

# HOW TO REPORT THIRD-PARTY 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 TO HGVC

Complete HGVC's incident intake form, located at [my.hgv.com/incident-report](https://my.hgv.com/incident-report), and email it to us at [privacy.matters@hgvc.com](mailto:privacy.matters@hgvc.com).



## 4. REPORT THE INCIDENT TO YOUR ATTORNEY GENERAL

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 contact information, visit [usa.gov/state-attorney-general](https://usa.gov/state-attorney-general).



## 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 third-party exit company scams.

For more information, visit [my.hgv.com/fraud-alert](https://my.hgv.com/fraud-alert) or email us at [privacy.matters@hgvc.com](mailto:privacy.matters@hgvc.com).



Hilton Grand Vacations