

Unscrupulous third parties are increasingly trying to defraud consumers and specifically timeshare owners. These third party callers often claim they can rent your timeshare or related benefits, sell your timeshare, or claim you have weeks, certificates, points or some other similar timeshare related product that you have not utilized.

Be cautious - these third party callers are often scam artists using general information and the name of well-known brands like Hilton Grand Vacations or RCI in an attempt to provide credibility and make their claims or offerings seem legitimate. They also capture information found in public records, social sites, timeshare owner user groups or otherwise found online to falsely gain your trust.

Please know that Hilton Grand Vacations does **not** share your information with these third parties, nor does Hilton Grand Vacations approve or in any way endorse these offers. In fact, third party callers asking you to rent your timeshare may put you in violation of the Club Rules, your HOA rules and even local ordinances. Even more problematic is these scammers typically ask for an upfront fee for a benefit or service, that you will likely never receive.

What should you do if you are contacted?

1. **Don't Provide Personal Information.** Because many of these callers are scammers, avoid providing them any personal information or credit card information.
2. **Confirm the Offer with HGV.** If the caller claims to be working with HGV or otherwise related to HGV, call us at 1-800-932-4482 and confirm before accepting any offer or paying any money to the caller.
3. **File a Complaint.** If the call appears to be a scam (even if you haven't paid any money), you should report the caller to the Attorney General's Office where you reside as well the state in which the operator is located. Many of these operators are in Florida and Nevada.
For Operators located in Florida, file your complaint with the Attorney General & the Florida Dept. of Agriculture and Consumer Services at:
http://myfloridalegal.com/contact.nsf/contact?Open&Section=Citizen_Services
<https://csapp.800helpfla.com/CSPublicApp/Complaints/FileComplaint.aspx>
For Operators located in Nevada, file your complaint with the Attorney General and the Dept. of Business and Industry Affairs at:
http://ag.nv.gov/Complaints/File_Complaint/
<https://nca.i-sight.com/external/case/new>
4. **Stop Payment.** If you've paid the scammer via credit card, contact your credit card company and request a stop payment. They may want to see a copy of your filed complaint.
5. **Gather Information.** Gather as much specific information about the caller as you can so that you can file your complaint, including the following:
 - o Full name of the company,
 - o Full name of individuals you spoke to
 - o Phone number calling you (these are often false numbers)
 - o Phone number they gave you to call back for more information
 - o Date and time of the call(s).
 - o The address of their business
 - o Their website
 - o The details of the offer (such as price, location, service, etc.)
6. **Report the Incident to HGV.** If you have been contacted by a third party falsely claiming a relationship with Hilton or HGV or falsely claiming to have received information about you from Hilton or HGV, we want to know. You can report the incident by calling 1-800-932-4482 and completing the attached form.

Although most of these third party callers use false information (including false caller ID) making it very difficult to track them down, when we receive a report of company's falsely claiming relationship with HGV, we take action whenever we can. However, we need information from you to take that action. So, the more information you can provide, the better chance we have in obtaining a successful outcome. Keep in mind that if you have been victimized by one of these scammers, your best course of action is to file a complaint with the authorities directly.



Hilton Grand Vacations

Incident Intake Questionnaire

Submit Completed Form to: Privacy.Matters@hgvc.com

Customer Information

Name: _____ Phone Number (where calls received): _____

Date Reported to HGV _____

Owner Yes No Member No.: _____

Last HGV Stay: _____ Where: _____ When: _____

Suspicious Call Details

Date & Time of call(s) _____

Number on your Caller ID: _____ Number given to you to call back: _____

Company Name: _____

Name of Caller: _____

Website of company: _____

Street Address of Caller: _____

How caller claimed to have obtained your information:

Did the caller claim to be from or part of Hilton or Hilton Grand Vacations? Yes No What other companies were referenced, if any: _____

What did they try to sell? _____

What information did they have about you?

<input type="checkbox"/> Your Name	<input type="checkbox"/> Exact Dates of recent stay or <input type="checkbox"/> General reference to past stay
<input type="checkbox"/> Spouse Name	<input type="checkbox"/> Number of current ClubPoints
<input type="checkbox"/> Home Address	<input type="checkbox"/> Resort where you own a vacation interest
<input type="checkbox"/> HGV Member #	<input type="checkbox"/> Credit Card #
<input type="checkbox"/> Hilton Honors #	Anything else

Have you paid any money to the caller or otherwise provided your credit card information to them? Yes No
If Yes, how much, when and by what method: _____

Have you filed a report with any agencies or authorities? Yes No
If Yes, which agency _____
If no, be sure to review page 1

Did you receive anything writing? Yes (if yes, please provide a copy) No

Is it okay for HGV to share this report with 3rd parties for investigative purposes? Yes No

Do you certify as to the truth of this report as to the best of your knowledge? Yes No Not sure

Was there anything else noteworthy about the conversation that stood out to you?

Thank you for completing this intake form.

Please know that Hilton Grand Vacations does not share your information with any third parties for their own use and does not condone misrepresentations to the contrary that may occur. The security of customer information is very important to Hilton and the information you provide on this report may help investigate or pursue any wrong-doing related to misuse of customer information.

Your report will be reviewed by Hilton's Security Investigation team. If they need additional information they may be in touch with you directly, if necessary