

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.

Recognize Common Timeshare Scam Tactics

Learn how scammers may attempt to contact you

Watch out for these four types of fraudulent communications frequently used by scammers attempting to take advantage of timeshare Owners:



Pop-Up Ads

Fraudulent timeshare exit companies often disguise scams through pop-up ads designed to look like they're from your timeshare company. These ads may promote a "best price" offer that can only be purchased through the pop-up and do not lead to an official Hilton Grand Vacations or Bluegreen website.

Remember: If an offer seems too good to be true, it probably is.



Phone Calls

Scam phone calls may come as a recorded message or from a live agent. If you speak to a live agent and they become unprofessional, impatient, defensive or begin to pressure you to rent or sell your timeshare or related benefits, it is very likely a scam.

Protect yourself: Never confirm or provide personal information, document as many details as possible about the caller and report the incident to the appropriate authorities. Never wire money.



Phishing Emails

Fraudsters often impersonate companies and individuals, using names of legitimate employees and logos or documents to appear authentic. These emails often promise quick timeshare sales or transfers. If you receive an offer by email, verify the sender's email address and company domain. If anything looks suspicious, assume it is a phishing scam and do not click links or respond.



Letters And Postcards

Some scammers send letters or postcards offering to sell or rent your timeshare. These materials may include HGV, Bluegreen or Hilton-branded letterheads and appear official at first glance.

Check carefully: Fraudulent documents often contain inconsistencies, misspellings or awkward grammar. If the communication seems fraudulent, do not engage. Report the incident to the proper authorities.

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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.

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