

How To Report Timeshare Fraud

Steps to take to prevent falling victim to a potential exit company scam



1. Avoid Giving Out Personal Information

Never provide your personal information over the phone to someone that you do not know. Scammers are often fishing for information, particularly information you might have provided to your timeshare company.



2. Record All Information

Write down the caller's name, the company, phone number to call back, website and offer details. The more information you can record, the better when reporting your incident to the authorities.



3. Report The Incident (Within the United States)

File a complaint with the Attorney General's office in the state where you reside. You can also file a report in the state where the caller is located if you have that information. To locate your state's AG's office, visit usa.gov/state-attorney-general.



4. Report The Incident (Outside the United States)

Gather as many details of the scam as possible and report it to the appropriate authorities.

Europe: Email details of the scam to LegalReport@hgv.com.

Canada: Report the incident to the [Canadian Anti-Fraud Centre](#) and the [Provincial Consumer Affairs Regulator](#).

All Other Countries: Report the incident to your regional consumer protection division.



5. Cancel All Agreements And Stop Payments Immediately

If you think you've been the victim of a scam, reach back to the scammer and notify them in writing of your wish to cancel. If you paid the scammer via a credit card, contact your card company and request a stop payment. If you paid by check, request a stop payment with your bank.

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

For more information, visit my.hgv.com/fraud-protection

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