

Dear Casa Ybel Owners,

- The roofing project is completed, and new skylights are being installed on the IJK units.
- All cinder block walls of the storage rooms have been rebuilt.
- The new AC ductwork and air handlers are being installed.
- The new stands for the condensing units are being fabricated.
- All dead landscaping is being removed.
- All old appliances will be removed starting next week.
- The damaged vinyl siding and soffits are being replaced on all buildings.
- The damaged plumbing inside and outside of the units is being repaired.
- The restoration of the office building started.

Another priority is to get power to the FGH buildings. Since all the meters and panels were submerged in salt water, they need to be replaced. We have one generator per building running 24-7 to keep the dehumidifiers operating in each unit. As soon as the power is established, which might be completed in early August, we will be able to start up the new air conditioners by then.

Additionally, we have a First Onsite supervisor at the resort every day to get all the interior repair materials identified and quantified, with specifications sorted. This process is completed, and we will make the final decisions with the boards. The kitchen cabinets are being removed.

Reimbursements: The maintenance fee credits have been applied to the accounts of those Owners who were unable to use their 2022 week(s) because of the lasting impact of Hurricane Ian.

Owners who were unable to use their 2023 week(s) due to the property closure from week 1 to 13 will also receive a credit, which is being processed now. 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.

To accompany these credits, Owners can expect to receive a credit statement in the mail with the next steps. Upon receipt of these credit statements in the mail, Owners have the choice to leave the credit in their account and apply it towards the 2024 maintenance fees, or they can call the phone number on the statement (choose option 2) to request a refund, which will be reimbursed using your original payment method.

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.

On a side note, all RCI and Interval International deposits for 2023 are on hold until we have a reopening date confirmed. All rental contracts have been cancelled. New contracts will be accepted as soon as a reopening date is set.

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