

How To Spot And Report Timeshare Fraud

The following tips can help you identify and protect yourself from scams



1. Avoid Giving Out Personal Information

Never share your personal information over the phone with someone you don't know. Scammers often try to “phish” for details — especially information you may have previously provided to your timeshare company — to make their schemes sound more legitimate.



2. Record All Information

Write down as many details as you can about the caller, including their name, the company they claim to represent, a call-back number, website and any specifics about the offer they made. The more information you document, the more helpful it will be when reporting the incident to authorities.



3. Report The Incident

Within The United States: File a complaint with the Attorney General's office in the state where you live. If you know where the scammer is located, you may also submit a report to the Attorney General in that state. To find contact information for any state Attorney General's office, visit [usa.gov/state-attorney-general](https://www.usa.gov/state-attorney-general). You may also share information with the FBI by visiting [ic3.gov](https://www.ic3.gov).

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.



4. Cancel All Agreements And Stop Payments Immediately

If you think you've been targeted by a scam, take immediate action. First, notify the scammer in writing that you are canceling your agreement — this helps establish a record of your intent. If you paid with a credit card, contact your card issuer to request a stop-payment or dispute the charge. If you paid by check, reach out to your bank to request a stop-payment on the transaction. Never wire or send money through similar instant pay services.

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.