

2021 MANAGEMENT FEE BILLING **FREQUENTLY ASKED QUESTIONS**

2020 Points Remaining

I have 2020 points remaining which I have not been able to use – is there anything I can do to use these?

- Yes! Providing you have 2000 points or more (this is the minimum amount) 2020 points can be used by depositing the points with Destination Xchange (DEX) prior to the 30th November. In replacement for points you will receive a Tier credit which gives you the opportunity to book a reservation within the next 5 years. An exchange fee will apply. How DEX works and for more information log in to your account on DiamondResorts.com and download the Member Guide. The DEX tiers are below:

Tier 1	2000 points
Tier 2	4000 points
Tier 3	6000 points
Tier 4	8000 points
Tier 5	10000 points
Tier 6	12000 points

What happens if I have to cancel a reservation that has been booked in 2021 using 2020 points?

- Your 2020 points will be returned to your 2021 account. You then have an opportunity to deposit these with Destination Xchange prior to 30th November 2021 for a tier credit to use within the next 5 years.
- Diamond Resorts will continue to provide The Club® members the ability to cancel reservations at any Diamond Resorts managed property up to 15 days before their scheduled arrival without penalty through December 31st 2021. Effective January 1st 2022 members scheduled to arrive at any Diamond Resorts managed property after this date can cancel any reservation in line with The Club cancellation policy.

I have less than 2000 points left from my 2020 allocation so will not be eligible for a Tier credit with DEX. Is there anything I can do to use these in the future?

- Yes, you will be able to use Diamond Flexibility to rent any additional points you need for the minimum of 2000 points to be deposited into DEX or borrow any saved points back into 2021.

What if I don't want to deposit my 2020 points into Destination Xchange?

- The only option for Members to use any remaining Points from 2020 is to either make a booking using your points for travel in 2021 or to deposit these Points into tier credits with DEX for use within the next 5 years.

Is there an exchange fee for my 2020 points Tier credit?

- Yes, the standard exchange fee applies.

Can I use my tier credit at a Diamond Managed resort?

- Yes, an exception has been made to allow you to use these credits within a Diamond Managed resort subject to availability. Alternatively, you have the option to use any of the 4,800 resorts featured within Destination Xchange, the choice is yours.

How long is my tier credit valid for?

- The tier credit is valid for 5 years from the date of deposit.

2021 Points Remaining

In simple terms, how does the 2022 Credit Option work?

- Provided that you have 25% or more of your total points allocation for 2021 unused, you can elect to redeem 25% of your 2021 points to receive a 90% management fee credit (the fee per point only) on 2022 fees. The credit is based on the price per point paid in 2021 which was £0.0918/€0.10098). Any remaining 2021 points are then automatically spread evenly over the next 3 years (2022, 2023 and 2024) and cannot be used in 2021.

If I have used some of my 2021 points can I still apply for a credit?

- Yes, however you must have at least 25% of your total 2021 points allocation left remaining.

Can I only apply 25%?

- Yes, the maximum redeemable amount is 25% of your 2021 points allocation to receive a 90% management fee credit (the fee per point only) on 2022 fees.

Can I take the 25% credit and use all of my points in 2022?

- Unfortunately not-. This election automatically includes the spread of your points across 3 years (2022, 2023 and 2024). This is due to the impact of 2021 banked points in 2022.

What if I have used all of my 2021 points?

- If you haven't got enough unused points from your 2021 allocation to meet the 25% points redemption requirement, you can borrow points from 2022. If you have no unused 2021 points left, you can elect to redeem points equivalent to 25% of your 2021 points allocation, in which case, those points will be taken from your 2022 points allocation.

What if my management fees for 2021 have not been paid?

- If you have any outstanding fees for 2021, this offer will not be available to you.

If I elect to use the 25% option will my management fees be reduced?

- Yes, you will remit the balance **less** the redemption credit.

How is my 2022 credit using 2021 points calculated?

- Every year you are allocated with your annual allotment of points to utilise during that calendar year. This is what you own and is the total of any and all points contracts you have. Out of that annual allotment calculate how many 25% equates to; that is the number you would redeem for the credit. The per point fee charged on 2021 points was £0.0918 per point.

See member example below:

- *I own **10,000** points per year (2021)*
- *25% of 10,000 points is **2,500** points*
- *2,500 points @ £0.0918 is **£229.50***
- *90% of **£229.50** is **£206.55**.*
- ***£206.55** is the credit due and will be applied as a credit to your 2022 fees*

As a guide you can see from the below table how much you can expect to receive if you are billed in £'s :

Points Owned	25% of Points Owned	2021 Fee Paid per point		90% of 2021 fee per point (this is the credit you would receive)	
		£	0.0918	£	0.0826
2,500	625	£	57.38	£	51.64
5,000	1250	£	114.75	£	103.28
7,500	1875	£	172.13	£	154.91
10,000	2500	£	229.50	£	206.55
15,000	3750	£	344.25	£	309.83
20,000	5000	£	459.00	£	413.10
30,000	7500	£	688.50	£	619.65
50,000	12500	£	1,147.50	£	1,032.75
100,000	25000	£	2,295.00	£	2,065.50

As a guide you can see from the below table how much you can expect to receive if you are billed in €'s :

Points Owned	25% of Points Owned	2021 Fee Paid per point		90% of 2021 fee per point (this is the credit you would receive)	
		€	0.10098	€	0.090882
2,500	625	€	63.11	€	56.80
5,000	1250	€	126.23	€	113.60
7,500	1875	€	189.34	€	170.40
10,000	2500	€	252.45	€	227.21
15,000	3750	€	378.68	€	340.81
20,000	5000	€	504.90	€	454.41
30,000	7500	€	757.35	€	681.62
50,000	12500	€	1,262.25	€	1,136.03
100,000	25000	€	2,524.50	€	2,272.05

If I choose not to take the credit what other options will I have if I cannot use all my points?

- Destination Xchange is an option you may like to consider.

How do I apply for the 2022 Credit Option?

- Further information on how you can apply for the 2022 Credit Option will be available very soon.

What is the deadline for applying for the 2022 Credit Option?

- The deadline for applying for the credit option is 15th January 2022.

I own Balkan Jewel Fractional Owners Club points, is this offer available to me?

- Unfortunately, the Credit Option does not apply to points held in the Balkan Jewel Fractional Owners Club.

Are there any changes to the Direct Debit process in 2022?

- We are pleased to advise that for 2022, if you are eligible to use the 12 months' interest free credit facility to pay your management fees, you are **not** required to make an advance payment against your 2022 management charges and therefore your loan will commence with the first payment being collected on or around 21st January 2022, followed by 11 further instalments.