

- **Topic:** Fall 2022 General Update from HGV to EU Collection Members and Owners
- **FAQs Audience:** For use with Members of The Club and Owners in the EU Collection
- **Last Updated:** October 24, 2022

Frequently Asked Questions

Is HGV making changes to our membership?

No. Your current membership will continue to exist, and you'll continue to access the benefits and properties associated with your membership, as noted in your EU Collection and The Club documents.

What plans does HGV have for resorts in the EU Collection?

HGV is currently reviewing the rebranding initiative for properties in the EU Collection. This will be a multi-year process that will provide a more uniform experience at our properties for Owners and Members. Though not all properties will be rebranded, they will continue to be managed by an HGV entity. Once we know a timeline for rebranding our European properties, we will communicate that to you via email, The Club website and the EU Collection association.

When will European resorts be rebranded?

Rebranding efforts are currently underway at HGV's North American properties and attention will then turn to our European resorts. The rebranding initiative is a multi-year process that will provide a more uniform experience at our properties for Owners and Members. Though not all properties will be rebranded, they will continue to be managed by an HGV entity. Once we know a timeline for rebranding our European properties, we will communicate that to you via email, The Club website and the EU Collection association.

What has HGV done for Members of The Club and Legacy Owners since it acquired Diamond Resorts?

In 2022, HGV began a large-scale, multi-year rebranding initiative of certain Diamond properties to elevate them to the HGV brand standard and provide a uniform experience for our Owners and Members. By the end of 2022, 20 properties will have been rebranded. In April of this year, HGV Max was launched, providing Members who are part of this program with access to more properties and discounts across the Hilton portfolio of hotels and resorts. We are currently reviewing how to make HGV Max available to our EU Collection Members of The Club and will keep you updated via electronic communications. We also launched *Club Traveller*, a quarterly publication for EU Collection Members of The Club that provides updates and information on HGV and their membership in The Club.

What has HGV done for Diamond Team Members since the acquisition?

Since acquiring Diamond Resorts in August 2021, HGV has worked diligently to bring together two corporate cultures to better align our teams and processes. We have integrated a post-departure survey that provides consistent HGV benchmarks to all Team Members, implemented a recognition platform that

allows Team Members worldwide to recognise each other and conducted an employee satisfaction survey with results that demonstrate our success and support our goal of OneHGV.

If a resort is not rebranded, will HGV continue to manage it?

Yes. HGV will continue to manage European properties that are not rebranded. In the event that changes, we will share news with you via a future electronic communication.

Am I able to stay at an HGV Club property? When will this be available to me?

We are currently reviewing how to make HGV Max, our membership program within The Club that provides access to resorts affiliated with HGV Club, available to EU Collection Members of The Club. As the program evolves, we will keep you updated via email and The Club website.

I joined Diamond Resorts. Will HGV be removing references to Diamond, and what should I expect as a Member of The Club or Owner in the EU Collection?

We understand that transitions can be unsettling and that Members of The Club and Owners may feel uncertain about their future with HGV. Your current membership will continue to exist, and you'll continue to access the benefits and properties associated with your membership, as noted in your EU Collection and The Club documents. While the rebranding initiative is a multi-year process, please know that HGV is committed to its Members and Owners. We will continue to communicate changes with you via email, The Club website the EU Collection association.