



## RESALE PROCESS – FREQUENTLY ASKED QUESTIONS

Below is a list of commonly asked questions about exiting the Hilton Grand Vacations timeshare exchange program.

### **If I want to sell my HGV timeshare, what are my options?**

Hilton Grand Vacations can offer two options. We can assist you in arranging to list your timeshare ownership interest on the resale market from a group of brokers who will advertise for you. Or, if your timeshare ownership interest is eligible, HGV may agree to acquire it from you.

### **What sort of price should I expect?**

If you list your timeshare interest on the resale market, you can set the price at any amount you wish. However, you will likely need to price your timeshare at an amount that is competitive with what is available on the resale market, keeping in mind that the higher you list the price, the longer it will take to sell. Also, if you list on the resale market, you should expect to pay a commission of approximately 25 percent of the sales price.

If HGV acquires the timeshare back from you, the price you may be offered will likely be significantly less than the original purchase price paid or the amount HGV will charge to resell the timeshare interest. This is because HGV will spend a significant amount of resources to market the timeshare for sale to a new purchaser and our sales also include the cost of the product.

For example, HGV might have sold a timeshare interest for \$25,000, but a large portion of that amount was to build, fit and finish the property, while another large portion of the cost was applied to market and sell the interest to a new purchaser (in addition to any commissions paid or resulting profit to the company).

### **What if I have an outstanding loan?**

If you have an outstanding loan, the outstanding amount will need to be paid before you transfer your interest to the new owner. This can often be accomplished at closing where proceeds from the sale are applied to the loan. For questions or assistance, please contact our Portfolio Services department at 888-875-4494 (United States and Canada) or +1-407-613-3149 (worldwide), or via email at [pfoliosvc@hgvc.com](mailto:pfoliosvc@hgvc.com).

### **What happens to my Club membership if I sell or transfer my interest?**

Unless you retain ownership of other HGV timeshare interests, your Club membership will automatically terminate when you sell your week.

### **What happens to my existing reservation if I sell or transfer my week?**

You may retain existing reservations, provided your current-year maintenance fees are paid. However, after you transfer your interest, you will not be able to make any changes to that reservation.

### **When I sell or transfer my HGV interval, can I keep my Hilton Honors account?**

Although you will no longer be a Club Member, you will be able to keep your Hilton Honors membership according to the terms of use for that program (including expiration of points).

### **Someone called and offered to help sell/advertise my timeshare. Is this legitimate?**

If anyone requires an upfront fee to help you sell or advertise your week for sale, be very cautious. Often, these are third-party scam artists who prey upon timeshare owners by requiring an upfront fee, but seldom provide any service. Legitimate companies will accept payment from proceeds at closing. For details, visit HGV's Third-Party Exit Company Fraud webpage, [my.hgv.com/fraud-alert](http://my.hgv.com/fraud-alert).

