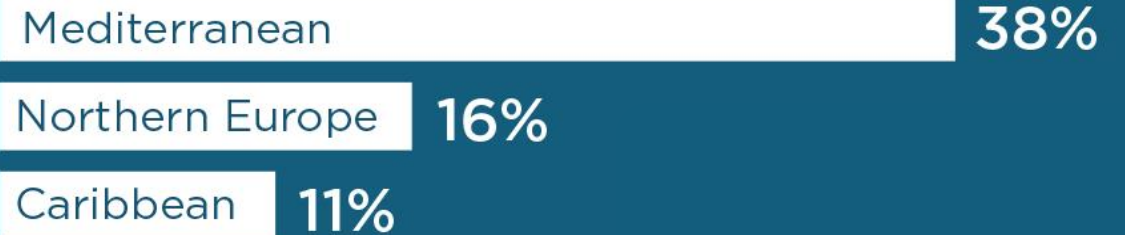
Most popular cruise lines booked by Members



Average member savings per cruise booking

£ 935

Top destinations



Protecting yourself against Timeshare Fraud

Tips to Identify an Exit Company Scam

- HGV has produced a variety of educational content to protect members from timeshare exit scams.
- <https://club.hiltongrandvacations.com/en/help/timeshare-fraud-education>
- EUROCC Timeshare Support Hub-timeshare consumer support service
- This transition is from the former outsourced provider, KwikChex.
- The EUROCC Timeshare Support Hub features an online frequently asked questions section, whereby timeshare owners can find answers to common subjects related to timeshare.



European Residents

Report the incident to HGV's Legal Team at: LegalReport@hgv.com.

Tips to identify an exit scam

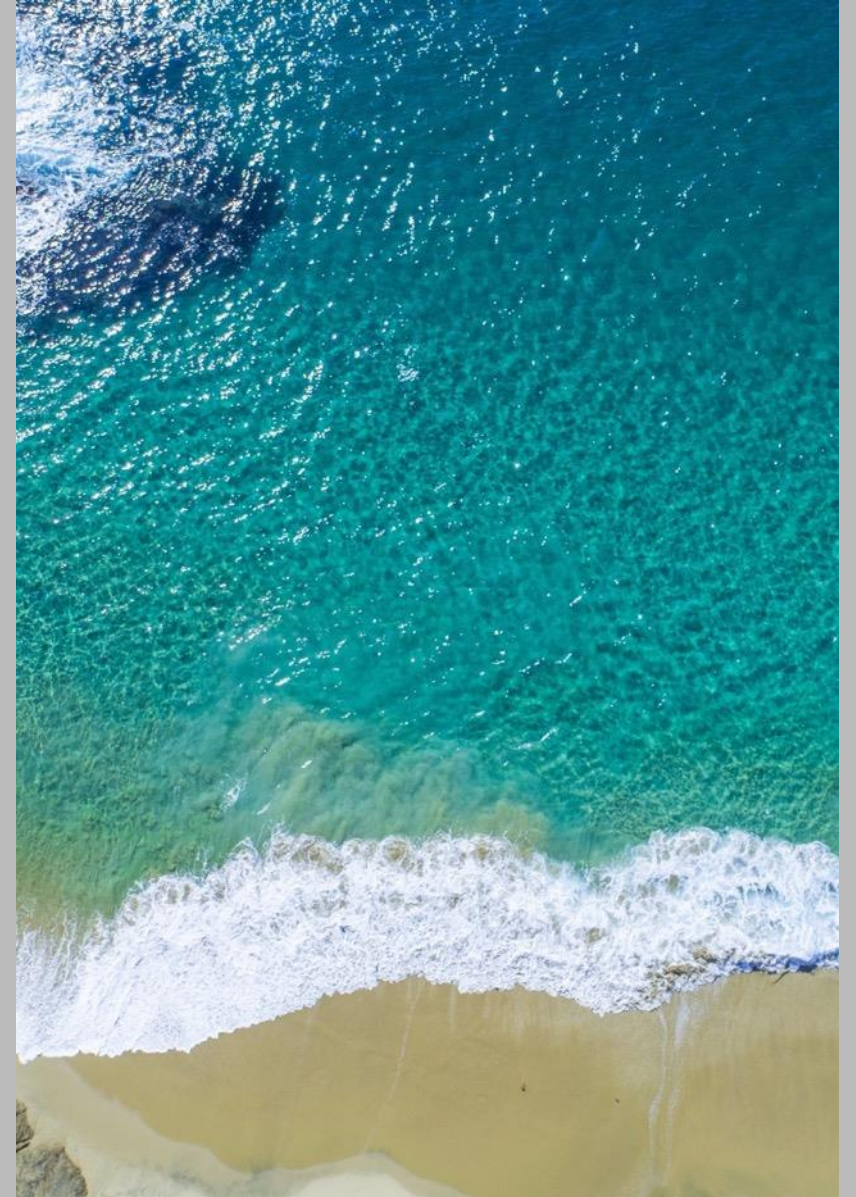
- As always, if the deal sounds too good to be true, it probably is.
- Be suspicious of pre-recorded sales messages.
- If someone is asking for upfront fees, it's likely a scam.
- They ask for personal information, especially information they should have on record

- There is a new potential scam which involves the consumer receiving official looking court papers.
- There is a supporting letter that claims that the consumer is eligible to compensation monies referred to in the court papers BUT ONLY AFTER a payment has been received from the consumer.
- Members should be extremely cautious if they receive such communications as we believe that this is a scam.
- We have passed this onto our Spanish lawyers who are currently looking into this matter

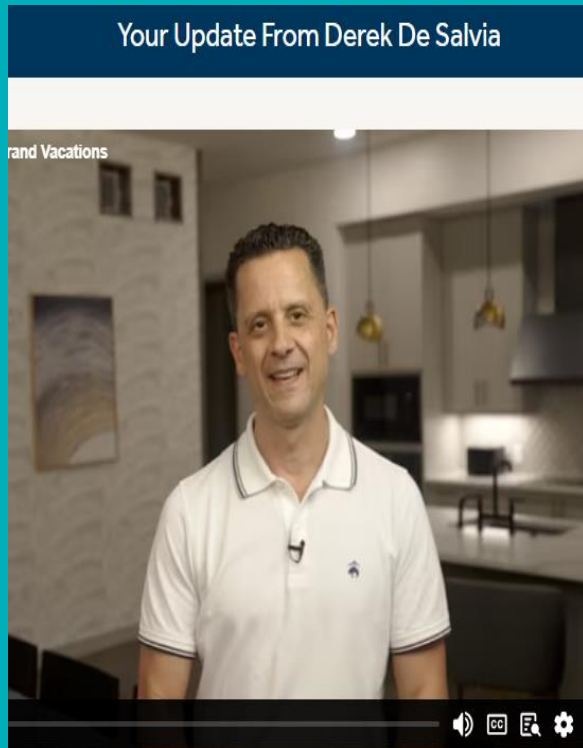
Access Requirements

4, 480 Reservations booked online with an accessibility flag
8, 567 Accessibility emails received

- We encourage members to let us know of any special requirements or any accessibility requests they might have prior to arriving at a resort.
- You can select to have your account flagged with details that you would like us to be aware of such as Wheelchair user, Limited mobility, hearing impaired prior to arrival.
- This can be recorded on your account through your accessibility profile or by telling a member of our team if booking via phone.
- To update your profile online, please visit [HGV.com](https://www.hgv.com), log in to the Member Area, select “Preferences”, then “Accessibility“. Select the preferences that you would like us to be aware of or that may make your in-resort experience more comfortable.



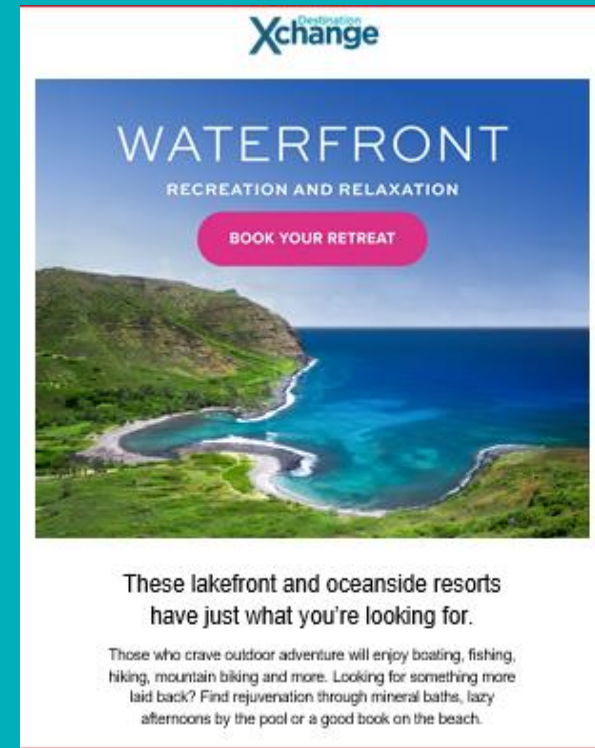
Member Communication



Letters from Derek



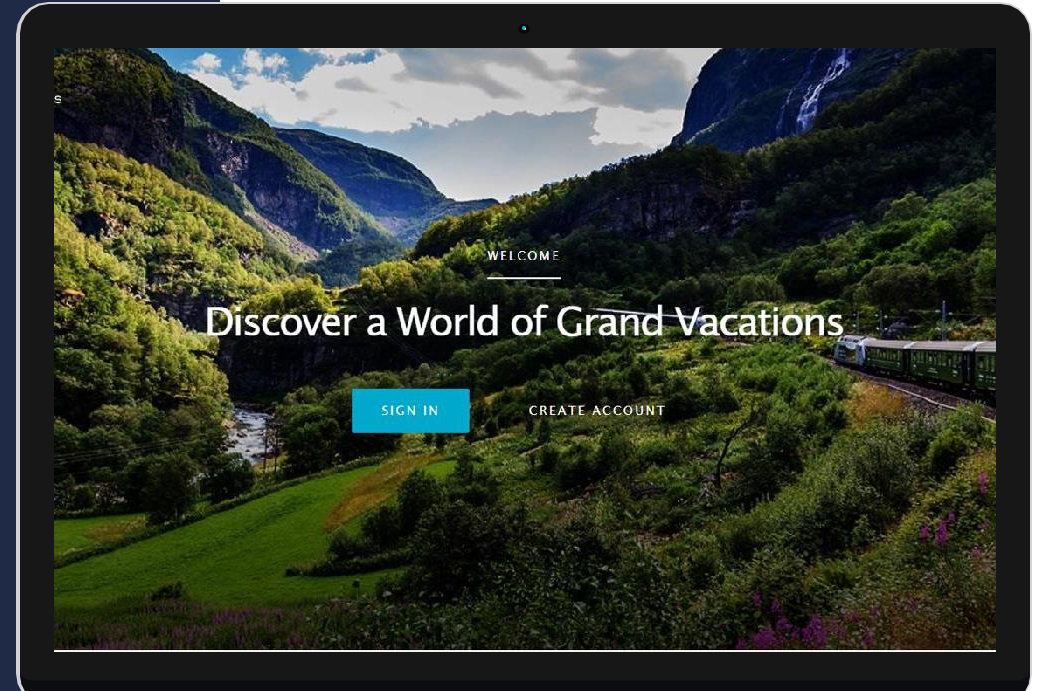
Club Traveler Newsletter



Emails

Unified Member Website

- **Launched in April 2024**
More than 75,000 Members logged in during the first 24 hours
- **Acts as a one-stop hub for all Members** to access ownership information, make maintenance fee payments, benefit details, membership documents, make reservations and more
- **Future enhancements include:**
 - Addition of new languages to the site: French, Spanish and Korean
 - Access to unified accounts via iOS and Android apps that will allow for easy access to upcoming reservations, booking-on-the-go capabilities and more



Contact The Club



The Club

Monday–Friday: 8 a.m.–6 p.m.
Saturdays: 9 a.m.–5 p.m.

The Club Member Services
0345 359 0005

Platinum

Monday–Saturday: 24 hours
Sundays: Closed

The Club Platinum Member Services
0800 358 7528



Chat **LIVE** with an agent right from your device.

To start exploring the chat function, log in to your Member website at **club.hiltongrandvacations.com**.

Chat directly with a Club Counselor using the website’s chat feature (during hours of operation) by selecting the chat icon in the lower right side of your screen.



Email The Club
Contact.Us@hgv.com

Thank you for listening. We look forward to helping you plan your next holiday!

hiltongrandvacations.com

Annual General Meeting

October 16, 2024

Club Inventory

Hilton
GRAND VACATIONS



Contents

- **Ownership by Club and HGV Developer**
- **Points Available, Saved, and Borrowed**
- **Inventory Usage and Occupancy**
- **Booking Trends**
- **Destination Xchange**
- **EU and Asia Partner Resorts**

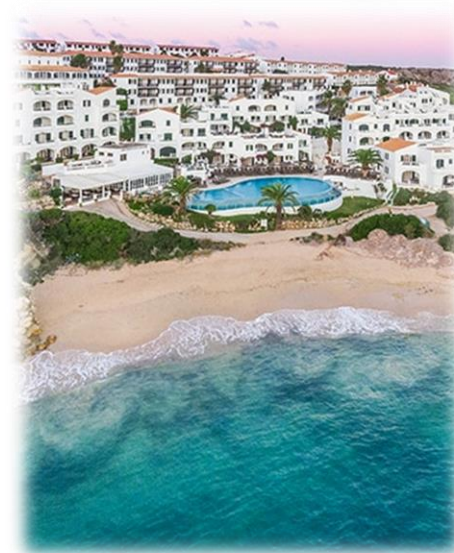


EU Collection – 2023 Use Year

as of July 31, 2024

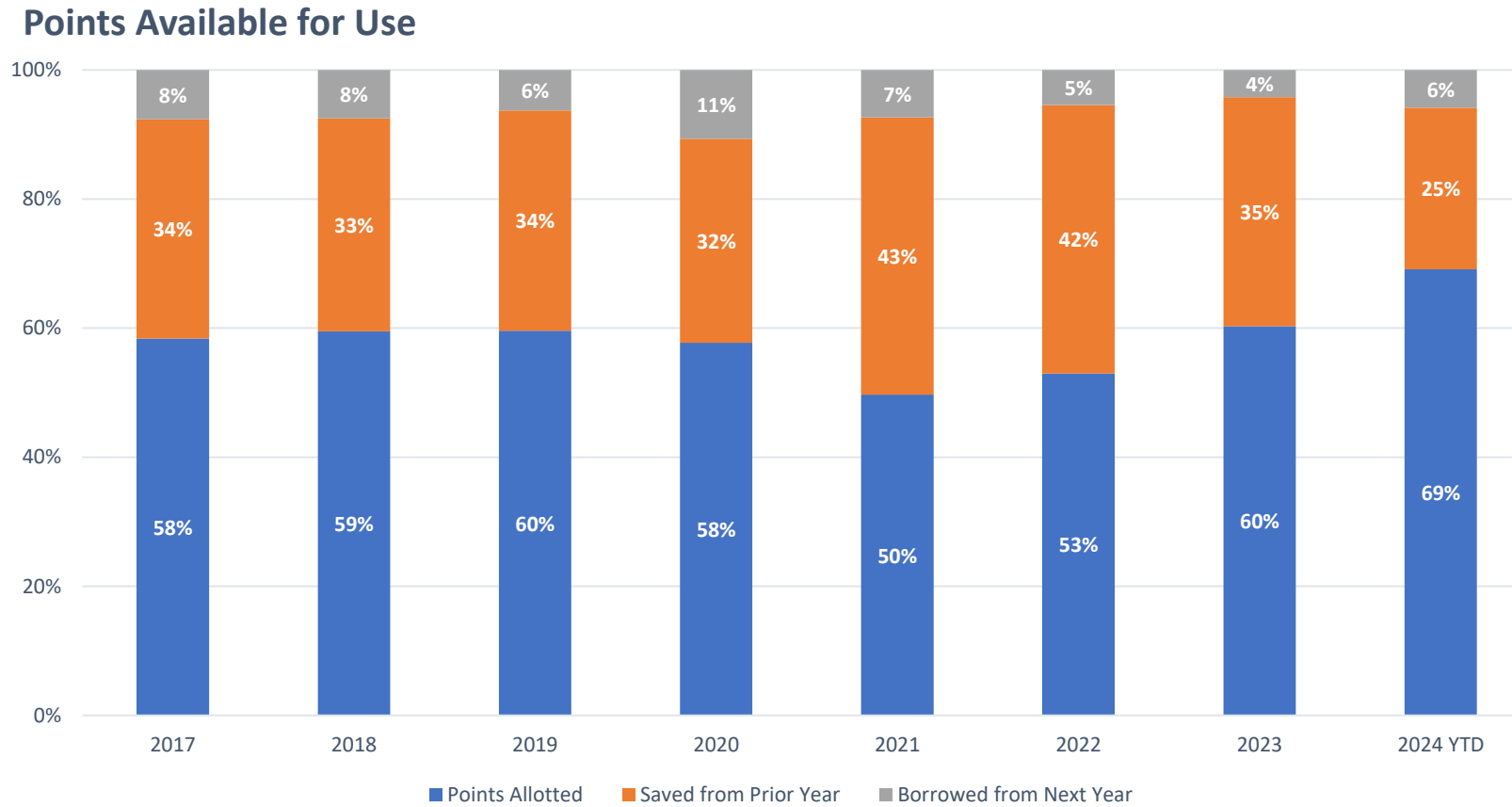


	EU Collection	Club Allocation	DREL Allocation
Weeks	79,119	41,656	37,463
Points	406,259,800	213,897,008	192,362,792
		53%	47%

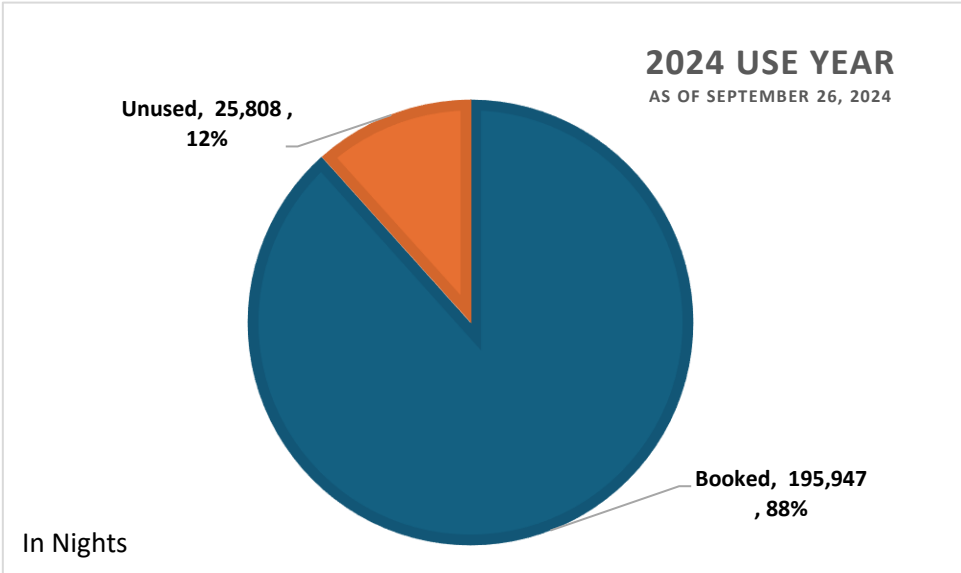
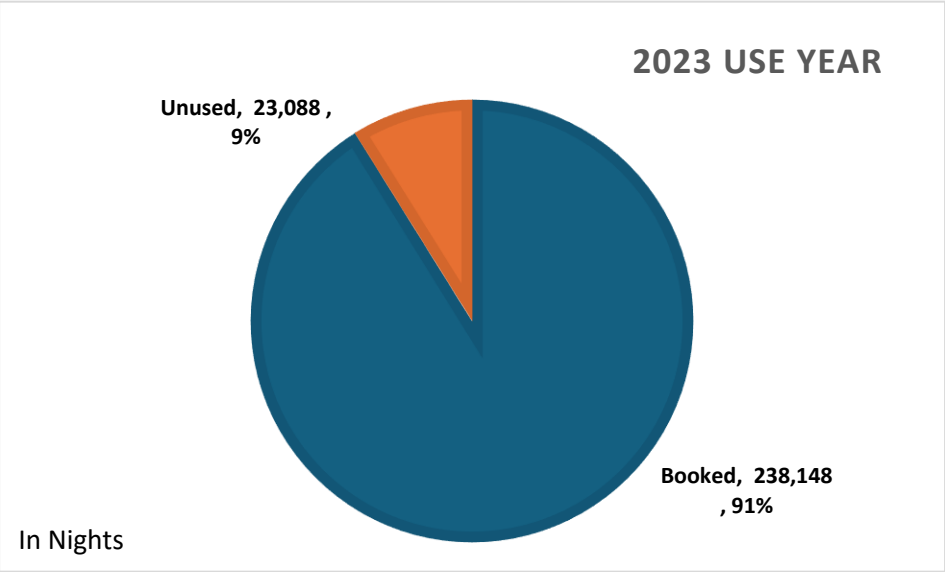


2017– 2024 Points Available for Use

as of September 26, 2024



2023-2024 Inventory Usage – EU Club all EU Properties



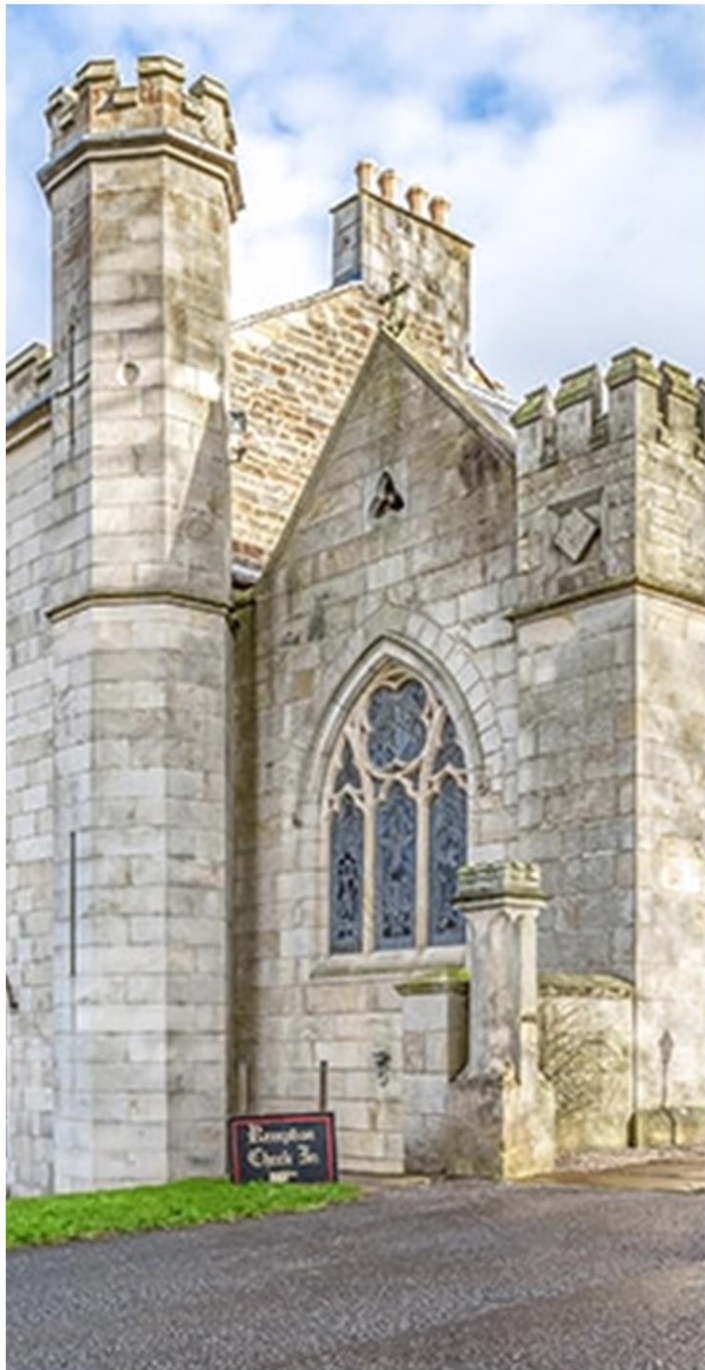
2023 Occupancy

- Overall: 89%
 - Managed: 91%
 - Non-Managed: 54%
- Resorts with less than 70%:
 - Palazzo Catalani / Soriano
 - Balkan Jewel
 - Diamond Suites on Malta
 - Gala Fjellgrend

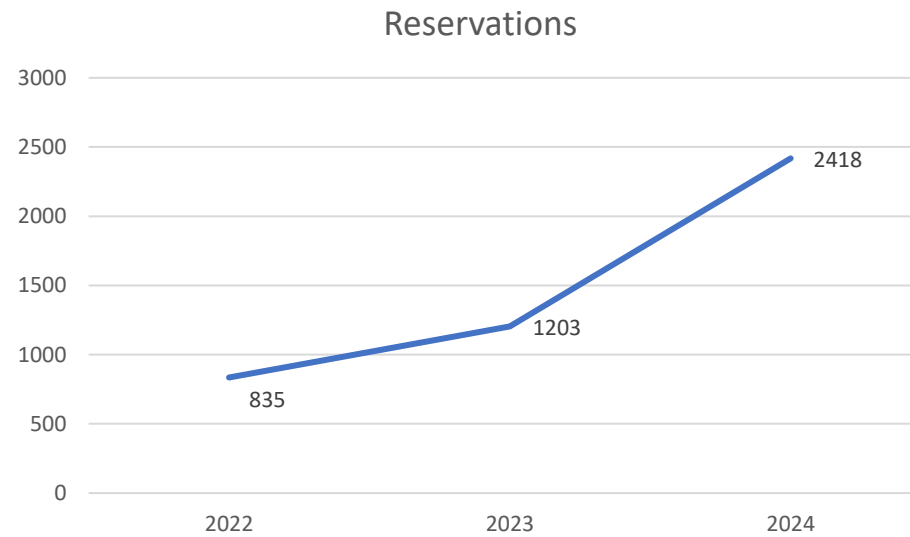
2024 Occupancy as of September 26, 2024

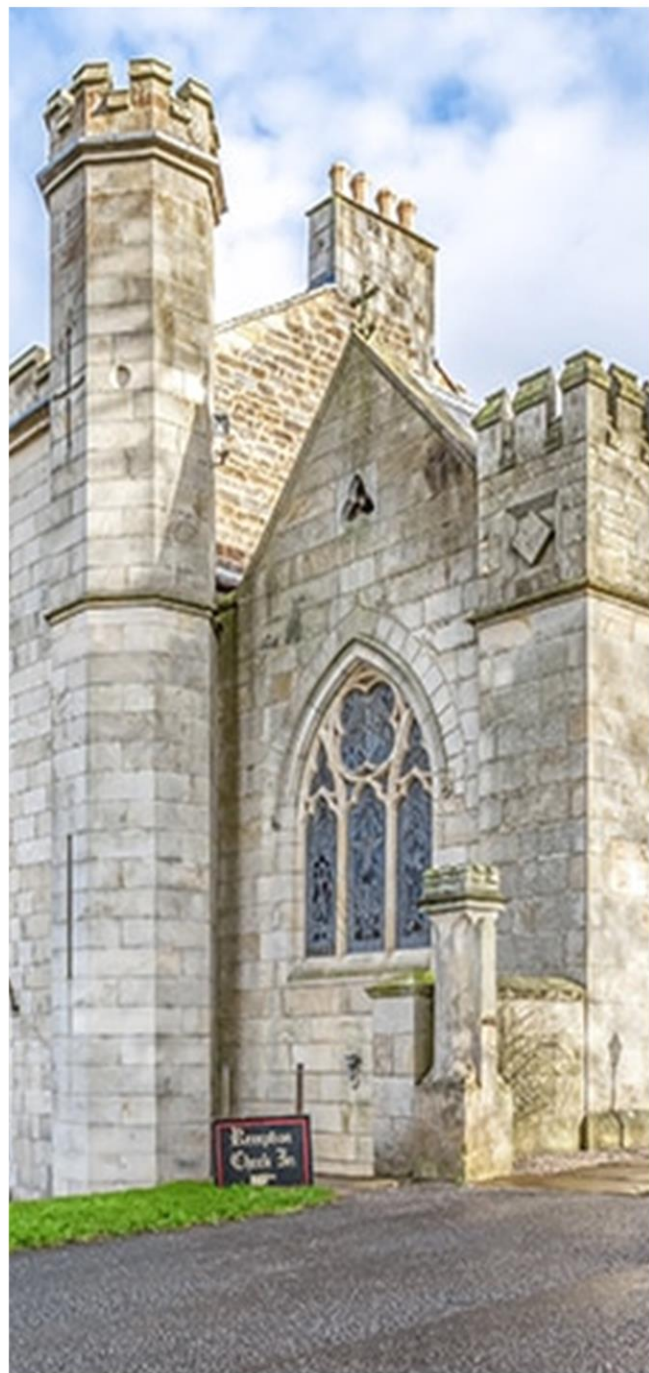
- Overall: 85%
 - Managed: 86%
 - Non-Managed: 58%
- Resorts with less than 70%:
 - Palazzo Catalani / Soriano
 - Alpine Club
 - Diamond Suites on Malta
 - Balkan Jewel
 - Gala Fjellgrend





EU Member DEX Reservations as of September 26, 2024





EU Member DEX Reservations by Region as of September 26, 2024

EU Member's DEX Reservations by Arrival Year as of September 26, 2024			
2023		2024	
Spain	305	Spain	1073
United Kingdom	264	United Kingdom	641
Other Countries	188	Other Countries	191
United States	147	United States	173
Portugal	132	Portugal	137
Italy	45	Italy	66
Thailand	39	Thailand	39
Finland	28	France	37
South Africa	28	South Africa	33
Austria	27	Germany	28
Total	1,203	Total	2,418
Grand Total: 3,803			

EU Collection Members Traveling in Europe

as of September 26, 2024

Region	2023	
	Points	Nights
Spain	52%	59%
England	29%	26%
Scotland	5%	4%
Portugal	3%	3%
France	3%	2%
Greece	3%	2%
Malta	2%	2%
Austria	1%	1%
Italy	1%	1%
Norway	0.2%	0.2%
Bulgaria	0.1%	0.1%
Grand Total	100%	100%

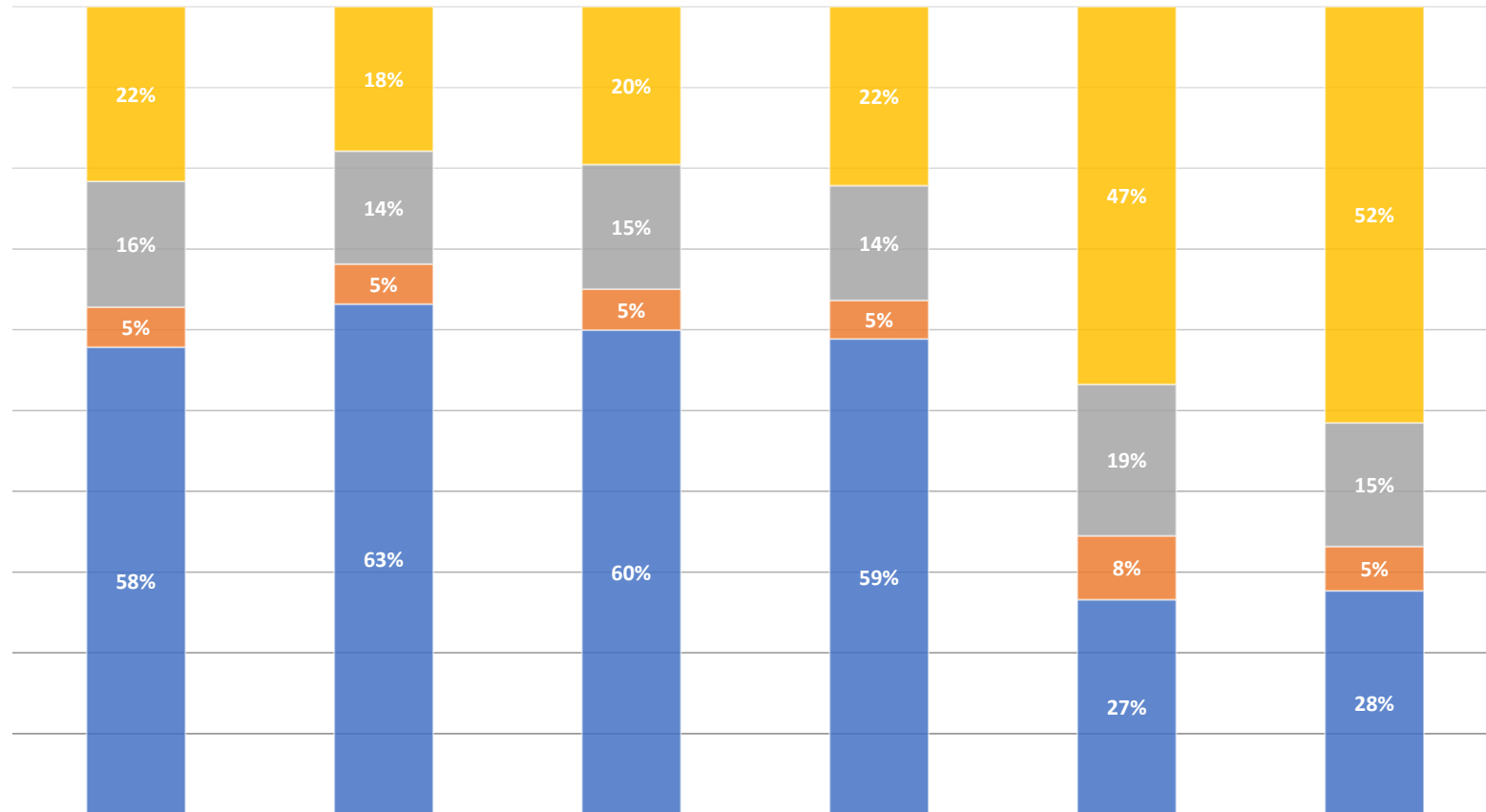
Region	2024	
	Points	Nights
Spain	54%	60%
England	27%	25%
Scotland	5%	4%
Portugal	4%	3%
Greece	3%	2%
France	3%	2%
Malta	2%	2%
Austria	1%	1%
Italy	1%	1%
Norway	0.2%	0.2%
Bulgaria	0.1%	0.1%
Grand Total	100%	100%



Booking Trends

as of September 26, 2024

2019-2024 EU Club Booked Days Out for reservations arriving in the use year



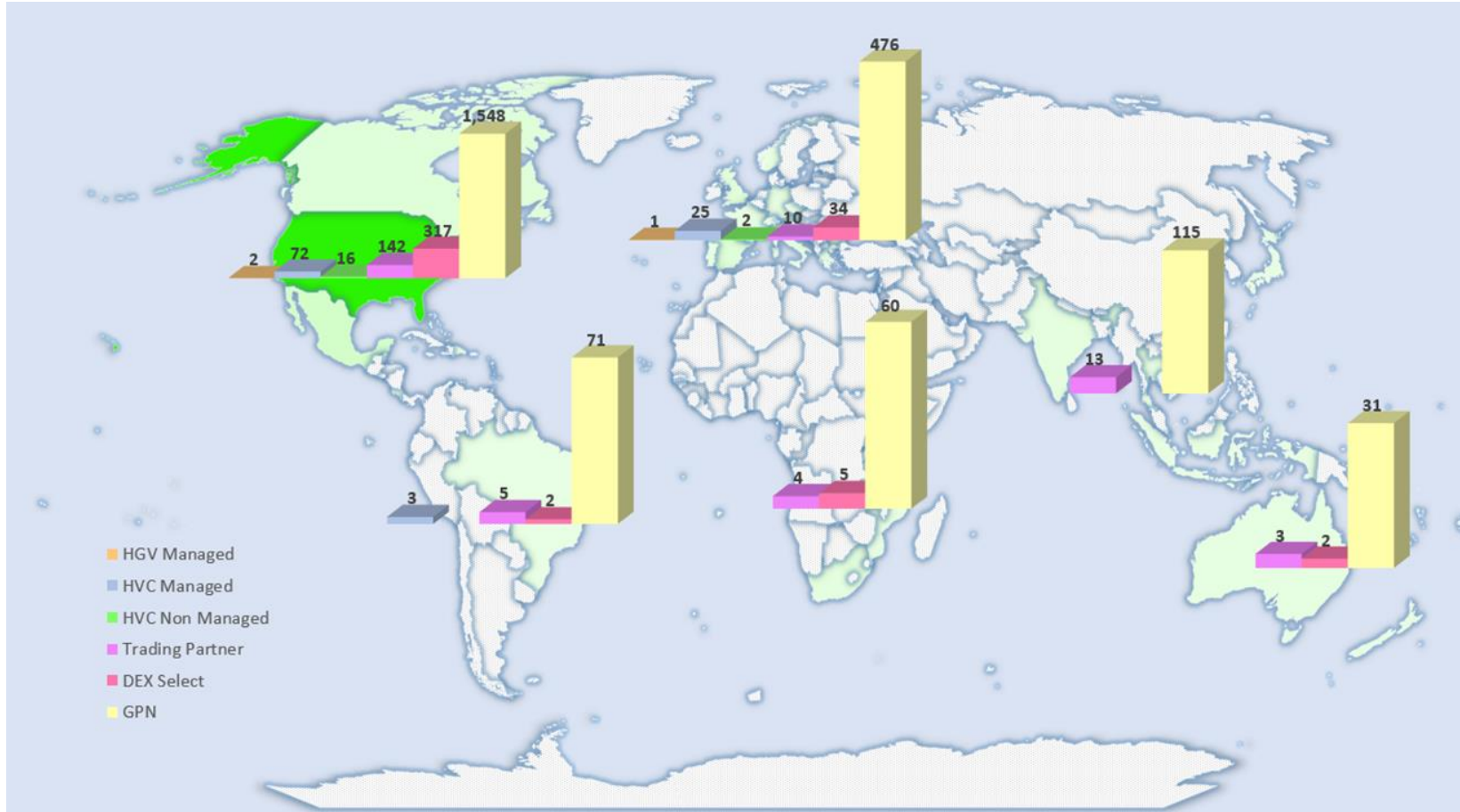
	2019	2020	2021	2022	2023	2024
181+	22%	18%	20%	22%	47%	52%
91-180	16%	14%	15%	14%	19%	15%
61-90	5%	5%	5%	5%	8%	5%
0-60	58%	63%	60%	59%	27%	28%

2019-2024 EU Club Stay Nights by Booked Days Out
for reservations arriving in the use year



Current DEX Inventory - Destination Exchange Properties

HGV Managed, HVC Managed, HVC Non-Managed, Trading Partners, and DEX Select



Country	Resorts	Country	Resorts	Country	Resorts	Country	Resorts	Country	Resorts	Country	Resorts	Country	Resorts
United States	1,729	Finland	30	Philippines	14	Germany	7	Guadeloupe	3	Ireland	1	Martinique	1
Mexico	180	Greece	24	Austria	13	Cayman Islands	6	Morocco	3	Trinidad and Tobago	1	United Arab Emirates	1
Spain	167	Turkey	18	U.S. Virgin Islands	12	Vietnam	6	New Zealand	3	Andorra	1	Sri Lanka	1
Canada	90	Indonesia	18	Costa Rica	12	Japan	6	Lebanon	2	Senegal	1	Israel	1
United Kingdom	86	Dominican Republic	17	Hungary	11	Jamaica	5	Fiji	2	Bermuda	1	Belgium	1
Italy	79	Thailand	16	Sweden	11	Colombia	4	Taiwan	2	Singapore	1	Bolivia	1
Portugal	60	Egypt	16	Sint Maarten	11	Denmark	4	Saint Lucia	2	Maldives	1	Panama	1
South Africa	47	Aruba	15	Switzerland	10	Netherlands Antilles	4	Uruguay	2	Bulgaria	1	Ethiopia	1
India	37	France	15	China	10	Puerto Rico	4	Caribbean Netherlands	2	Chile	1	Kenya	1
Brazil	36	Bahamas	14	Malta	9	Cyprus	4	Venezuela	2	Antigua and Barbuda	1		
Australia	31	Argentina	14	Malaysia	8	Barbados	4	Saint Martin	2	Belize	1	Total	2,959

Note: Includes resorts at which we had bookable inventory as of September 26, 2024.

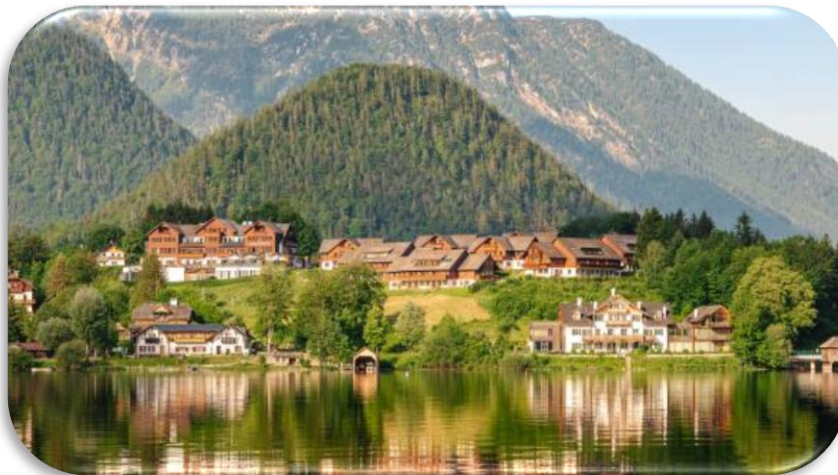
EU and Asia DEX Trading Partners as of July 31, 2023

Asia

Trading Partner	# of Resorts	Country	Inventory
Royal Resorts	2	India	Request Only
Royal Resorts	2	Indonesia	Allocation
Anantara Vacation Club	2	Indonesia	Allocation
Anantara Vacation Club	4	Thailand	Allocation
Royal Resorts	1	Thailand	Allocation



Anantara Vacation Club Legian Bali



Mondi Grundlsee, Austria

Europe

Trading Partner	# of Resorts	Country	Inventory
Mondi Holidays Easy Exchange	3	Austria	Allocation
Mondi Holidays Easy Exchange	1	Germany	Allocation
Anfi Vacation Club	5	Spain	Allocation



Las Palmas, Gran Canaria, Spain

Anfi Beach Club

WHERE FAMILY COMFORT MEETS TROPICAL ELEGANCE

Anfi Beach Club is set in mature secluded gardens of palm trees, cacti, waterfalls, exotic plants and flowers.

Fringing a white Caribbean beach, the Club is always popular with families and never fails to impress.

Family suites that are all light, spacious and decorated with ocean tones creating a synergy with the surrounding landscape beyond. All suites provide you with your home comforts for a totally relaxing holiday.





Las Palmas, Gran Canaria, Spain

Anfi Emerald

ENJOY THE FUTURE TODAY

Anfi Emerald Club boasts 119 luxury apartments and enjoys possibly the best views in Gran Canaria. The theme of the precious stone “Emerald” is reflected in the lush green gardens and tranquil nearby golf courses.

Innovative design, cutting edge fixtures and fittings combine with an elegant style. Open-plan contemporary design living spaces provide the perfect sanctuary for some well-deserved pampering.

Airy bedrooms lead out to large, tastefully furnished balconies – the perfect setting to witness the magical sunsets of the Tauro valley.



Thank You