

Dear Casa Ybel Owners,

We anticipate starting roof repairs within the next two to three weeks as soon as the permits are issued. In the meantime, work continues to move forward at Casa Ybel. We have a First Onsite supervisor on-site every day to get all the interior repair materials identified and quantified, with specifications sorted. The resort's Team Members, board of directors and Hilton Grand Vacations will be working closely on the approved materials and finishes. In addition, we're 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 sort through.

On a side note, the FGH board was able to walk the property on Monday, February 27.

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.

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.

Additionally, 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