

Timeshare fraud is on the rise. Be cautious of any claim to rent, sell or cancel your timeshare, even if the operator claims to be part of Hilton or Hilton Grand Vacations®. Often, scammers falsely claim you have unused benefits or to be from Hilton, RCI®, your Home Resort or similar.

What should you do if you are contacted?

1. **Don't Provide Personal Information.** Avoid providing any personal information, credit card information or account information.
2. **Confirm the Offer with HGV.** If the caller claims to work with Hilton Grand Vacations or to be affiliated with HGV or RCI, call us at **800-932-4482** to confirm if the offer is legitimate.
3. **File a Complaint with the Authorities.** If you've been victimized by one of these scammers, your best course of action is to file a direct complaint with the authorities. Even if a monetary transaction hasn't occurred, if the communication appears to be a scam, report the incident to the Attorney General's office in your state as well as the state in which the operator is located. Many of these operators are in Florida and Nevada.

For operators in Florida, file your complaint with the Attorney General and the Florida Department of Agriculture and Consumer Services at:
myfloridalegal.com/contact.nsf/contact?Open&Section=Citizen_Services

For Operators in Nevada, file your complaint with the Attorney General and the Department of Business and Industry Affairs at:
ag.nv.gov/Complaints/File_Complaint/
nca.i-sight.com/external/case/new

4. **Stop Payment.** If you paid the scammer via credit card, contact your credit card company immediately and request a stop payment. They may request 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:
 - Name of the company
 - Name of individual(s) you spoke to
 - Phone number calling you (these are often false)
 - Callback number
 - Date and time of the call(s)
 - Business address
 - Website URL
 - Offer details (price, location, service, etc.)
6. **Report the Incident to Hilton Grand Vacations.** If you've been contacted by a third party falsely claiming a relationship with Hilton or Hilton Grand Vacations, or falsely claiming to have received information about you from Hilton or Hilton Grand Vacations, we want to know. Report the incident by calling **800-932-4482** or by submitting this form to Privacy.Matters@hgvc.com.

Although most third-party callers use false information, such as false caller ID, to make it difficult to track them, when we receive a report of an operator falsely claiming a relationship with Hilton Grand Vacations, we act whenever we can. We encourage you to provide information on incidents, as more information provided can help us take action and work towards a successful outcome.

Customer Information

Name:		Phone Number (where calls received):	
Date Reported to HGV:			
Owner	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Member Number:
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:		
Company website:		
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?	<input type="checkbox"/> Yes <input type="checkbox"/> No	What other companies were referenced, if any:
What did they try to sell?		
What information did they have?	<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 HGV Club Points or The Club Points
	<input type="checkbox"/> Home Address	<input type="checkbox"/> Resort where you own a vacation interest
	<input type="checkbox"/> HGV Member Number	<input type="checkbox"/> Credit Card Number
	<input type="checkbox"/> Hilton Honors™ Number	Other
Have you paid any money to the caller or provided your credit card information to them?	<input type="checkbox"/> Yes If yes, how much, when and by what method:	<input type="checkbox"/> No
Did you receive anything in writing?	<input type="checkbox"/> Yes (if yes, please provide a copy) <input type="checkbox"/> No	
Is it okay for HGV to share this report with third parties for investigative purposes?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you certify as to the truth of this report to the best of your knowledge?	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Not sure

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

Thank you for completing this 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 Grand Vacations, and the information you provide in this report may help us investigate or pursue any wrongdoing related to misuse of customer information.

Your report will be reviewed by Hilton Grand Vacations' Security Investigation team. If they need additional information, they may contact you directly, if necessary