

Dear Casa Ybel Owners,

The FGH board is scheduled to walk the property on Monday, February 27. We are continuing to apply for the necessary permits needed for the rebuild. The process is time-consuming due to the number of permits the city of Sanibel must deal with. We are looking forward to starting with the roof repairs within the next two weeks.

As a reminder, Owners will be reimbursed if they were unable to use their 2022 week(s) because of the lasting impact of Hurricane Ian. With Hurricane Ian's landfall occurring while your billing statements were being prepared, the credits were not reflected on your billing statements. However, credits are currently being processed and will be applied to your account once finalized.

In addition, Owners who are unable to use their 2023 week(s) due to the property closure will also receive a credit, which will be processed at the end of each quarter. The insurance company requires Owners to make a payment before reimbursement, and you'll have the option to be refunded or apply the credit to your 2024 maintenance fees. Many Owners have received a payment reminder as part of our standard accounting procedures. To avoid late fees, please be sure to make your payments as we patiently await reimbursements.

If you're an existing HGVClub Member, you may trade your fixed- or flex-week reservation for HGV ClubPoints. To trade your week, call Club Member Services at **800-932-4482** (toll-free, U.S. and Canada) or **407-613-3141** (worldwide). Please note that if you trade your week for points, then you will not receive a maintenance fee credit. To avoid late fees, please be sure to pay your 2023 maintenance fees by Wednesday, February 15.

On a side note, all RCI and Interval International deposits for 2023 are on hold until we have a reopening date confirmed. In addition, the resort is still closed. For everyone's safety, please do not attempt to visit the property until we reopen.

Thank you,

Klaus Zingraff
Resort Director