

The Club Update

Agenda

01	Member Services
02	Destination Xchange
03	Updates
04	Member Benefits
05	Member site updates and mobile app

Call Centre Service

During the period 1st October 2025 to 30th September 2026 the contact centre handled:

Answered Interactions	52,324
Calls Answered	34,200
Chats Handled	602
Emails Handled	17,522
Average Speed of Answer in Seconds	00:32
Reservations booked via website	78%
Reservations booked via Contact Centre	22%

Average speed of answer is consistent with 2025 at 32 seconds.

Our average call length has decreased from 11:21 minutes to 10:52 minutes

The number of calls handled decreased by 9% YOY

Chat interactions decreased by 33% .

Emails handled decreased by 37%.

22% of reservations booked via the contact centre and 78% via website vs previous year 19% via the contact centre and 81% via the website.

Member Services

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

2025	2026 YTD
98.29%	**98.11%**
97.31%	**98.60%**
96.14%	**97.96%**
98.25%	**97.30%**
97.50%	**98.11%**

34% Decrease in surveys YOY
Increase in survey score YOY of 0.36% 2024- 2025 and 0.61% 2025-2026

Destination Xchange





Destination Xchange

5-Year Advantage Xchange

- Deposit your The Club Points
- Deposited Points are converted into a Tier Credit.
- Up to 24 month booking window
- By use of Tier Credits.

Instant Xchange

- Book instantly
- Up to 24 months in advance.
- Use all or a portion of your Points

Travel Flexibility

- Protect your Points if you need to cancel with the DEX Protection Plan.

How It Works

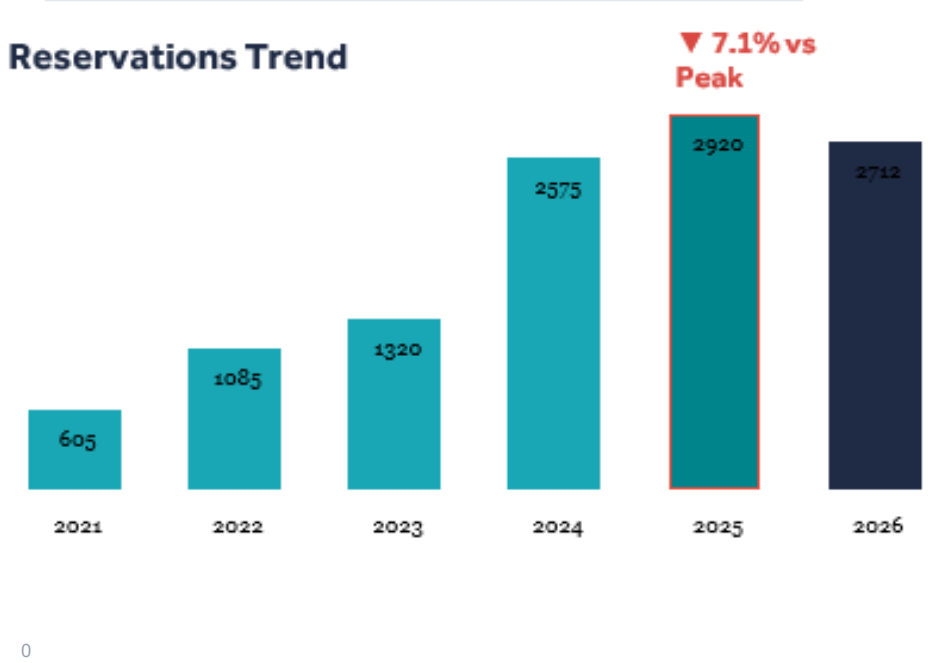
- Each 7-night resort stay has a Points value and an equivalent Tier assigned to it.
- Tiers are designated 1 through 6
- Opportunity to upgrade a Tier Credit at time of booking

Destination Xchange

11,217
Total Reservations
2021-2026

2,920
Peak Year
2025

63%
Spain + UK
Share



Note: 2026 figures are year-to-date and are not directly comparable with full-year 2025.

Exchanges Into EU Managed Resorts

EU Member exchanges only

2025

1,570

EU MEMBER EXCHANGES

INTO EU MANAGED RESORTS

2026 YTD

806

EU MEMBER EXCHANGES

INTO EU MANAGED RESORTS

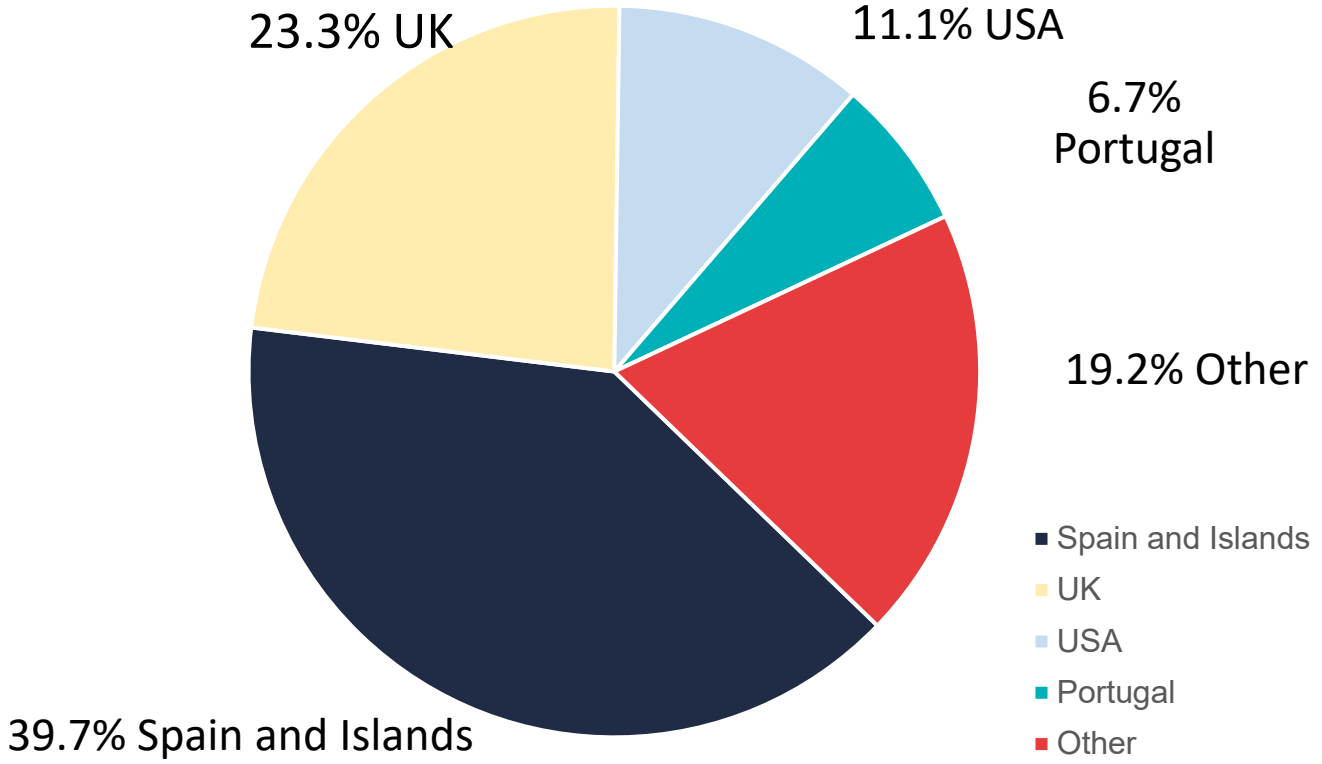
Destination Xchange

Deposits vs's Instant Xchange 2025 vs. 2026

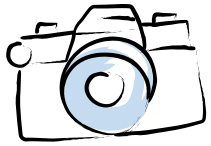


Note: 2026 figures are year-to-date and are not directly comparable with full-year 2025.

Destination Xchange Destinations

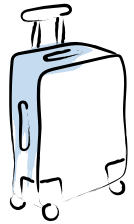


Destination Xchange



Expiring DEX deposits

There are still a large amount of DEX Tier Credits expiring this year that still need to be used.



Use it don’t lose it!

You don’t have to travel before the expiration date of the deposit.

You just need to confirm the booking prior to the expiration date.

You can travel anytime!



Still have points left to use?

Now is the time to deposit these into Destination Xchange for future use. Deposit before 31st October to avoid any additional fees.

Updates





Company Name Updates

To support a more unified brand experience, we updated the names of two European programs. Effective 29 May 2026:

Diamond Resorts European Collection Limited (Company No. 02930567) changed its name to EU Collection Limited.

Diamond Resorts (Europe) Limited (Company No. 02353649) changed its name to Hilton Grand Vacations (Europe) Limited.

These changes support our continued integration under the Hilton Grand Vacations brand for a more unified global experience and don't impact your membership benefits, timeshare ownership or access.

Enhanced Point Saving Flexibility

Effective 1 July 2026

Members can now save up to 100% of their current-year points at any time during the year

What's Changed?

- Save up to 100% of current-year points year-round
- Previous reduction penalty removed
- More flexibility to preserve points for future travel
- Improved alignment with broader Club programs

Administration Fee

An administration fee will apply when points are saved and will be determined by:

- When the points are saved
- The Member's loyalty tier







Monthly Payment Plan for 2027

The Monthly Payment Plan will continue to be available to pay your 2027 management charges, however, the maximum agreement term will be 7 months, consisting of:

A 10% deposit payable on or before the due date or at the time of signing up (whichever is earlier).

Followed by 6 monthly direct debit collections

Accessibility support for Members

We encourage members to advise us of any accessibility requirements or special requests before their resort arrival.

Members can add accessibility information to their account online through the Accessibility Profile or Via a team member when booking by phone

Members can update their preferences anytime at: HGV.com → Member Area → Preferences → Accessibility Recording accessibility preferences helps us prepare for arrival and provide a more comfortable resort experience.

Email: AccessRequirementsEurope@hgv.com

Phone: 0345 359 0009





HGV Max access and benefits



What is HGV Max?

HGV Max links The Club, Hilton Grand Vacations Club, Extraordinary Escapes and Bluegreen and provides expanded access and benefits to both Club Members and new buyers.

Originally launched in 2022

HGV Max eligibility for European Collection launched June 1, 2026

Members can enjoy access to additional benefits including:

An expanded portfolio of properties that features a new HGV Max Reservation Window starting seven months before check-out (exceptions apply).

Hilton Honors membership with automatic Honors status that aligns with your HGV Max loyalty tier.

An HGV Max Rate with Hilton providing 10% savings off the regularly published rates when making reservations online at more than 9,200 Hilton hotels and resorts (based on availability).

Hilton Honors™ Points conversion using your points at Hilton hotels and resorts.







HGV MAX AUTOMATIC ENROLLMENT

Hilton Honors membership

- Hilton Honors is the loyalty program for the Hilton portfolio including thousands of properties in hundreds of countries worldwide.
- Members can earn Hilton Honors Points that can be redeemed at any hotel within the Hilton portfolio.
- There are four Hilton Honors membership Tiers: Member, Silver, Gold and Diamond.
- All HGV Max Members are automatically enrolled in the Hilton Honors program for the duration of their membership in The Club.



CONVERTING THE CLUB POINTS

Hilton Honors Points conversion

- Convert your points into Hilton Honors Points.
  - Current-year Bonus points
  - Next year’s allotment of points can be converted according to Club Rules.
- Use converted points to make reservations at participating properties in the Hilton Honors program.





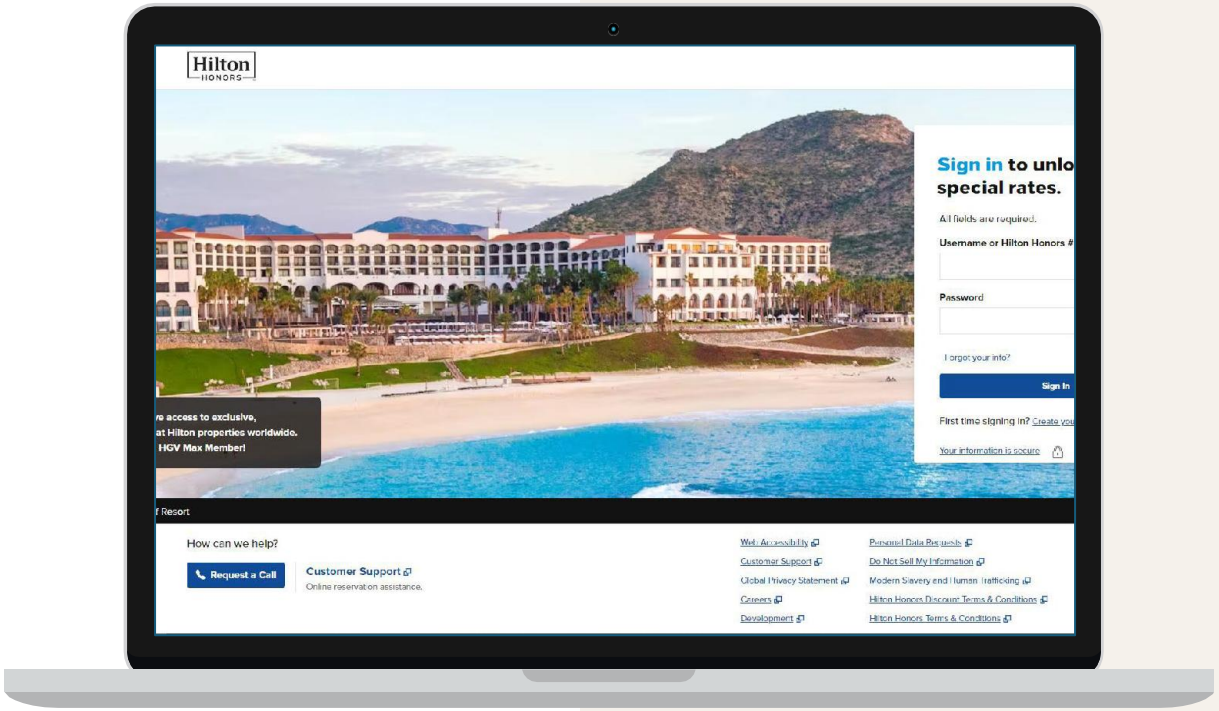


MEMBER DISCOUNT

HGV Max Rate with Hilton

- HGV Max Members save 10% at all Hilton brands with the HGV Max Rate.
- Members sign in to a dedicated booking portal with their Hilton Honors credentials to shop for the HGV Max Rate or other available Hilton rates, such as Honors Discount.

Booking portal: hilton.com/hgvmax



HGV MAX TRAVEL SERVICES

Travel services

HGV Max

The benefits of The Club membership with Hilton Grand Vacations go beyond spectacular stays in top vacation destinations.



Cruises



Guided vacations



Luxury homes



Flights



Car rentals

club.hiltongrandvacations.com

Member Benefits

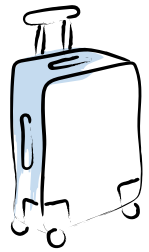


Member Benefits Usage



2025 Overall

Travel Services	53.90%
Exclusive Homes	19%
Dining Vouchers	9%
Experience Days	4.9%
Fee Payments	4.8%
Other	9%



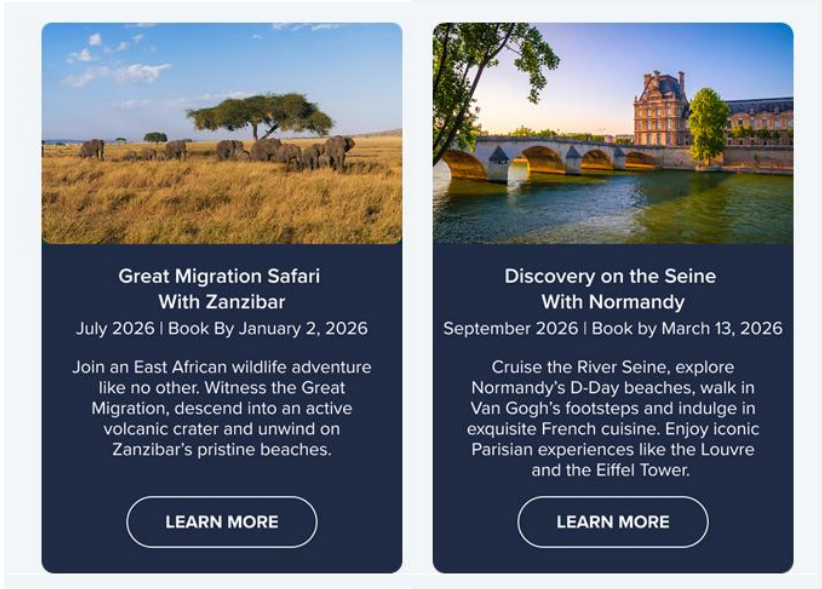
2026 YTD

Travel Services	52.5%
Exclusive Homes	24%
Dining Vouchers	8.5%
Fee Payments	4.5%
Experience Days	2%
Other	8.5%

HOSTED TRIPS

Join us for an unforgettable Hosted Trip

- Discover new ways to explore the world.
- Thoughtfully crafted journeys
- Exclusive experiences, customized itineraries and curated excursions
- Call to book your hosted trip 01524 386423

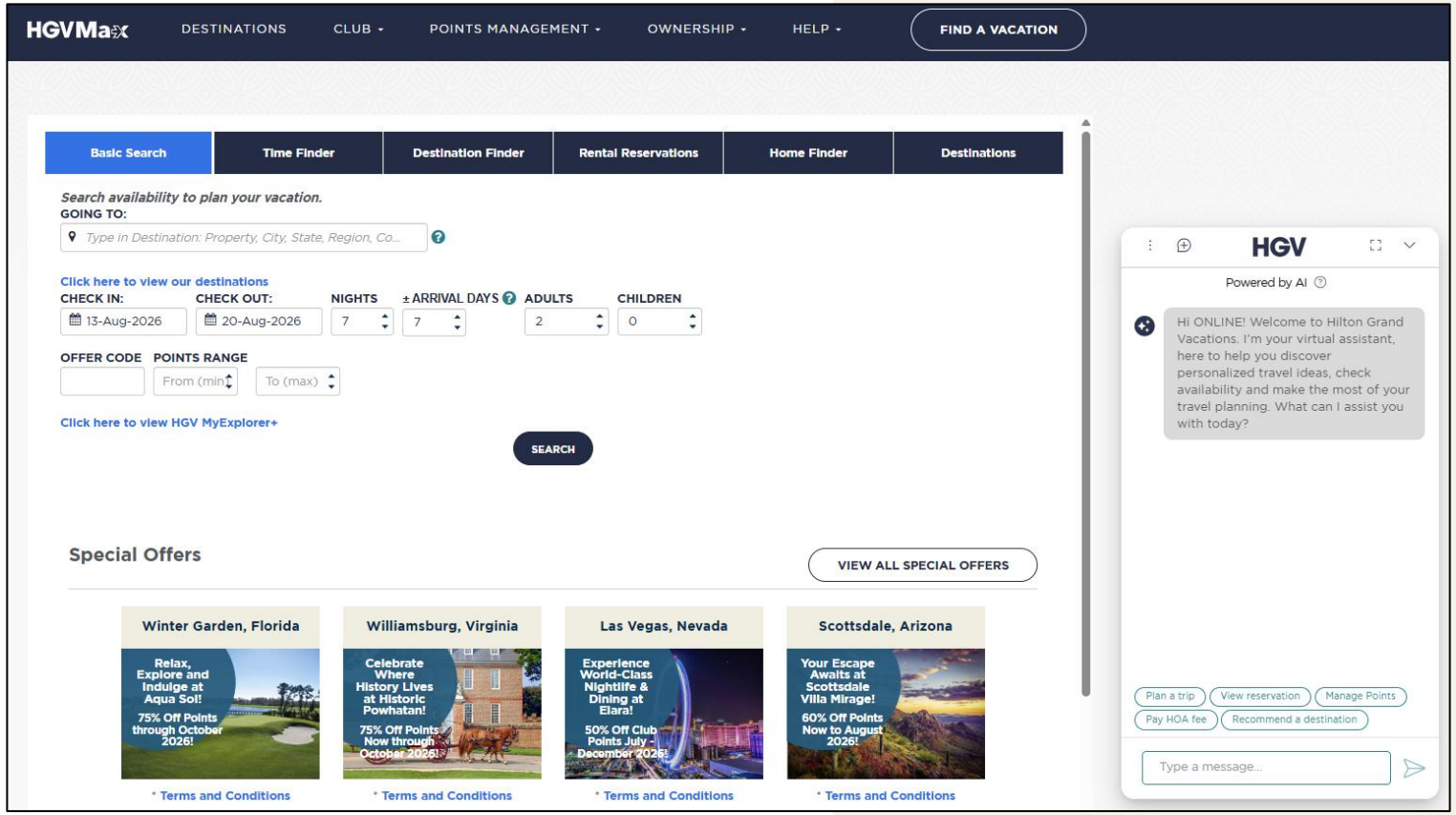




Member site updates, mobile app and how to contact HGV

AI CHATBOT

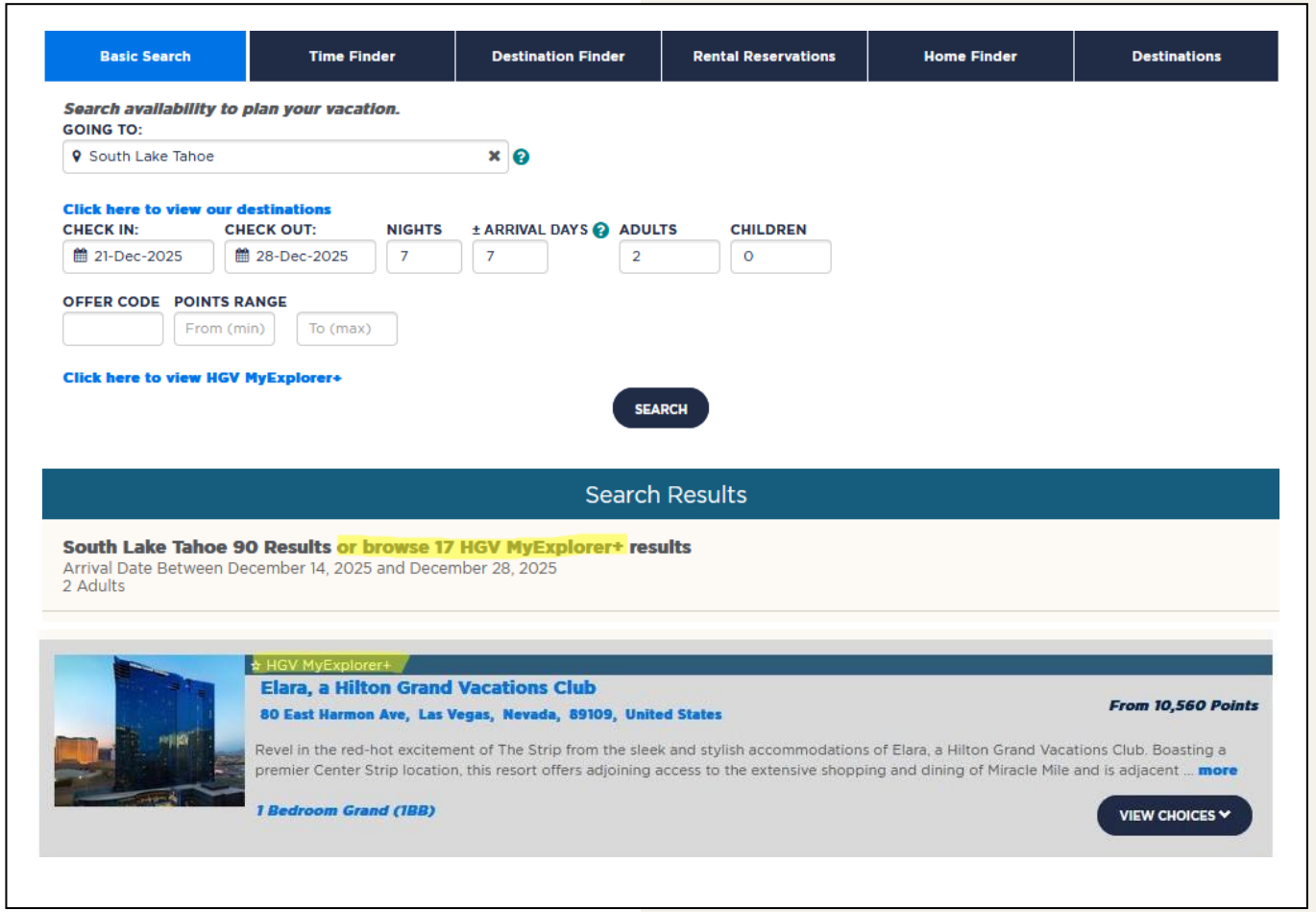
Member site updates



Member site updates

HGV MyExplorer+

- **Personal Vacation Recommendations –** By opting in, you agree, to see vacation recommendations selected by Hilton Grand Vacations and its affiliates. Personalized recommendations are based on data that we collect about you, and they appear alongside your vacation search results on the website and when using the chatbot. Personalized search results are denoted by the MyExplorer+ label.



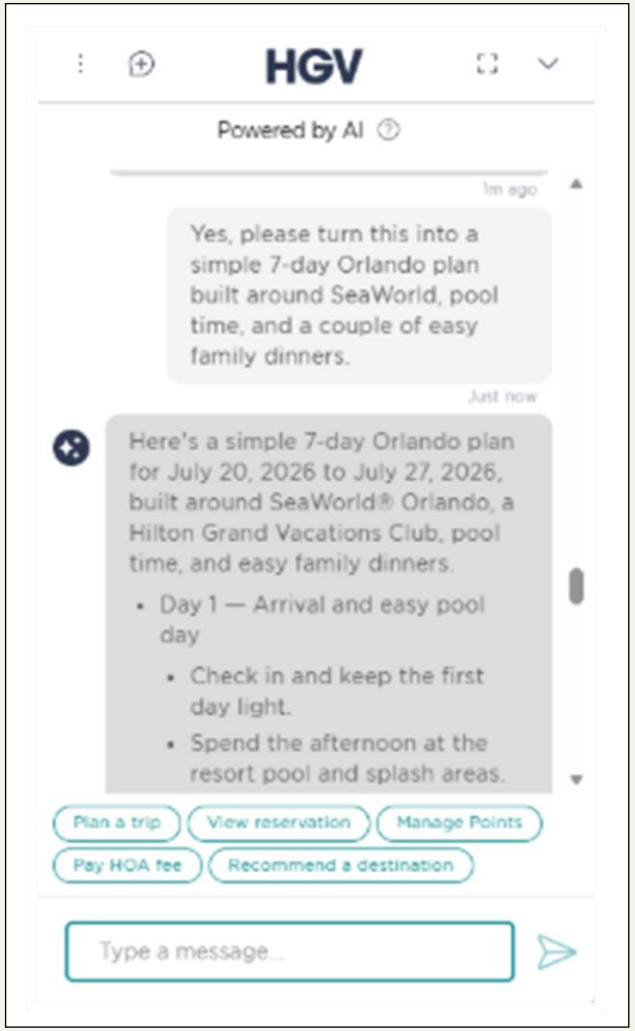
AI CHATBOT: ITINERARY BUILDER

Plan your trip with HGV MyExplorer+

HGV MyExplorer+ is a simple way to create a day-by-day itinerary through the chatbot.

Tell HGV MyExplorer+ where you want to go, answer a few questions, then choose the plans you want to save.

- You stay in control. Plans are saved only after you confirm them.
- Your saved trip can be opened from My Travel Plans.
- You can return to HGV MyExplorer+ to make changes later.



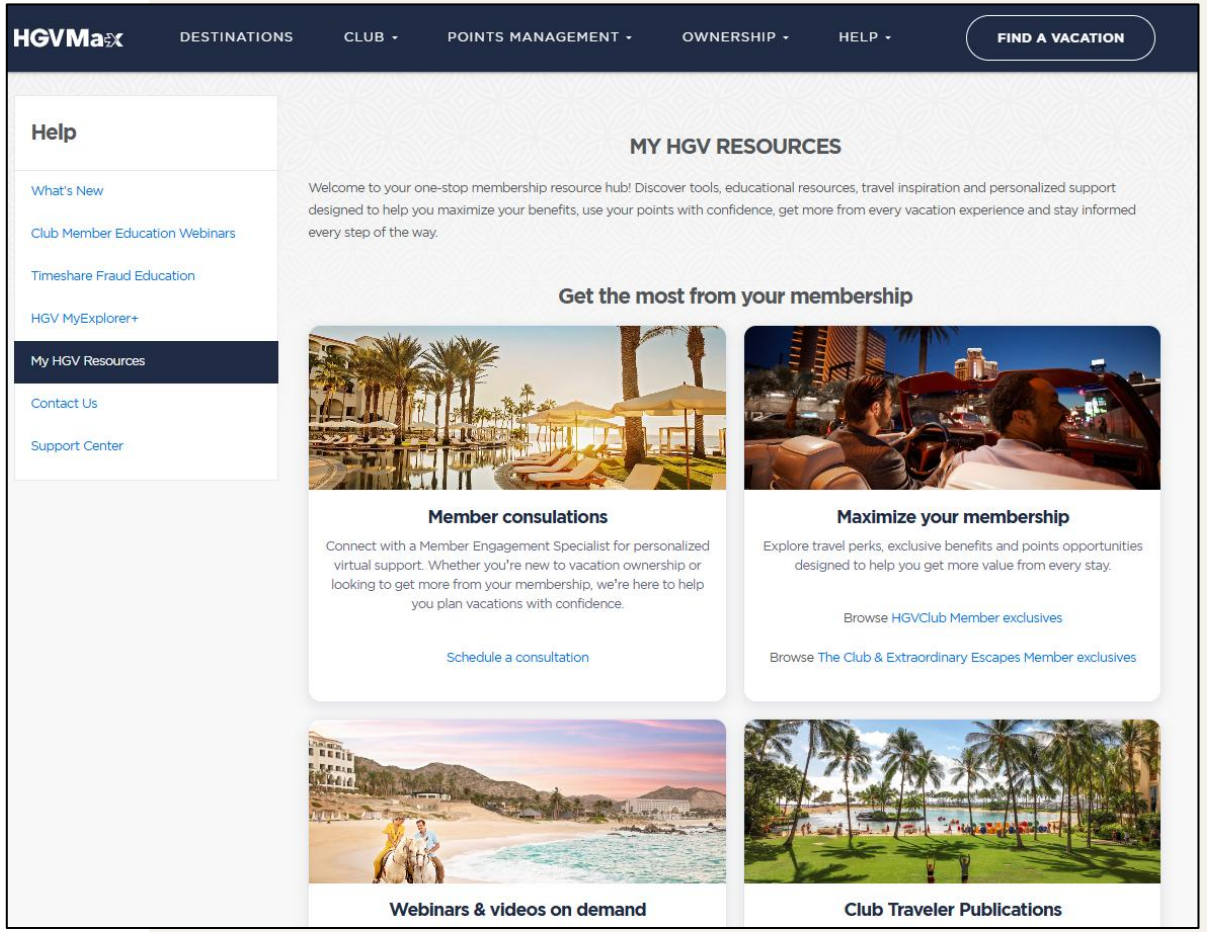
Start with "Plan a trip"
or ask in your own words

MEMBER RESOURCES

Member site updates

NEW!
Your membership. Your resources. All in one place.

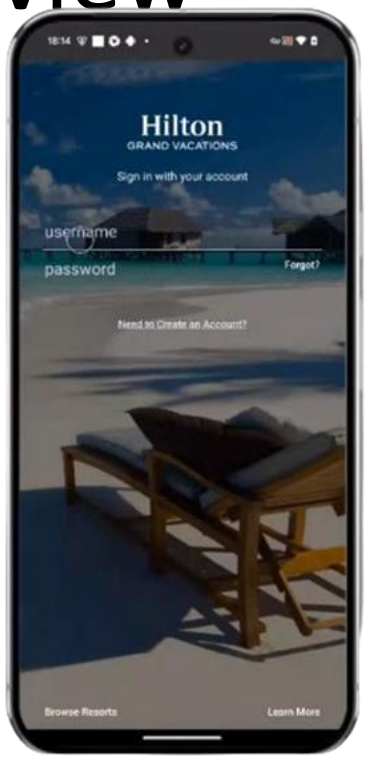
- Book virtual Member consultations.
- Register for webinars.
- Watch educational videos-on-demand.
- Browse our Club Traveler content..
- Book a discounted stay via Special Offers.
- View important Member information.

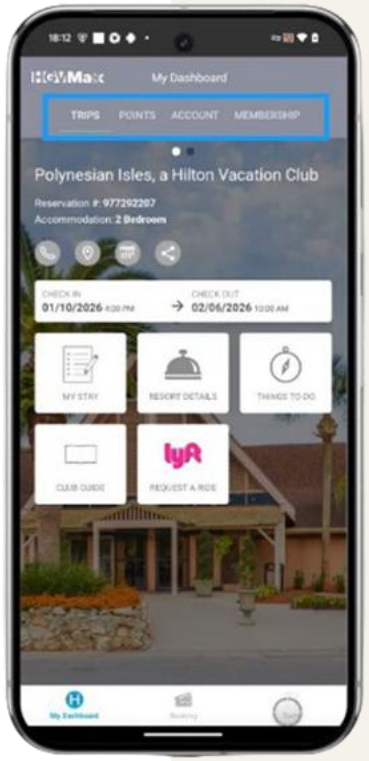


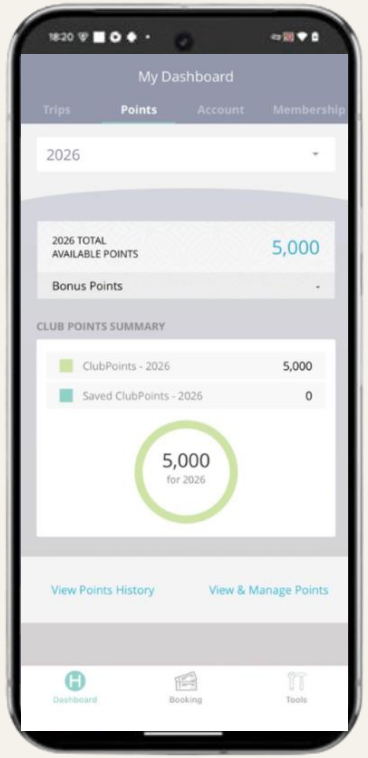
QUICK ACCESS

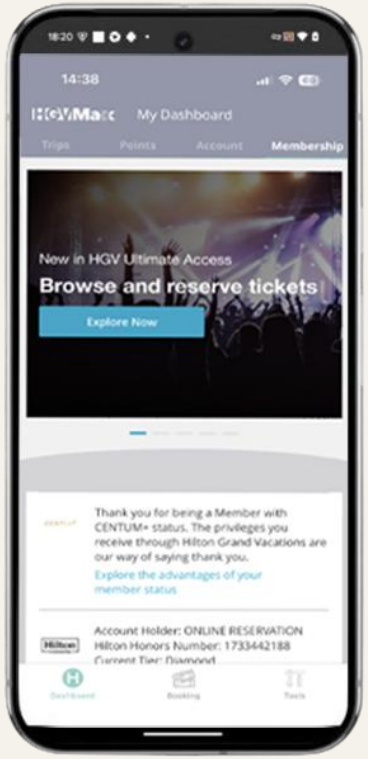
Mobile app overview

- Confirmed vacation details
- Points and account information
- Membership details



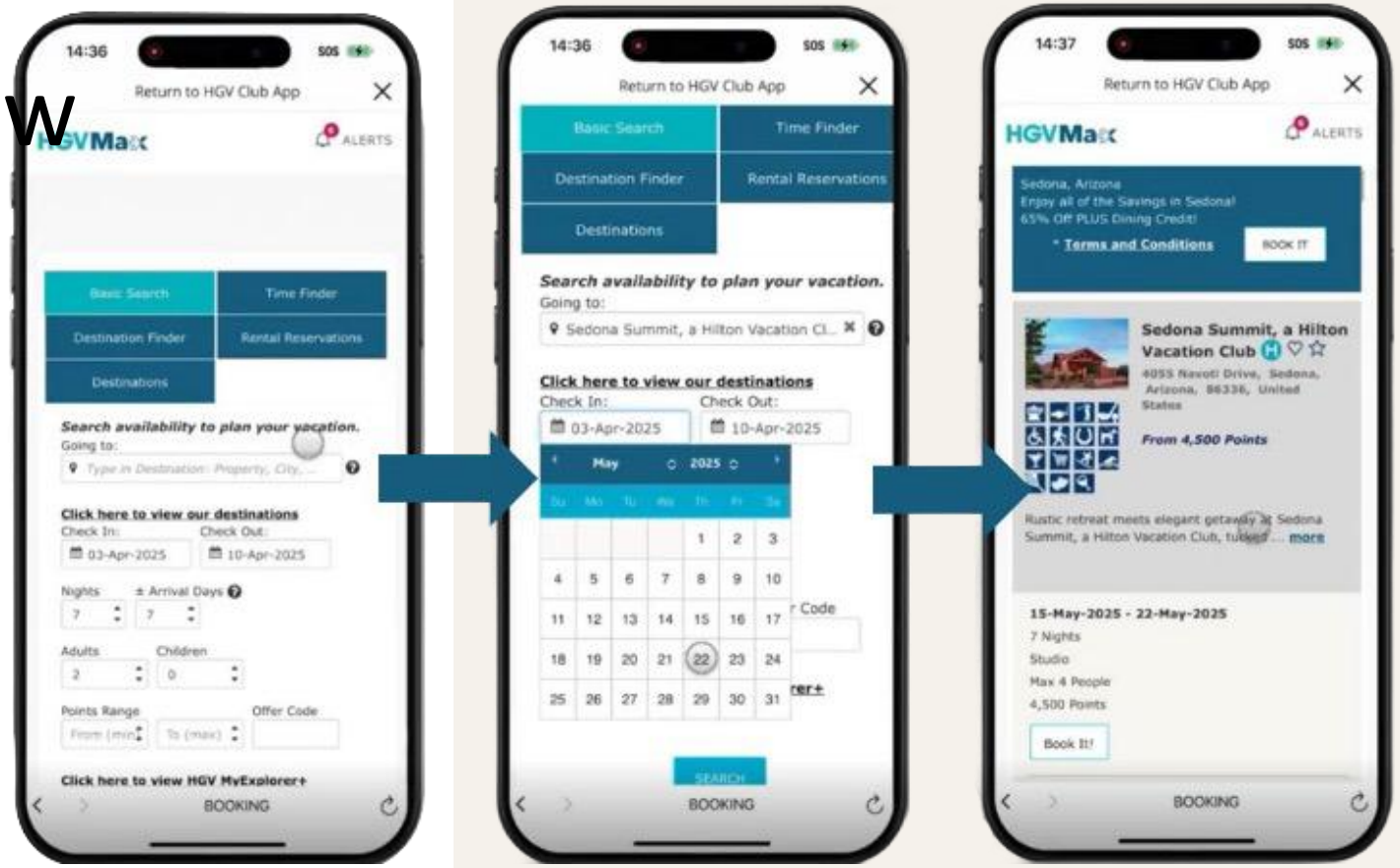






Mobile app overview

Search and book vacations in a similar experience to desktop.



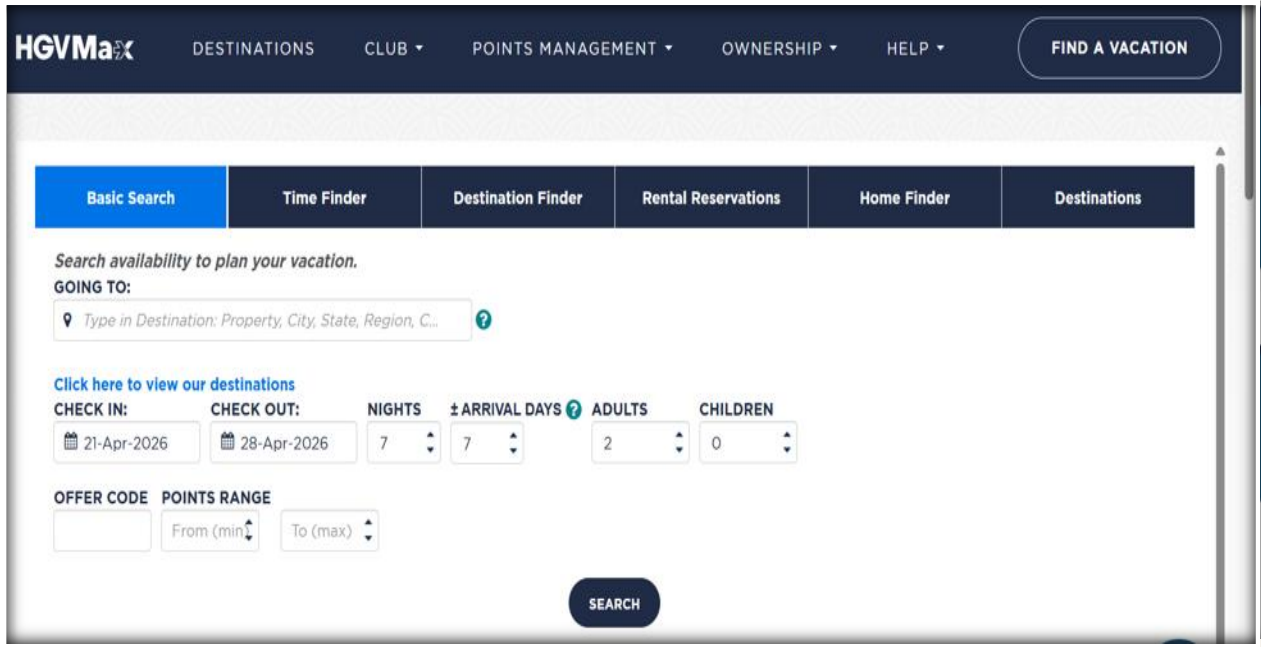
MEMBER RESOURCES

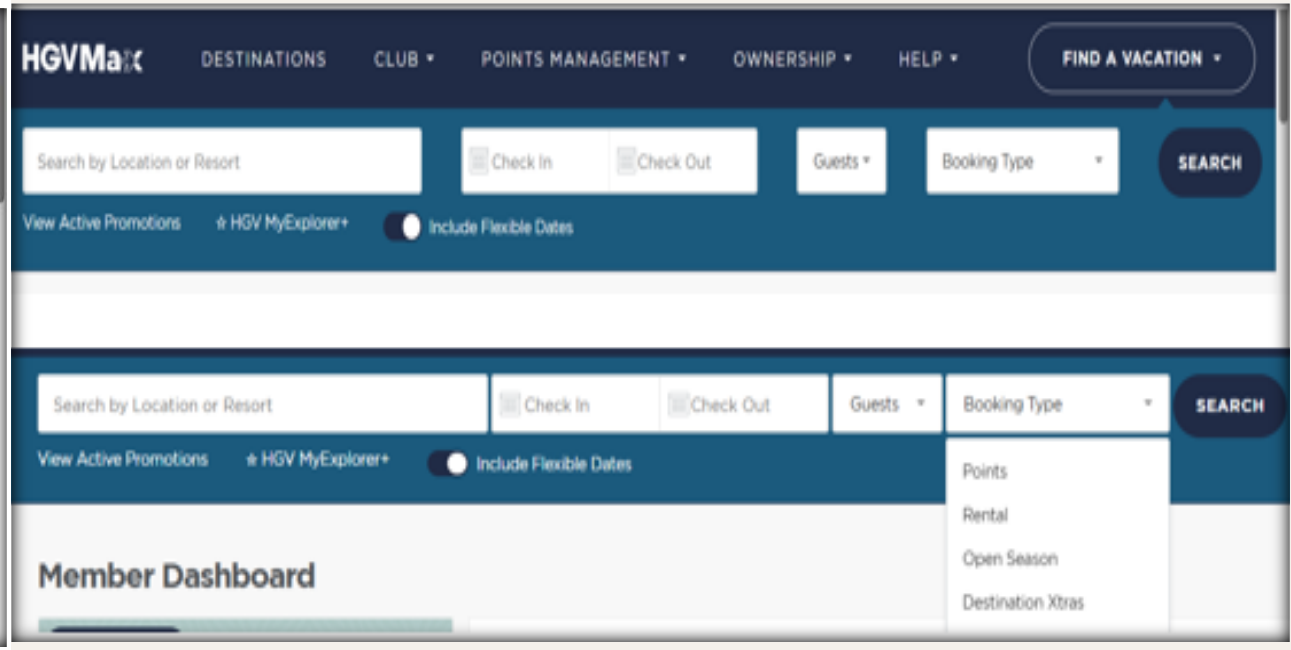
Member site updates- Coming soon

- Updated search bar
- Scrollable availability calendar
- Updated list view
- Interactive Map (list view)
- Updated reservation flow.
- Destination search
- Loyalty search



Before
After





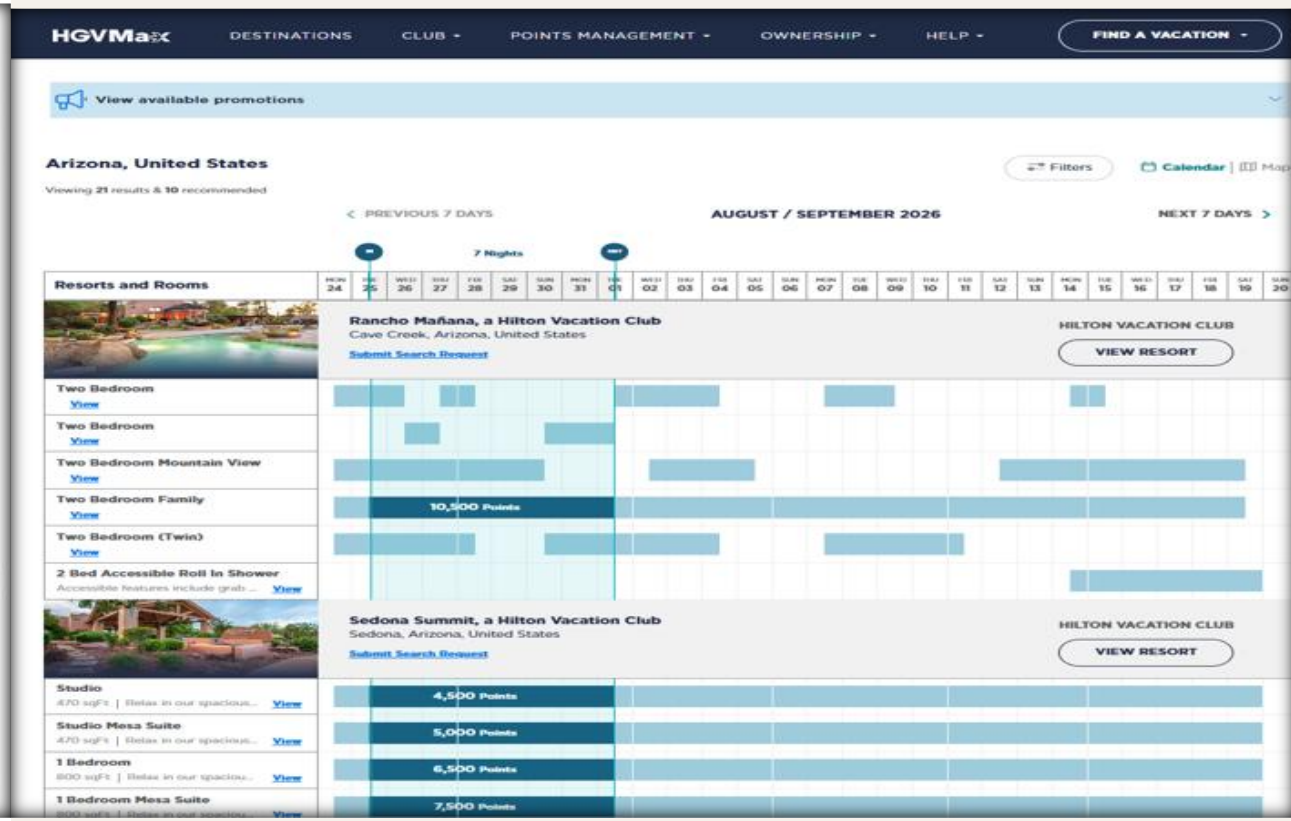
Updated Search bar

Users can search all inventory types, including Points, Open Season, and Destination Xchange, from a single search field. The website will continue to offer dynamic location search functionality, while the Number of Guests and Booking Type selections will be presented as dropdown menus for a streamlined user experience.

Before

After

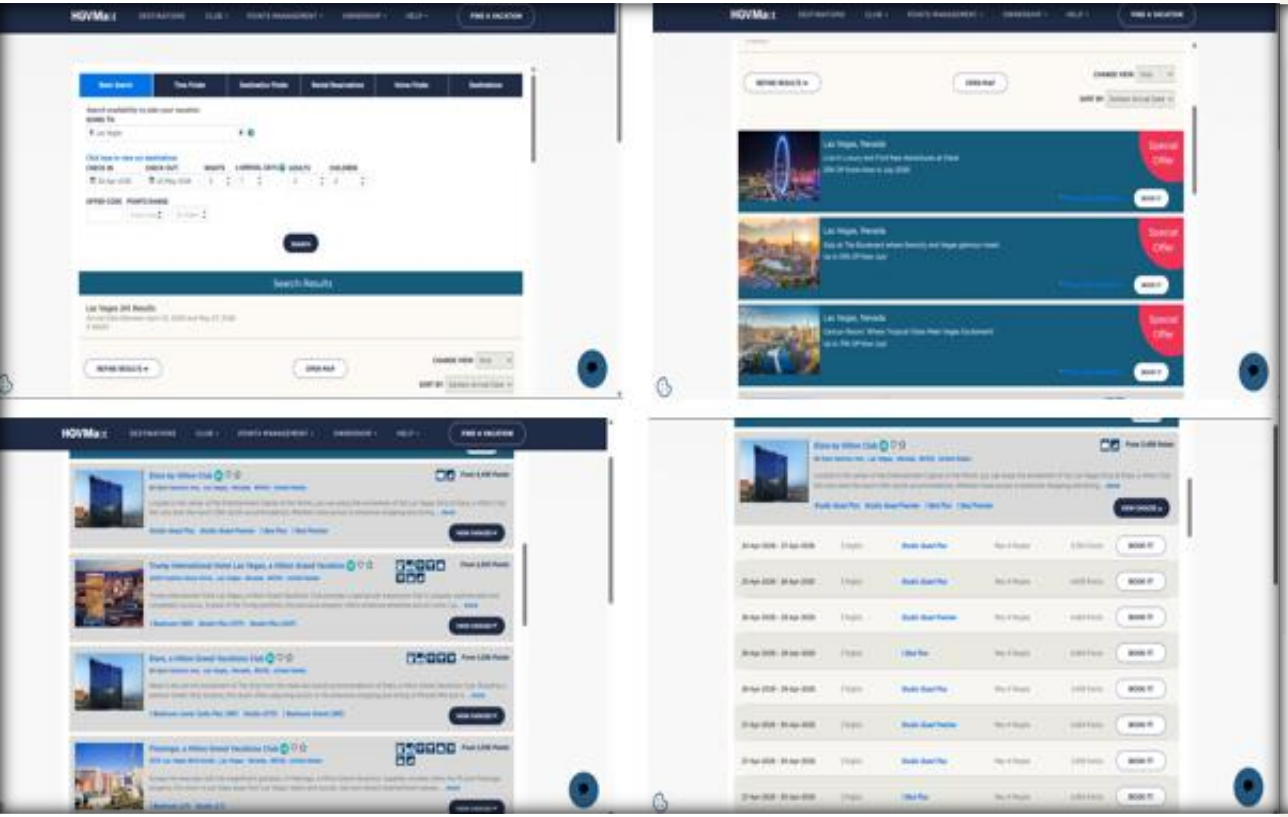


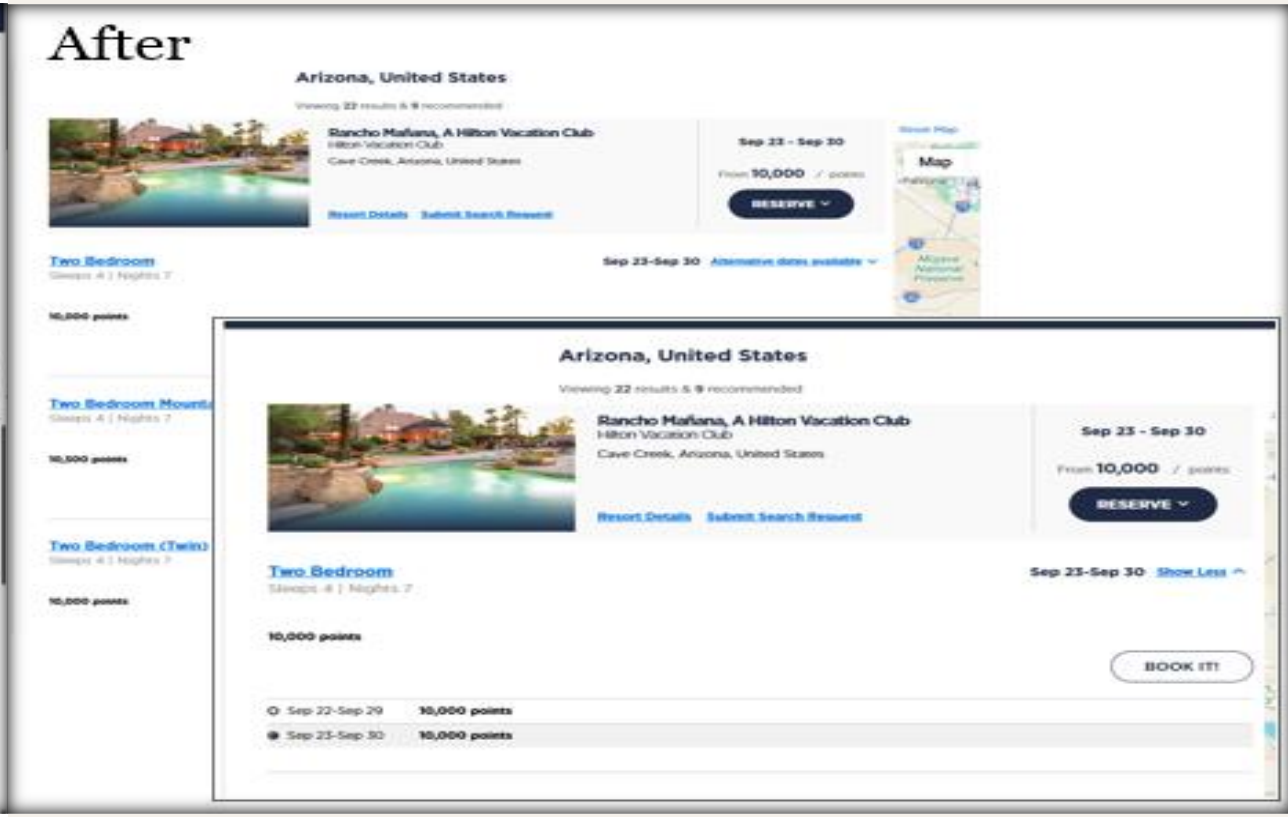


Scrollable availability calendar

Presented within a single, unified search view, providing a seamless search experience with the flexibility to easily adjust travel dates and refine search results.

Before
After

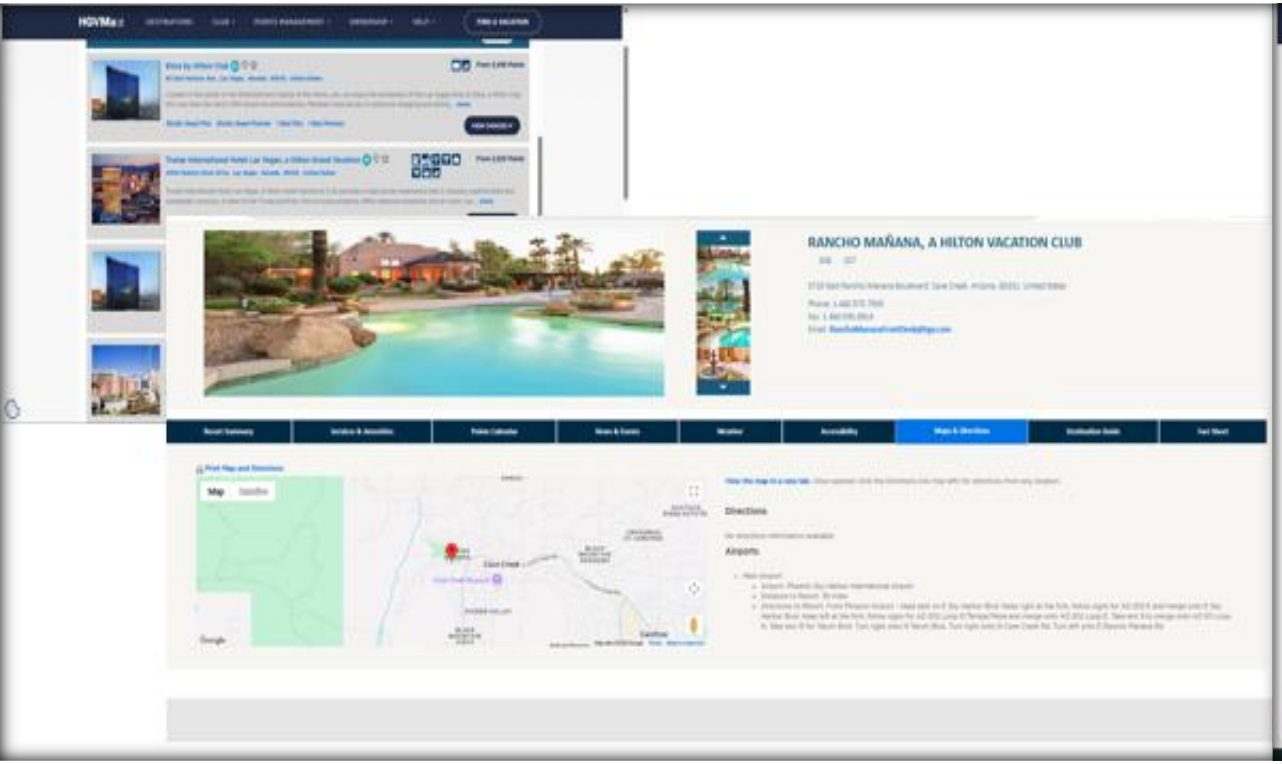


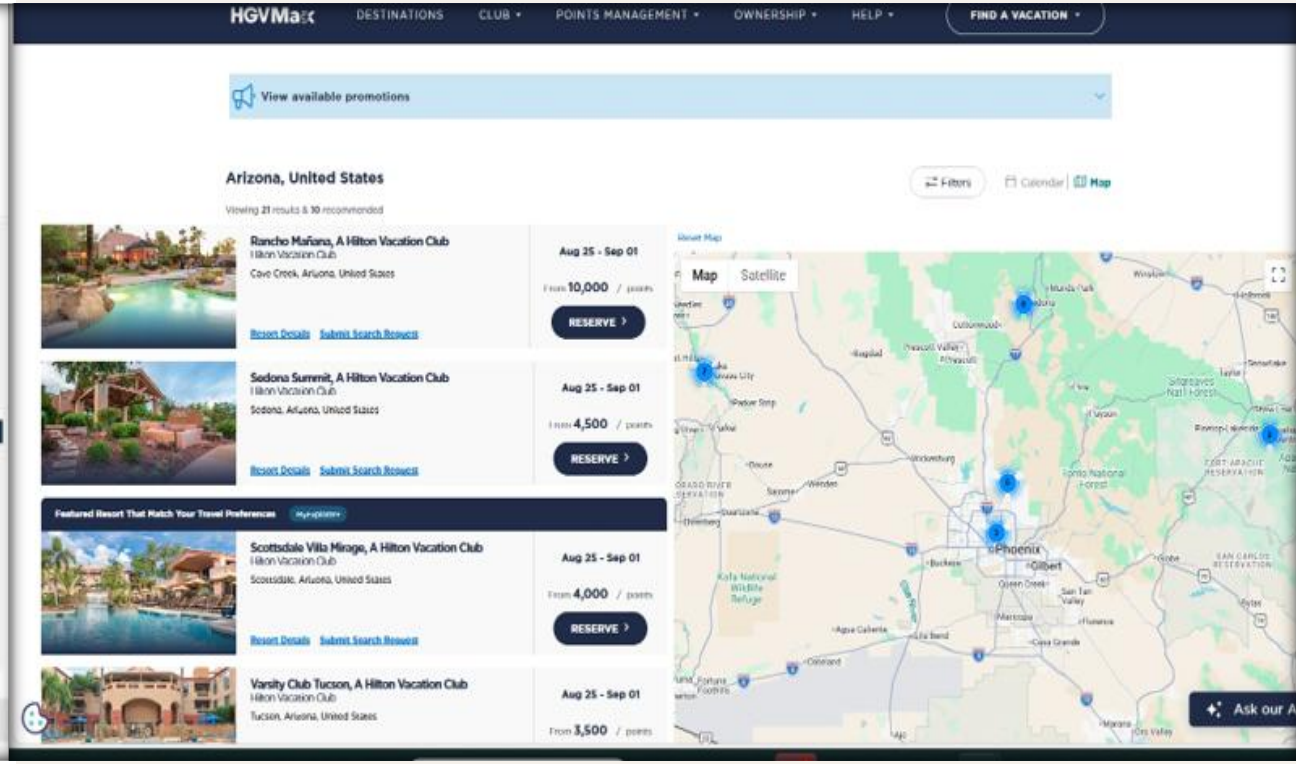


Updated List view

Presented in an easy to read and view format.

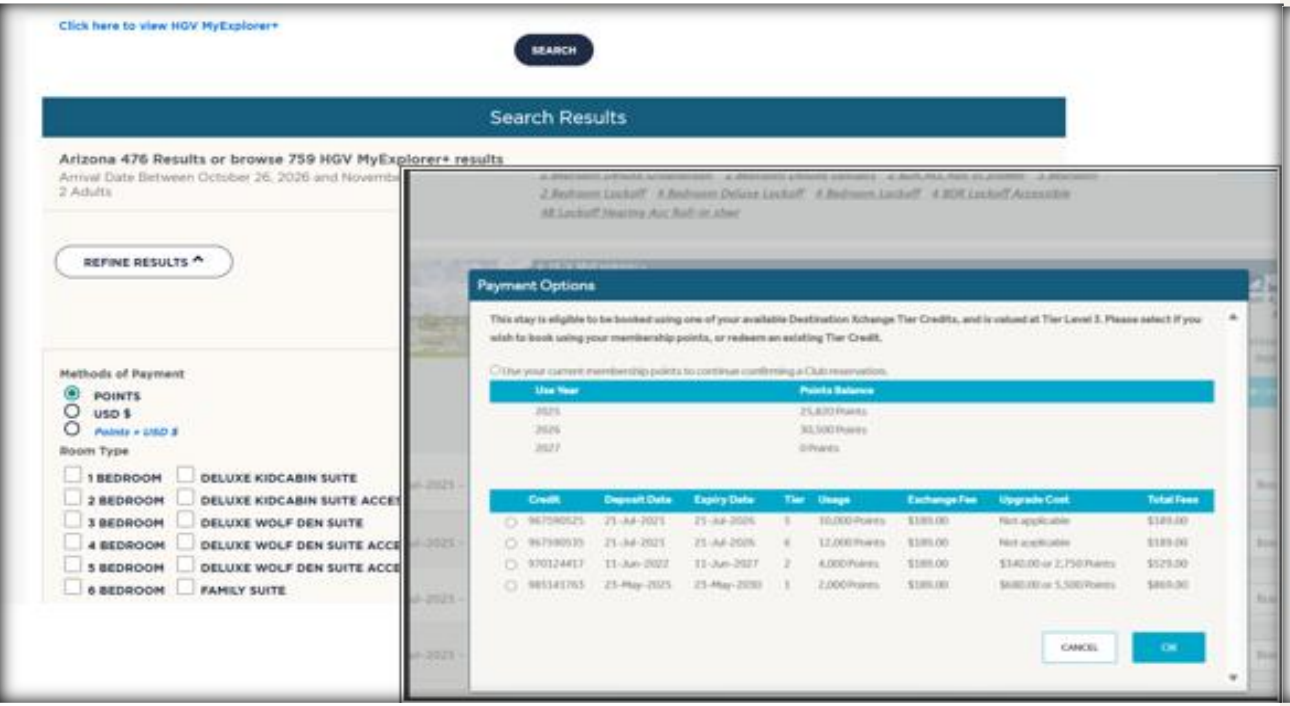
Before
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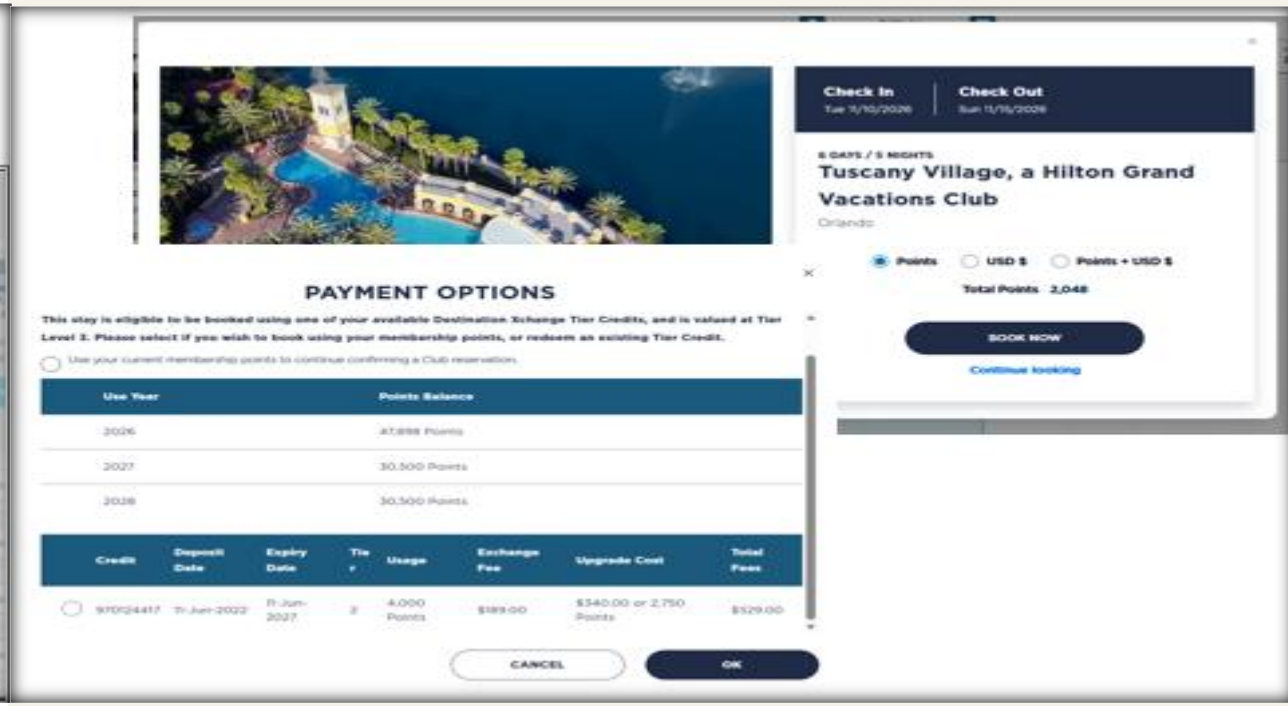




Interactive Map on the List view
Presented within the results on the List View is an easy-to-use map

Before
After

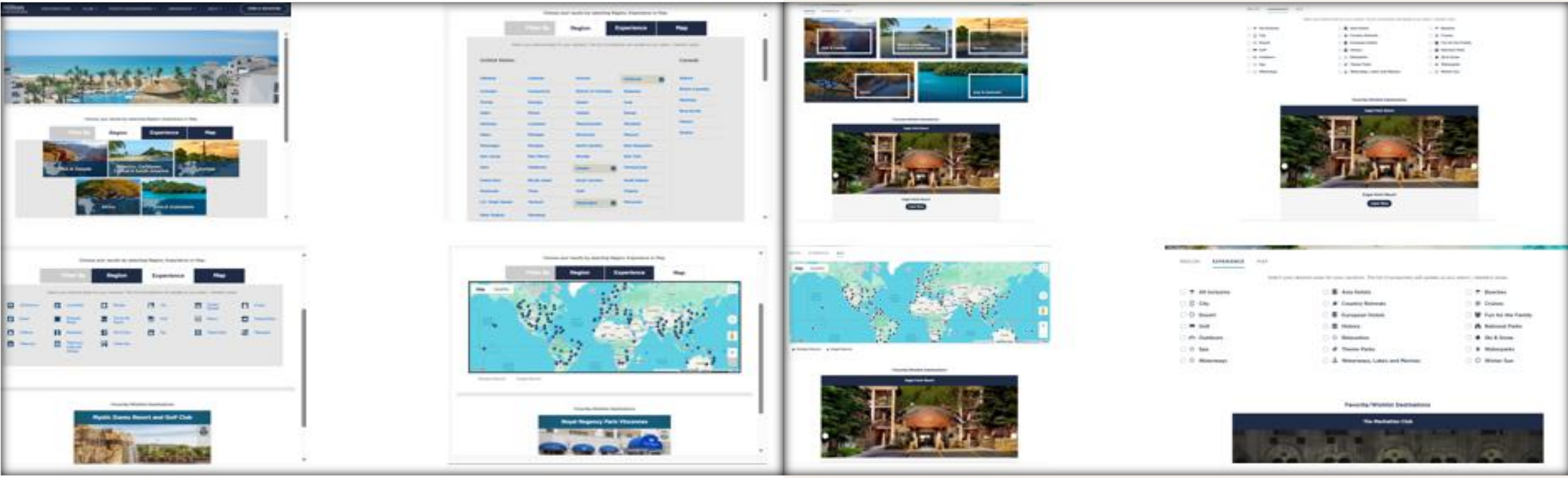




Reservation flow

The enhanced, easy-to-read booking experience displays property images, check-in and check-out dates, and available payment options directly within the booking flow, enabling Members to review and complete reservations more efficiently.

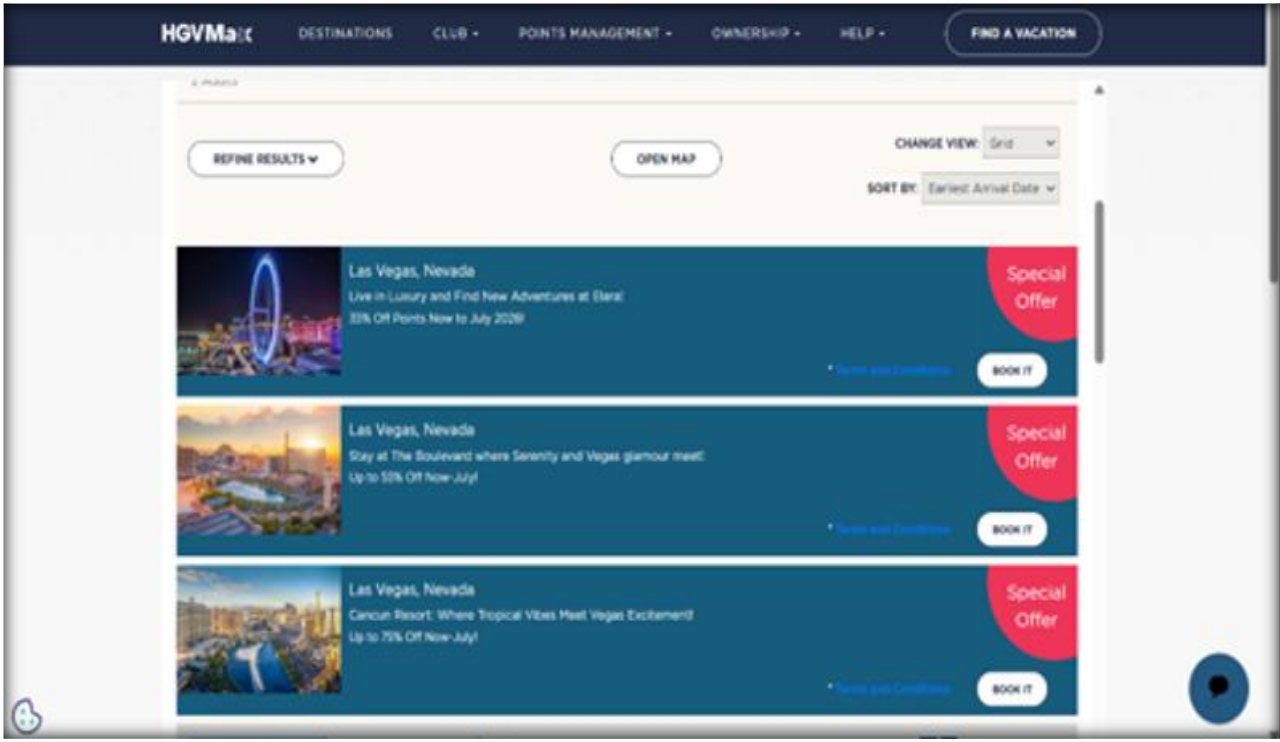
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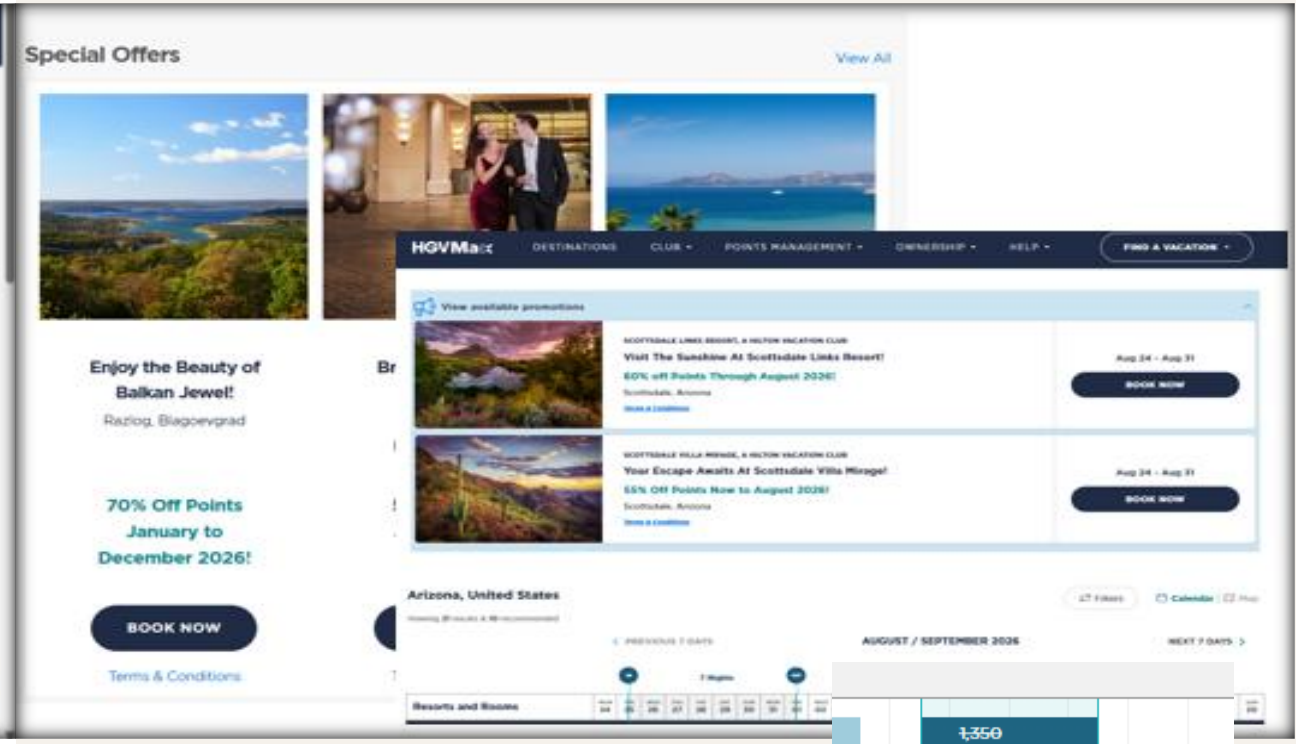


Destinations view

Designed to align with the site's overall look and feel, the experience replaces outdated tabs with clear, user-friendly navigation that makes it easier for Members to find and access information.

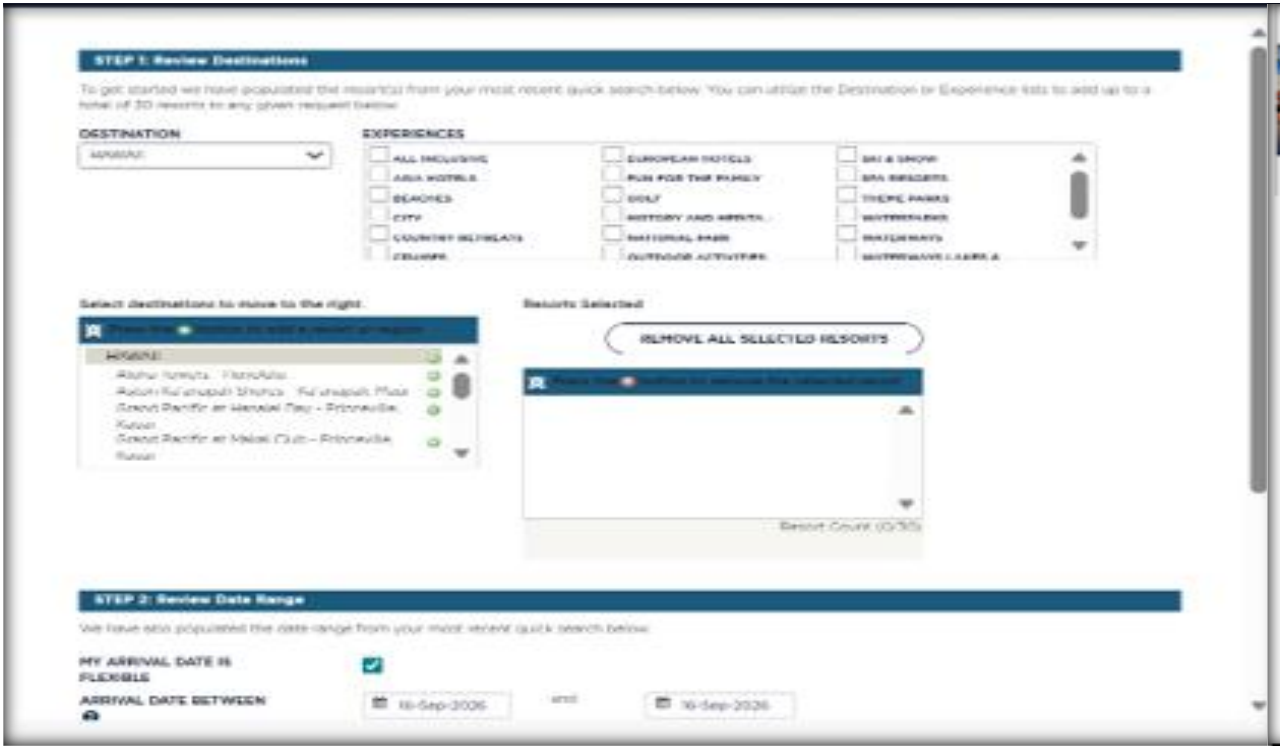
Before
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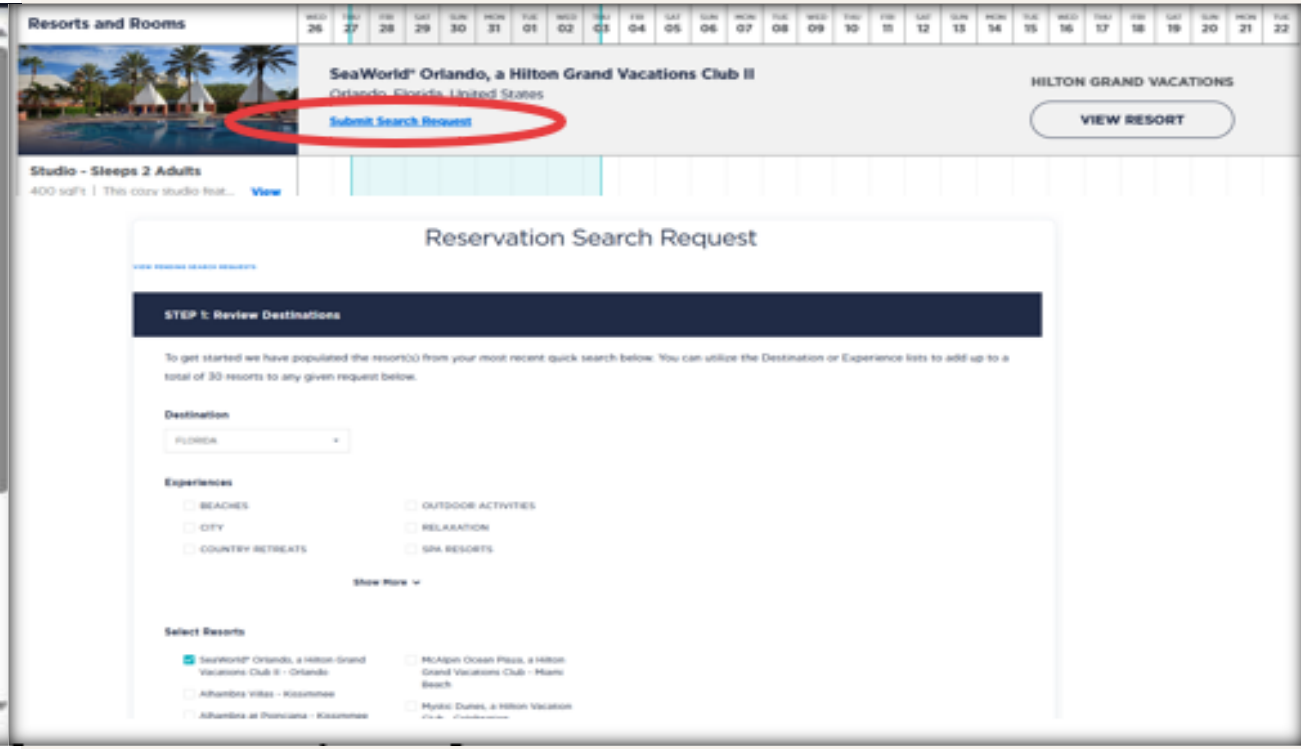




Special Offers
Updated page with expanded options and a simplified, user-friendly presentation.

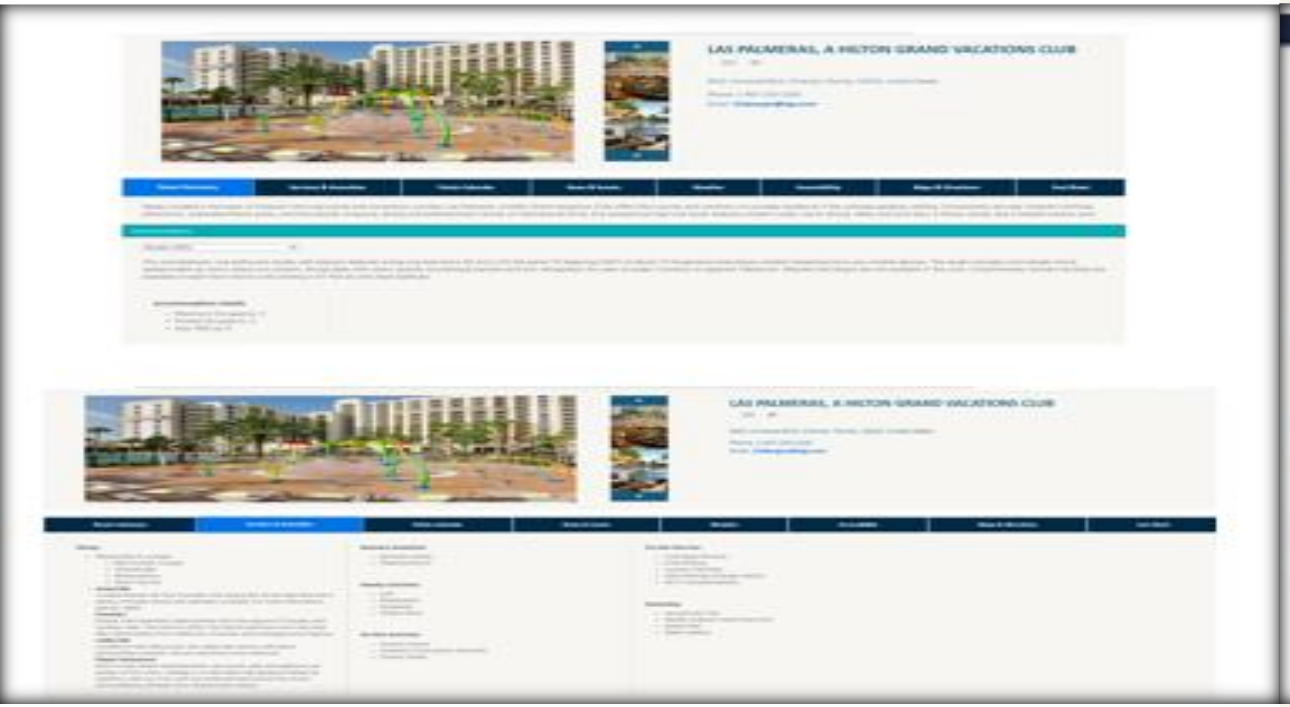
Before
After





Loyalty Search (dependent on recognition level)
Highlighted on every property page, enhancing visibility and simplifying access to loyalty offerings.

Before
After





Resort & Room view
Is designed to align with the current site experience, featuring updated page layouts and simplified navigation that make it easier for Members to explore resort information and room options.

Contact Hilton Grand Vacations

Use the correct contact patch based on your Club or membership type.

The Club Member Services

0345 359 0005

Mon - Fri 8 a.m.–6 p.m.

Sat 9 a.m.–5 p.m. PT

Platinum Member Services

0800 358 7528

Ai Chatbot

Log in to your online account, click Ask our AI in the right-hand corner, then start a Chat.

Tip: confirm the membership type first so you use the right support path.

Thank you

We look forward to helping you plan your next vacation!

