

# The Club

**Nicola Dow**

Club & Owner Services

**Hilton**  
GRAND VACATIONS



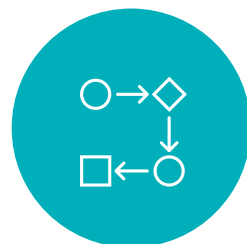
# Call Centre Service

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

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

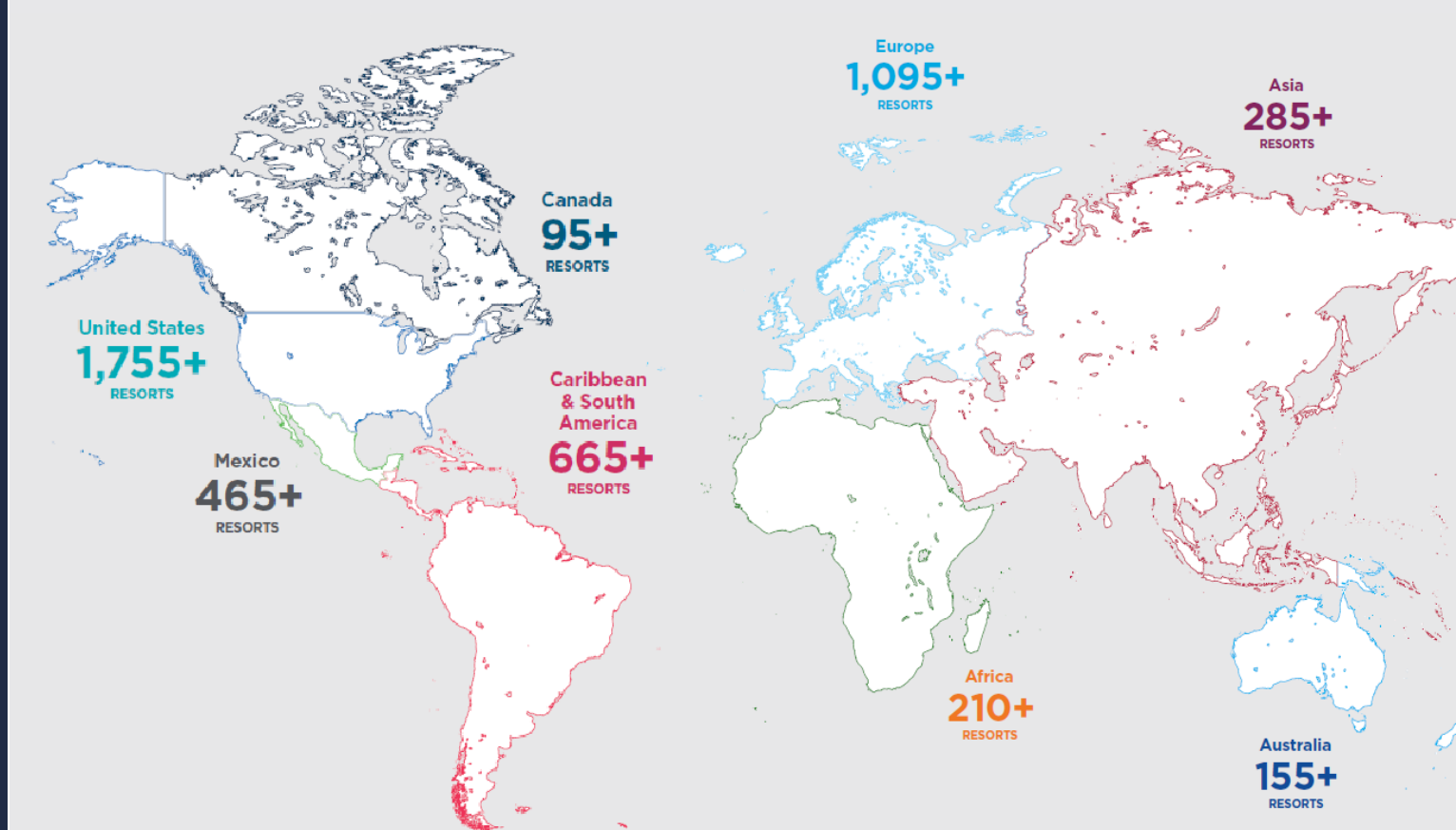
**Increase in survey score YOY of 4.8 %**

# 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) <sup>1</sup>	£155/€175	£145/€165	£135/€155	£125/€145
Standard Exchange Fee (Online) <sup>1</sup>	£145/€165	£135/€155	£125/€145	£115/€135

# 2024 Save Points Deadlines

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



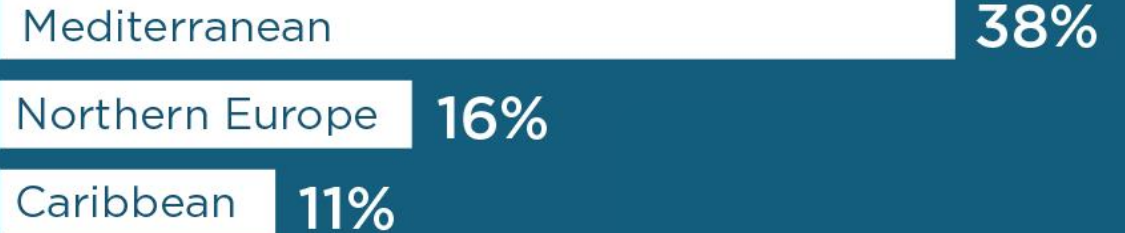
## Most popular cruise lines booked by Members



## 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](mailto: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

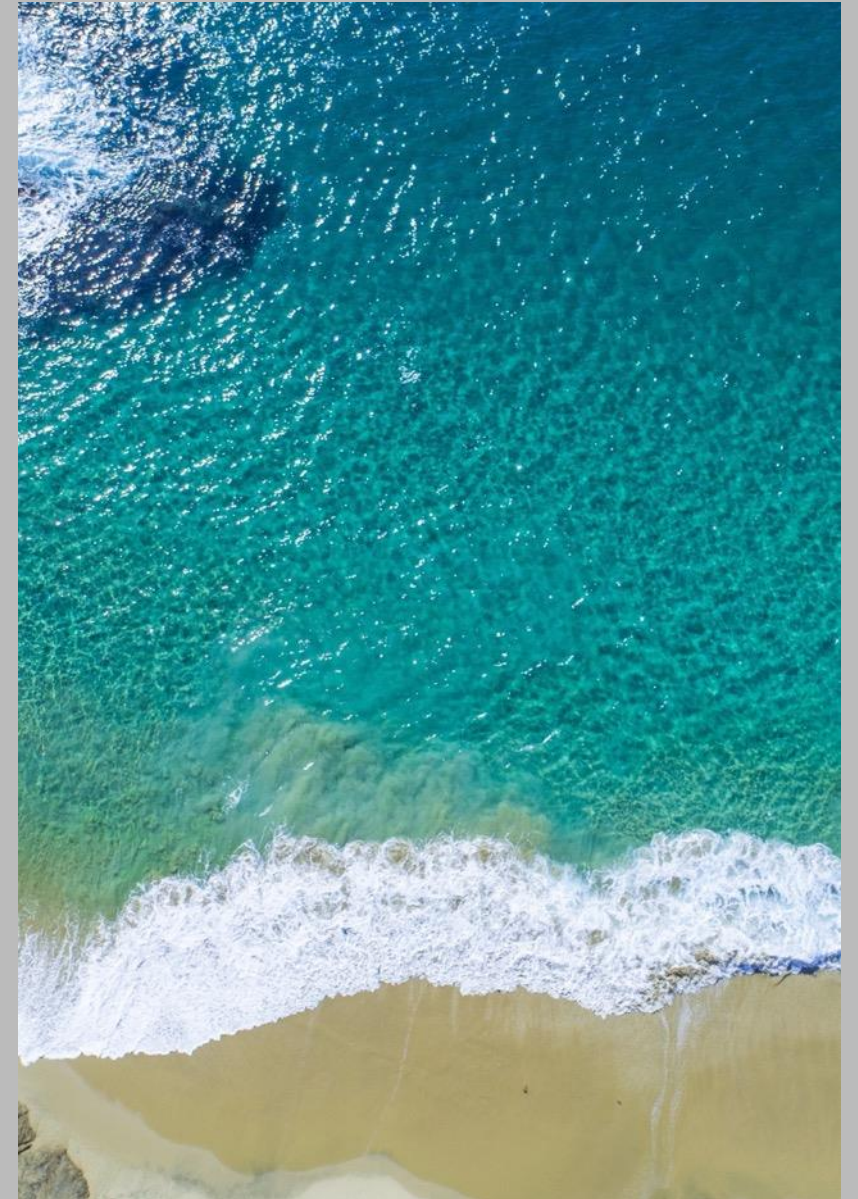
- There is a new potential scam which involves the consumer receiving official looking court papers.
- There is a supporting letter that claims that the consumer is eligible to compensation monies referred to in the court papers BUT ONLY AFTER a payment has been received from the consumer.
- Members 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

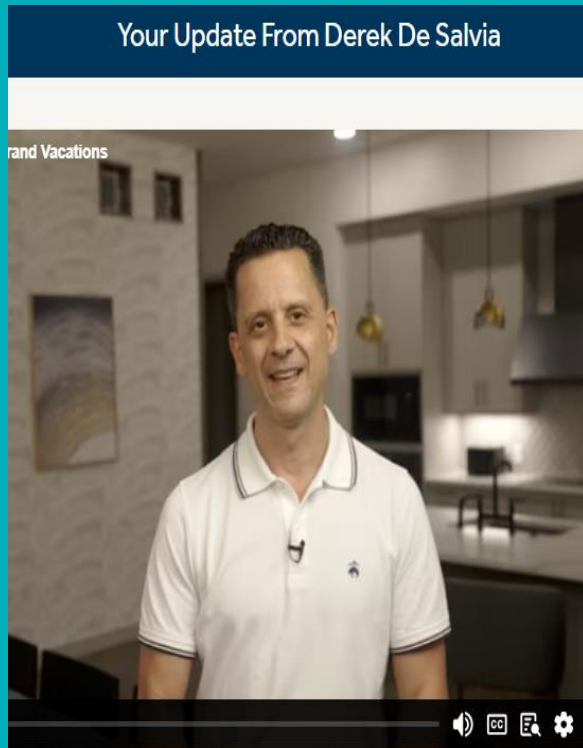
**4, 480 Reservations booked online with an accessibility flag**  
**8, 567 Accessibility emails received**

- 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.





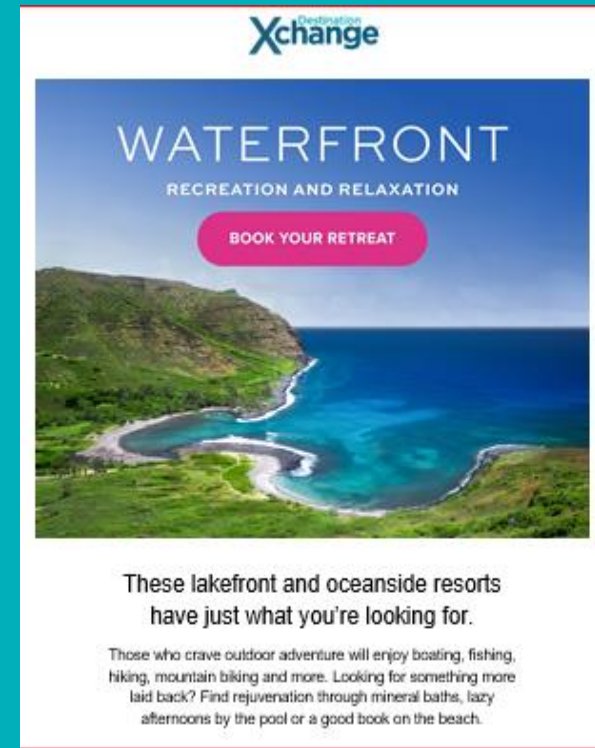
# Member Communication



Letters from Derek



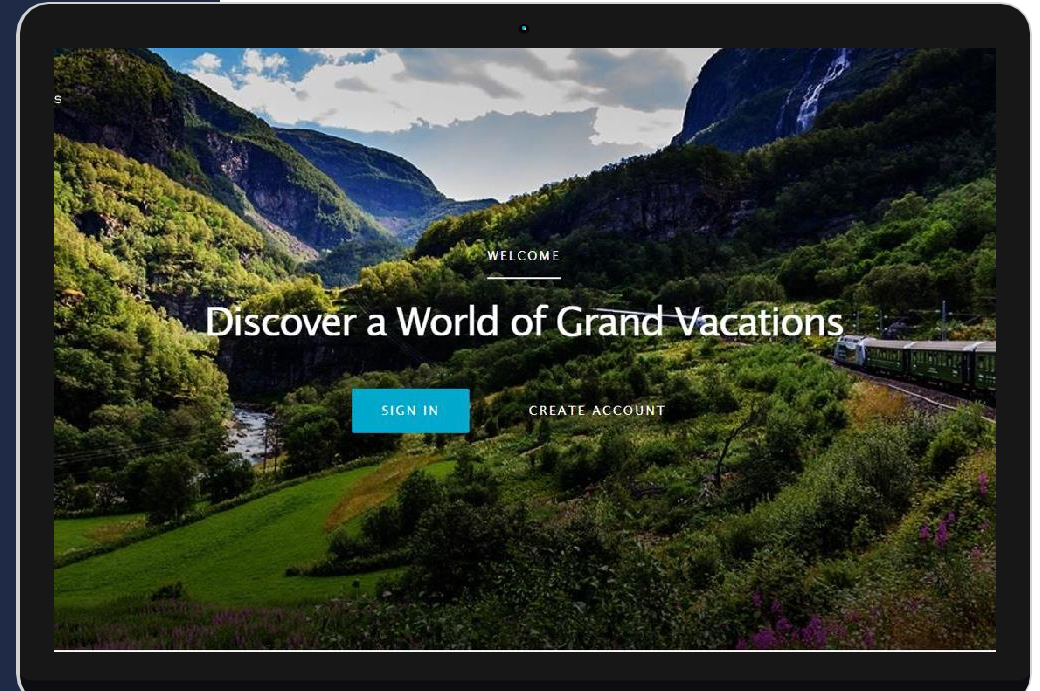
Club Traveler Newsletter



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](https://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](mailto:Contact.Us@hgv.com)**



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

[hiltongrandvacations.com](https://hiltongrandvacations.com)