



Please take a few minutes to review this brochure and familiarize yourself with the format of your statement as well as the fees and taxes that make up your annual maintenance assessment.

The Board of Directors of your owners association is responsible for establishing the annual budget and maintenance fees for your Home Resort. The budget covers the cost of operating, maintaining and, when necessary, refurbishing your property.

Please know that your Board of Directors and Hilton Grand Vacations Company work carefully to establish the annual budgets, addressing the need to maintain your property while managing increases to your annual maintenance fees.

EACH AREA OF YOUR STATEMENT IS EXPLAINED BELOW

1 DATE DUE:

All fees presented on your statement are due by the date shown here. This date is established by your association's governing documents or by your Board of Directors. Late payment penalties are explained in item 4.

2 DESCRIPTION:

- **Operating Fee:** This fee funds the day-to-day operating expenses of your property. It includes costs related to building repair and maintenance, administration and management, utilities, security, housekeeping, recreational amenities, landscape maintenance, and other operating expenses.

- **Reserve Fee:** This fee funds capital reserves that need to be available for future replacement and refurbishment of your property, including furniture, painting, roofing, etc.

- **Club Dues:** Annual dues for membership in the Hilton Grand Vacations Club exchange program, if applicable.

- **Real Estate Taxes:** Taxes on real property, assessed by the county in which the property is located.

- **ARDA ROC:** This voluntary \$3 contribution supports the efforts of the American Resort Development Association (ARDA) through the ARDA-Resort Owners Coalition. ARDA is the vacation ownership industry's trade association and promotes the interest of vacation ownership legislation on local, state and federal levels. ARDA has been particularly effective with tax-related issues. If you do not wish to contribute to ARDA, you may subtract \$3 from the total amount due.

- **GE Tax:** The General Excise Tax is only applicable to Hawaii ownership and is imposed on business activity in the state of Hawaii.

- **Club Access Fee:** This fee applies only to purchasers of a property under development and not yet available for occupancy. The fee provides early access to the Hilton Grand Vacations Club program.

3 TOTAL AMOUNT DUE:

This is the total amount due by the date presented in 1.

4

This area describes the fees and interest rates that will be applied to your account if your payment is not received by the DATE DUE shown in item 1.

5

This section contains your account number, contract number (if applicable) and the name of your owners association.

6 PAYMENT OPTIONS:

- **By Check** – Paying by check is the most cost-effective payment method for your association. Please make your

STATEMENT

<small>OWNERSHIP</small>	<small>CONTRACT NO.</small>
<small>ASSOCIATION</small>	

DATE DUE	DESCRIPTION	CHARGE	CREDIT
1	2		3
<small>SEE REVERSE SIDE FOR IMPORTANT INFORMATION</small>		TOTAL AMOUNT DUE	

Failure to pay the Total Amount Due within _____ days of the Date Due will result in the imposition of a LATE CHARGE OF \$ _____. Failure to pay the Total Amount Due within _____ days of the Date Due will result in the imposition of a FINANCE CHARGE. The FINANCE CHARGE will be applied to the past due balance (maintenance fees and assessments) and will be computed at the rate of _____ % per month. This is an ANNUAL PERCENTAGE RATE OF _____. All payments and credit are deducted from the past due balance prior to computation of the FINANCE CHARGE. If you are an Owner at more than one Association, a separate check must be prepared for each Association. By law, we cannot co-mingle funds of separate Associations.

KEEP THIS PORTION FOR YOUR RECORDS

TO ENSURE PROPER PAYMENT, PLEASE REMIT THIS PORTION WITH PAYMENT

<small>CONTRACT NO.</small>	<small>AMOUNT DUE</small>
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PLEASE MAKE CHECK PAYABLE TO: _____

POST DATED CHECKS CANNOT BE ACCEPTED Check here for address change. Record correct address on reverse side.

Paying by check is the most cost-effective method for your association. Please mail to the address below.

HG-VH15 rev (9/07)



check payable to the name of your association, include your account number on the check and remit it with your statement stub. If you own at more than one property, please prepare a separate check for each owners association to prevent co-mingling of funds among associations.

• By Credit Card Online –

If you are a Club Member, use your Club Member number and password to log in at hgclub.com and click "Pay Fees & Taxes" under the "My Ownership" tab. If you've never logged in before, visit the "Create an Account" section on the website's sign-in page to create your password and access your account. A personalized summary of your Club Account will appear, providing you access to payment options, association information and contract details. To pay by credit card, just select your preferred method of payment – Discover, MasterCard, Visa or American Express.

If you are not a Club Member, visit hgclub.com and click the online payment button for non-members to determine if your association allows payments by credit card. The decision to accept credit cards is made by your individual association's Board of Directors. Some boards may choose to disallow payment by credit card to avoid passing the cost of these transactions back to you.

All payments must be payable in U.S. funds.

FREQUENTLY ASKED QUESTIONS

Q. What costs are covered by my maintenance fees and who approves the amount?

A. Maintenance fees are approved by your association's Board of Directors and include the Operating Fee, Reserve Fee, Real Estate Taxes, Club Dues (if applicable), General Excise Tax (applicable to Hawaii ownership), Club Access Fee (applicable to purchasers of a property under development and who have elected to gain access to the Club program), and voluntary ARDA contribution. The Operating Fee funds the day-to-day operations of your resort, its administration and maintenance. The Reserve Fee funds the future refurbishment of the resort, including replacement of furniture and roofing, painting and other enhancements as needed. For more details about these fees, please see item ② inside this brochure.

Q. When are maintenance fees due?

A. Maintenance fees are due by January 1 each year, unless you are a new Owner. Shortly after the time of purchase, new Owners are billed for that calendar year's maintenance fees if they elected use rights for that year. After making this payment, new Owners join all other Owners on the same January 1 maintenance fee due-date cycle. Your prompt payment will ensure sufficient flow of funds to support ongoing operations at your resort. Late charges and interest fees will be assessed on unpaid balances according to your association's governing documents.

Q: Why did my maintenance fees change this year?

A: Just as higher fuel costs and other rising costs have affected us in our personal lives, so too have the increased costs impacted the operation of your resort. The cost of fuel affects many line items in your association's budget. It has a direct impact on the cost of utilities and also drives inflation, which in turn leads to higher costs for a wide range of products and services. Some of these costs have increased in recent months at a higher rate than inflation.

Factors contributing to a change in maintenance fees include: an increased cost of amenities and activities; expenses driven by inflationary trends such as real estate taxes, insurance premiums and utility costs, which are outside the control of your association; and cost-of-living wage increases for on-site employees.

Please keep in mind that your association's Board of Directors works carefully to establish a budget for your property, addressing the need to maintain your property while managing your annual maintenance assessment.

Q. Why aren't maintenance fees and taxes prorated for new Owners?

A: New Owners at Club resorts who elect to start their occupancy in the current year receive a full allotment of ClubPoints and are therefore responsible for paying the full year's maintenance fees and taxes.

Q. If I don't occupy my unit until later in the year, why do I pay maintenance fees in January?

A. The due date for payment of maintenance fees is established as part of your association's governing documents or by your Board of Directors. Your resort's budget is based on all Owners paying the maintenance fee by the due date. This ensures the sufficient flow of funds for the daily operation of your resort.

Q. Do I still need to pay the maintenance fees if I don't occupy my unit this year?

A. Yes. As an Owner, you are responsible for paying the annual maintenance fees and taxes at your resort, regardless of whether you occupy your unit. Annual maintenance fees are a requirement of your ownership and not related to whether or not you occupy your unit.

Q: How do I receive information about my association's budget?

A: Details about your association's budget are included in the letter from your resort's General Manager, which accompanies the enclosed annual billing statement.

Q: Why did I receive multiple bills?

A: All timeshare Owners will receive a separate bill for each interval they own. The additional costs associated with printing and mailing separate bills is more than offset by the costs your association saves by not having to manually combine separate statements for Owners who own multiple weeks.

Q: How are real estate taxes determined?

A: Just like property taxes on a home, real estate taxes assessed to your vacation ownership interval are determined by the property assessor in the county where your resort is located. Each unit within the resort is assessed property tax. The property tax for the unit is then divided by the number of timeshare interests within that unit to determine the cost for each interest. Property assessors re-assess and re-value property on an ongoing basis, which can result in increases to the valuation of property and therefore the real estate taxes due on the property. In addition, cities and counties occasionally adjust millage, or real estate rates, which determines the level of property taxes owed on your vacation ownership interval.

UNDERSTANDING YOUR VACATION OWNERSHIP STATEMENT



REVIEW IMPORTANT DETAILS INSIDE


Hilton
Grand Vacations™