

# Protect Yourself From Fraud

Tips to help you avoid a potential exit company scam



## If The Offer Is **Too Good To Be True**, It Probably Is

Be cautious of unsolicited offers to sell, rent, advertise or transfer your timeshare or to eliminate your maintenance fees or cancel your contract. When in doubt, do not engage.



## Be Suspicious Of **Pre-Recorded Sales Messages**

Fraudsters disregard do-not-call laws and requests. If you receive a prerecorded message, it is most likely from a scammer who obtained your information through a third party. Do not engage or interact with the recording. All legitimate promotional calls should come from a live representative.



## If Someone Is **Asking For Upfront Fees**, It's Likely A Scam

Many scams involve collecting upfront fees to sell, rent or advertise your timeshare or exchange benefits. Scammers may also claim you'll earn a profit or that participating will help you "get out of" your timeshare. These promises are major red flags and strong indicators of a scam.



## Avoid Giving Out **Personal Information**

If you speak with someone over the phone, do not provide any personal information. Instead, write down as many details as possible — such as the caller's name, the company they claim to represent, a call-back number, their website and any specifics about the offer. Once you've gathered this information, report the incident to the appropriate authorities.

**We want to help you stay safe from timeshare fraud scams.**

If you're ever unsure about a communication, please reach out to us.

Contact information is available at your Member website.