

Unscrupulous third parties are increasingly trying to defraud consumers, specifically timeshare owners. These operators 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 which you can profit from.**

See <https://www.insidethegate.com/category/timeshare-fraud/> for various state and federal issued warnings related to timeshare resale and rental fraud schemes.

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

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

What should you do if you are contacted?

1. **Don't Provide Personal Information.** Avoid providing any personal information or credit card information.
2. **Confirm the Offer with HGV.** If the caller claims to work with HGV or be otherwise related to HGV, call us at 1-800-932-4482 to confirm before accepting any offer or paying money to the caller.
3. **File a Complaint.** If the call appears to be a scam (even if you haven't paid any money), report the caller to the your state's Attorney General's Office as well the office in state where 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 Debt 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 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)
 - o Callback number provided
 - o Date and time of the call(s).
 - o The Business address
 - o Website URL
 - o Offer details (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 third party callers use false information (including false caller ID) making it difficult to track them, when we receive a report of company's falsely claiming relationship with HGV, we take action whenever we can. We need information from you to take that action and the more information you can provide, the better chance for a successful outcome. 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 Honors? Yes No Did the caller claim to be from or part of 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? Your Name Exact Dates of recent stay or General reference to past stay Spouse Name Number of current ClubPoints Home Address Number of current Honors Points HGV Member # Resort where you own a vacation interest HHonors # Credit Card # 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 file 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