



**European Collection
Annual General Meeting
3rd October 2023**

The Club® Update

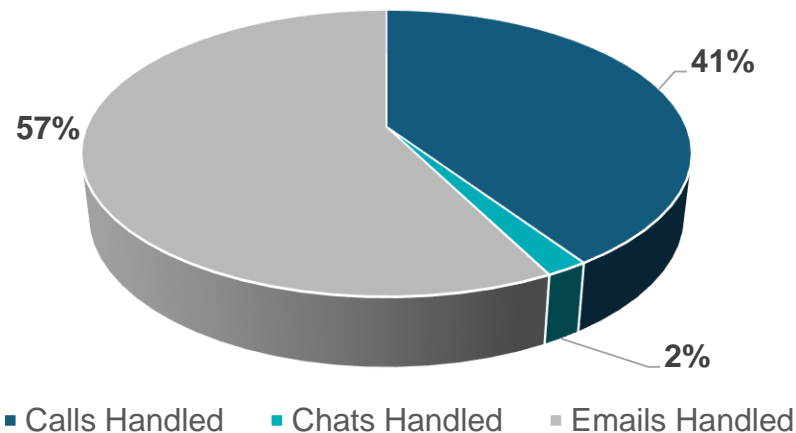
Hilton
GRAND VACATIONS

Call Center Service

During the period July 2022 to August 2023 the contact centre handled:

	Total
Answered Interactions	163,194
Calls Answered	46,508
Chats Handled	2,138
Emails Handled	65,812
Average Speed of Answer in Seconds	1:06
Reservations booked via website	86.3%
Reservations booked via Contact Centre	13.7%

Interactions Received



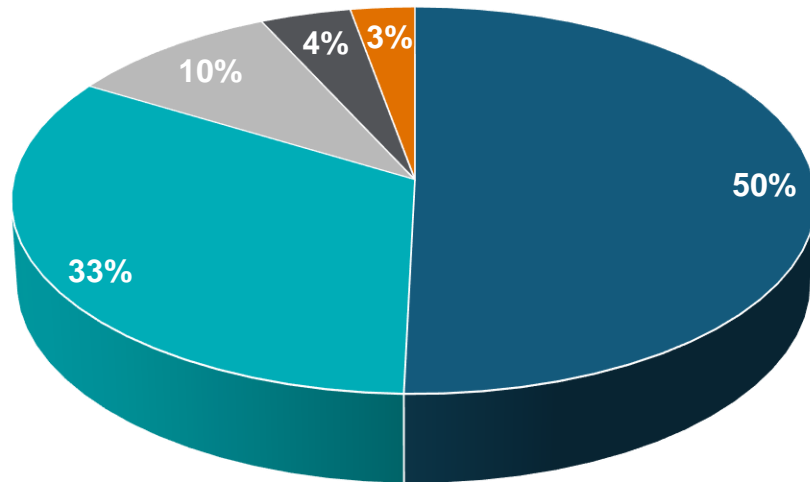
- Average speed of answer was 1:06 minutes vs 1:32 minutes last year however our average call length remains consistent at 9:44 minutes.
- The number of calls handled YOY decreased by **19%**
- The number of email interactions received YOY decreased by **24%** YOY.
- The number of chat interactions YOY increased by **27.3%**

Why Members called us?

July 2022 to August 2023

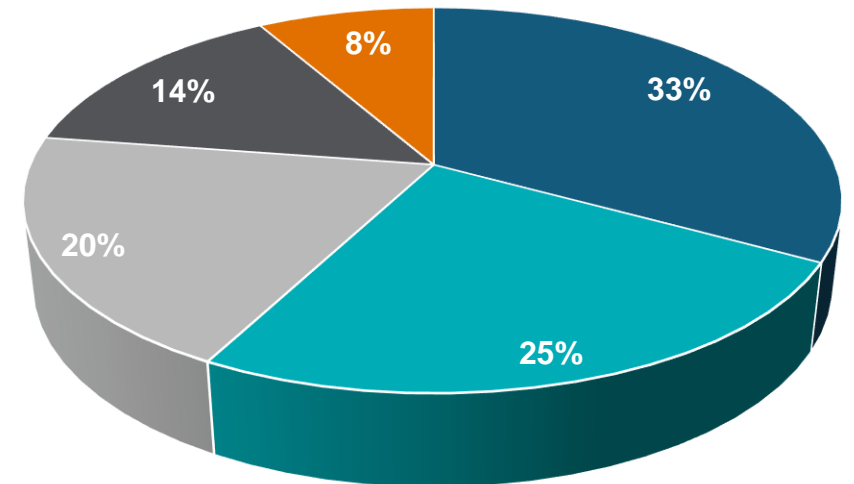
REASON FOR CONTACT - CALLS

- Reservation Enquiry/Booking
- Points/Account Management
- Payment Enquiries
- Member Benefits
- Contracts query



REASON FOR CONTACT - EMAILS

- Reservation Enquiry/Booking
- Points/Account Management
- Payment Enquiries
- Member Benefits
- Contracts query
- Accessibility Request/ query
- Membership / Owner Assistance



Member Services After Call Survey Results

Question 1: How you rate the Agent's willingness to help you?

Question 2: How would you rate the Agent's efficiency on the call?

Question 3: How was your overall satisfaction on the call?

Question 4: The team member I interacted with today was efficient in assisting me.

Question	2022	2023	Difference
1	89.9%	92.4%	2.5% ↑
2	87.5%	90.6%	3.1% ↑
3	82.6%	93.3%	10.7% ↑
4	88.9%	92.0%	3.1% ↑
TOTAL	87.25%	92.07%	4.82%

Increase in our service score of 4.82% vs 2022.

Exchange Activity

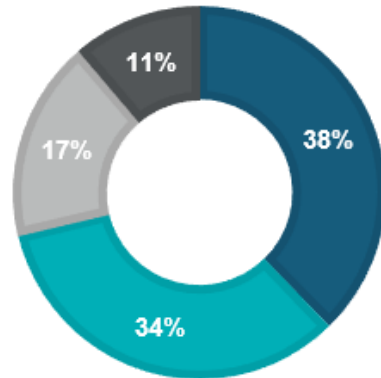
January 2023- August 2023

899 Total Destination Xchange® bookings

229 Total Interval International® bookings

DESTINATION EXCHANGE

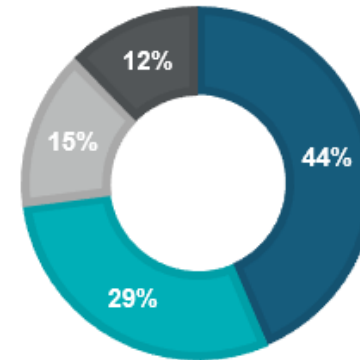
■ Standard ■ Silver ■ Gold ■ Platinum



899 Total Destination Xchange® bookings

INTERVAL INTERNATIONAL

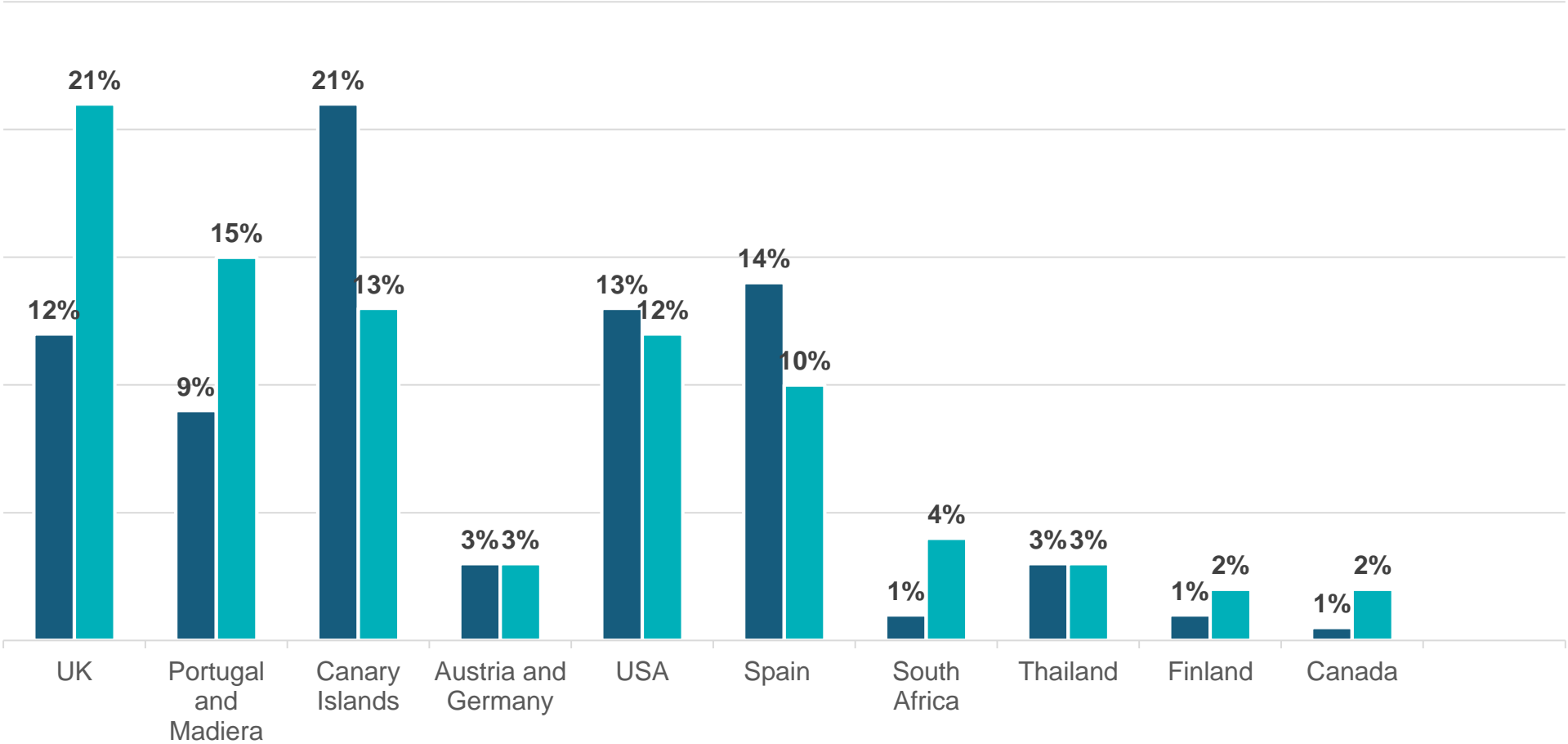
■ Standard ■ Silver ■ Gold ■ Platinum



Most popular Exchange Tier 2023: Tier 3
Most popular Exchange Tier 2022: Tier 3

DEX Destinations 2022 - 2023

2022 vs 2023



DRECL Additional Inventory Released – Spring 2023

Following an announcement earlier this year, the board of directors negotiated to use existing European Collection funds (that were held in the Reserve Funds), to make additional space available for use to Members at European managed resorts.

This equated to almost 10,500 nights of accommodation from May to December 2023 at EU resort locations.

The additional space was released in 3 batches, 13th March, 31st March & 27th April 2023.

- Released Inventory **10.465 Nights**
- Members have Booked **8.241 Nights (79%)**
- Reservations: **1,659**
- Still available: **57 Nights**

Most popular resorts:

Sunset Bay

Thurnham Hall

Cromer Country Club

Sahara Sunset



Member Benefits

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Member Benefits Usage

Most Used Member Benefit in 2022

- Travel Services 60%
- Dining Vouchers 11%
- Exclusive Homes 8%
- Fee Payments 8%
- Experience Days 7%
- Cruises 3%

Most Used Member Benefit in 2023

- Travel Services 51%
- Exclusive Homes 13%
- Fee Payments 12%
- Dining Vouchers 10%
- Cruises 7%
- Experience Days 3%

Cruises

Luxury Cruises

6th June 2024 – NCL Norwegian Getaway – 10 nights

- Departure Port: Southampton
- France, Spain, and Portugal
- Standard/ Silver Price per couple: £1,864 with 2,330 points
- Gold/ platinum Price per couple: £1,632 with 2,327 points

6th January, 2024 – Celebrity Apex – 12 nights

- Departure Port: Fort Lauderdale
- Honduras, Belize, and Grand Cayman
- Standard/ Silver Price per couple: £1,668 with 2080 points
- Gold/ platinum Price per couple: £1,458 with 2087 points

9th March 2024 – Azamara Pursuit – 7 nights

- Departure port- Gran Canaria
- Canaries & Portugal
- Standard/ Silver Price per couple: £2,044 with 2,550 points
- Gold/ platinum Price per couple: £1,788 with 2,553 points

18th May 2024 – Uniworld Splendors of Egypt and Nile- 11 nights – Grand Suite

- Departure Port: Cairo
- Egypt & The Nile
- Standard/ Silver Price per couple: £8926 with 11,160 points
- Gold/ platinum Price per couple £7,810 with 11,160 points

Cruise available using Luxury Cruises:



44+ cruise suppliers



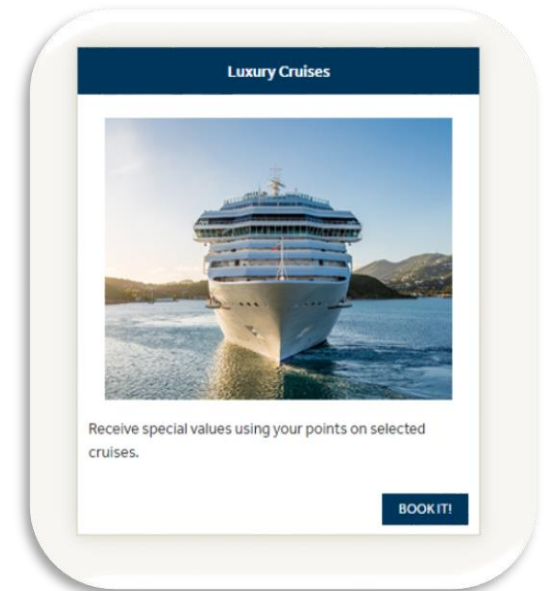
See how far your points can take you on Cruises all around the World!

For Gold and Platinum Members of THE Club®

- Apply points for up to 30% off your cruise purchase price and enjoy a redemption value of £0.30 per point.
- Receive the very best rates - GUARANTEED!**
- Price not inclusive of taxes and/or applicable fees

For Standard and Silver Members of THE Club®

- Apply points for up to 20% off your cruise purchase price and enjoy a redemption value of £0.20 per point.
- Receive the very best rates - GUARANTEED!*
- Price not inclusive of taxes and/or applicable fees
- Enjoy a fixed points value of £0.20 per point



Travel Services

Follow these steps to find more information along with full terms and conditions on your online account:

Oil Exchange	View Statements	Bool
My Benefits	Preferences	Bool
Money Matters	Save Points	Valu
Diamond Loyalty	Purchase Additional Collection Points	Feat
Diamond Luxury	Ownership Summary	Bool
Travel With Points	Air Miles	Find
Travel Advantages	Cruises	Bool
Club Experiences	Diamond Dining	Con
Home & Lifestyle	Recreation Passes	Rest
My Community	Resorts and Hotels	Loc
What's New!	Travel Services	Diar
Member Information		Il Ex

Locate "Travel Services" within the "My benefits" section and hover over to see all options then select Travel services

Points > Travel Services Contact Us

TRAVEL SERVICES

Your points will take you everywhere you want to go!

Fly away with THE Club[®] by booking flights to anywhere in the world, book hotel stays outside of our network, and more booked through Diamond Resorts travel services. Redeem your points within the member benefits redemption window for your membership level, and receive a for reimbursement.

How It Works:

- Book your travel through your preferred provider within the required booking windows as stated below
- 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
- E-mail a copy of your payment receipt to PointsforTravel@DiamondResorts.com. Please include the following with the e-mail
 - + Indicate number of points you would like redeemed
 - + Include your bank account number, sort code and name of bank account holder. If the bank account number is already on your account, please confirm of the last 4 digits

[Click To Read Important Information](#)

All information will then appear

Process Fee (Cruise Redemption):

- Valued Members: £60/€70
- Silver Members: £45/€55
- Gold Members: £35/€40
- Platinum Members: £0/€0

BOOK NOW



[Click To Read Important Information](#)

Scroll down and select the important information option to view full terms and conditions.

Luxury Selection®

Exclusively for Gold, & Platinum Members

Exclusive Homes

Offers a handpicked collection of private luxury Villas, resorts and boutique hotels exclusively for you. Available to book instantly with your points.

**Orient Cove
St Maarten**



**The Richards
Vancouver**



**Serenity
California**



**Saguaro
Arizona**



Non - Exclusive Homes

Offers an extended collection of Villas, resorts, homes and hotels to provide additional availability for you to book with your points.

South Carolina



Oregon



Arizona



Spain



Member Escorted Journey's

The Big Journey Company are experts in providing escorted group tours to amazing and breathtaking destinations across the globe.

New Zealand By Rail



Mar 2 - 15, 2024
Nov 2 - 15, 2024

New Zealand is well known as having some of the best scenery in the world. And what better way to explore it than by rail on three superb train journeys. Join us as we explore the highlights of New Zealand on this 14-day itinerary where we will also discover the sights, history and culture of the islands and visit the cities of Auckland, Wellington and Christchurch too.

Spectacular Serengeti Tanzania Safari



Feb 16 - 24, 2024

Tanzania's prolific wildlife and stunning scenery make it one of the most sought-after safari destinations. The Serengeti and Ngorongoro Crater are stars of the show and are rightly world famous as two of the best places on the planet to encounter 'the Big 5'.

Australia Extension to New Zealand by Rail



Mar 15 - 21, 2024
Nov 15 - 21, 2024

Enjoy time to visit Sydney's most recognizable landmarks such as the iconic Sydney Opera House, stroll along the picturesque Sydney Harbour Bridge, or relax at the stunning Bondi Beach. Enjoy a picnic breakfast whilst you explore the most profound, cultural and natural significance of the iconic monolith in Uluru National Park and learn about Australia's Aboriginal Heritage.

Enticing Northern Italy, Tuscany & Rome



May 23 - Jun 2, 2024

Our journey from Milan to Rome we will visit the classic cities of Verona, Venice, Bologna, Florence, Pisa and Lucca. See spectacular Lake Garda, experience the magnificent scenery of Tuscany, walk in the footsteps of Roman emperors, sample traditional food and wine, enjoy iconic buildings such as the Colosseum, St Mark's and the Leaning Tower of Pisa and visit some of the world's most famous museums that Italy has to offer.

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Club Events

Exclusively available to members of The Club®. opportunity for you to experience a Diamond resort with the quality you are accustomed to, while discovering the history and culture of the area and building friendships with fellow members from all over the world!



Experience Spain

Our Los Amigos Beach Club Resort on the region's Costa del Sol - Sunshine Coast - makes the perfect base from which to discover the best Andalusia has to offer. Experience the rich and distinct cultural heritage of Andalusia dating back 1000s of years. Explore the beautiful palace and fortress complex of the Alhambra, the very modern Picasso Museum and the spectacular scenery of Ronda. Explore charming local towns, traditional villages and historic homes in the company of an expert local guide, whose knowledge and understanding will bring these locations to life for you.

Experience Menorca

The charming Spanish island of Menorca, is one of Spain's Balearic islands, in the heart of the Mediterranean Sea. Historically, the Camí de Cavalls was created for military defense of the island, but more recently it has been developed into a hiking and biking path that is perfect for those who enjoy exploring at a leisurely pace. The total distance of the path is approximately 115 miles long. Over 6 days, we will cover 6 of its stages, covering the north and south of the island.

Experience France

On the Mediterranean coast of south-eastern France, you will find the French Riviera. Known locally as the Côte d'Azur - the Blue Coast - its villages and coves are the playground of the rich and famous. The towns are synonymous around the world with wealth, mega yachts, luxury and fast cars. The area is also famous for its beautiful scenery, rolling countryside, scenic beaches and of course, the blue skies and waters that gave the area its name.

Access and Special Requirements

We encourage members to let us know of any requirements they might have relating to accessibility or any special requirements you may have prior to arriving at a resort.







Members 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, Sight impaired etc).

This can be recorded on your account through your accessibility profile or by telling your reservationist if booking by phone or by completing the information as part of the online booking process.

To update your profile online, please visit HGV.com, log in to the Member Area, and select “Preferences” on the left menu, then “Accessibility“. Select the preferences that you would like us to be aware of or that may make your in resort experience more comfortable.

Overview	Username/Password	Contact Information	Payment Methods	Security	Interests	Accessibility
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Every effort will be made to accommodate accessibility needs of our members, and ensure adapted accommodations are reserved for those members who require alternative accommodations. Members requiring accessible accommodations are encouraged to make their reservations as far in advance as possible so that we can make every effort to secure availability.

-  **Hearing Impairment** or hearing loss that constitutes a full or partial decrease in the ability to detect or understand sounds.
-  **Partial Mobility Impairment** (either permanent or temporary) ranging from lower body impairments, requiring the use of canes, or walkers, to upper body impairments which may include limited or no use of the upper extremities and hands.
-  **Visual Impairment** or vision impairment that constitutes a significant limitation of visual capacity, ranging from partially sighted to total blindness.
-  **Wheelchair user** due to partial or full mobility impairment.
-  **Pre-Existing Medical Condition** that may require emergency medical attention.
-  **Uses Service Dog** due to partial or full mobility impairment.

[Update Accessibility Profile](#)

Email: AccessRequirementsEurope@hgv.com

Phone: 0345 359 0009

European Travel Information & Authorisation System - ETIAS

Important Travel Update:

Beginning May 2024, travellers to Europe will be required to obtain an EU Travel Information & Authorization System (ETIAS) visa before being allowed entry into selected European countries.

For more information on the ETIAS visa, including a list of participating countries, please visit traveurope.europa.eu/etias_en.



Protect yourself from Timeshare Fraud

Tips to Identify an Exit Company 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.



European Residents

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

The Club Members: my.hgv.com/fraudalert

Protect yourself from Timeshare Fraud

Types of Timeshare Fraud Communications

Learn about the common ways scammers may contact you

Watch out for these four types of fraudulent communications often used by scammers to take advantage of timeshare Owners:



Pop-Up Ads

Fraudulent timeshare exit companies will mask scams through pop-up ads that look like they're from Hilton Grand Vacations or Diamond Resorts. These ads appear on your device and feature a "best price" offer that you can only purchase through the advertisement and will not take you to the official HGV or Diamond Resorts website(s). **Remember:** If the offer seems to good to be true, then it probably is.



Phone Calls

Phone call scams can be delivered via a recorded message or through a live agent. During the call, if a live agent becomes unprofessional, impatient or defensive, or they start to pressure you to rent or sell your timeshare, it's likely a scam. Never confirm or provide any personal information during these calls. Take down additional details about the caller and report your incident to the authorities.



Emails

Phishing emails offering to sell or transfer your ownership will come from fraudulent companies. These emails could include the HGV or Diamond Resorts logo, and the name or title of an existing Team Member. In the email, they may also promise to sell your timeshare within a certain amount of time. If you receive this type of email, confirm that the email address comes from @hgv.com or @hgv.com. If not, then it's a phishing email.



Letters And Postcards

Look out for letters or postcards that offer to sell or rent your timeshare. Some of these documents may contain HGV, Diamond Resorts or Hilton-branded letterheads and other official-looking information. Read the document carefully. Fraudulent documents often contain inconsistencies and grammatical errors. If you determine the communication is fraudulent, do not engage. Instead, report the incident to the proper authorities.

We want to help you stay safe from third-party exit company scams.

For more information, visit my.hgv.com/fraudalert.

Protect Yourself From Fraud

Tips to help you avoid a potential exit company scam



If The Offer Is Too Good To Be True, It Probably Is

Be cautious when receiving unsolicited communications offering to sell, rent or advertise your timeshare; eliminate your maintenance fees; transfer ownership or cancel your contract. When in doubt, don't engage.



Be Suspicious Of Pre-Recorded Sales Messages

All promotional calls should come from a live agent. If you're receiving a pre-recorded message, it's most likely from a scammer who has acquired information from a third party. You should avoid interaction.



If Someone Is Asking For Upfront Fees, It's Likely A Scam

Many scams will collect fees to sell, rent or advertise your timeshare exchange benefits. They may also claim you'll make a profit or that this will get you out of your timeshare. This is a big red flag indicating a scam.



Avoid Giving Out Personal Information

If you speak with someone on the phone, do not provide any personal information, but do jot down the caller's name, the company, phone number to call back, website and offer details.

We want to help you stay safe from third-party exit company scams.

For more information, visit my.hgv.com/fraudalert.

Communications



CLUB
TRAVELER
ISSUE 2, 2023

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IN THIS ISSUE



Searching for Thrills

Visit these theme parks for a family-friendly vacation.

[Read More](#)



Postcard From Oahu

See the vibrant Hawaiian island of Oahu, from beaches to jungles.

[Read More](#)



Long Live Summer

Whether you're looking for a relaxing beach retreat or an action-packed vacation, find it all in South Florida and Hawaii, no matter what time of year.

What's New

Maui Points Donation Update 22 days ago · News

Thank you for the overwhelming amount of support for our Maui relief efforts and for allowing Hilton Grand Vacations to have a significant and meaningful impact on the Maui community. To date, our generous points donations, but you can still donate through the HOV. [Read More](#)

A MESSAGE FROM DEREK DE SALVIA 22 days ago · News

In his latest video, Chief Customer Officer Derek De Salvia and Kevin Speidel, senior vice president of Resort Operations, dive right in to talk about HOV's rebranding efforts, exciting new partnerships, and more.

New Timeshare Fraud Education Video 29 days ago · News

It's important to recognize the various types of fraudulent timeshare schemes targeting timeshare Owners. That's why — HOV has launched a new timeshare fraud education video that offers examples of...

Your Summer Club Traveller Newsletter is Now Live! 66 days ago · Benefits

In this issue, read the latest updates from The Club, get tips on how to maximize your Loyalty Benefits program, find upcoming Global Club Events itineraries to book, exciting activities happening near our resorts...

Customer Timeshare Fraud Alert 94 days ago · News

Be aware of communications, including calls, emails and letters, from a company called the European Debt Recovery Service, falsely claiming to be working with Hilton Grand Vacations or Diamond Resorts to obtain money from Members. These communications are neither from HOV nor Diamond, and are not affiliated with HOV. Exercise caution against any engagement. If you think you've been contacted, [Read More](#)

Important Update From The EU Collection Board of Directors 141 days ago · News

Dear Member,

Keeping you updated on the most important news is a priority for us. This is why your EU Collection Board of Directors is always keen to improve communication with our Members.

Following both the recent Board of Directors Meeting and Resort Member Representatives Meeting, your board has written an update on several important Collection matters.

Your Update From Derek De Salvia



In my latest video, I have the honor of sitting down with Kevin Speidel, Hilton Grand Vacations' senior vice president of Resort Operations.

We dive right in to talk about HGV's ongoing rebranding efforts for legacy Diamond and Embarc properties, exciting new partnerships, major golf course renovations at Mystic Dunes and the recent launch of our new Member Appreciation initiative worldwide.

As always, you can stay informed with the latest HGV and membership updates in your Club Traveller newsletter and on your Member website's news section. Until then, happy journeys ahead!

Derek De Salvia

Executive Vice President & Chief Customer Officer
Hilton Grand Vacations



Thank You for listening

Hilton
GRAND VACATIONS