



Dear Member:

Diamond Resorts® has noticed a large increase in third party companies acting as fraudulent resellers, or trying to solicit our owners with false promises to provide timeshare "transfer" or "exit" services. It is critical that you understand key information:

- 1. Diamond does not negotiate timeshare "exits" with unscrupulous timeshare exit companies.** These companies are not authorized to represent us and have no special access, relationship or method of obtaining an "exit" for you from your timeshare contract. Absent an agreement with Diamond, or court proceeding, there is no way for these companies to "exit" you from your timeshare without causing you to be in breach of your contract.
- 2. Scare tactics used by many companies are false and designed to convince you to seek cancellation of your membership.** Many companies invite members to attend seminars and free dinners to learn about supposed "timeshare law changes" or "maintenance fee increases" that will affect their account. Most notably, members are often incorrectly told, "their children will automatically inherit and become liable for the timeshare annual dues." Don't fall victim to these lies.
- 3. Any member who is working with a timeshare exit company may NOT be eligible for our member relief programs.** Diamond has developed and publicized a range of services to help members adjust their ownership to meet their needs. These include options to modify or rewrite loan terms, and our Transitions™ program, which for a fee allows members who meet eligibility criteria to retire all or part of their membership. Members have notified us of timeshare exit companies attempting to use these programs – charging them much higher fees to access a program that the members could have used on their own. Any member who is working with one of

these companies may not be permitted to use these member relief programs.

4. **We have documented cases of timeshare exit companies failing to communicate true account status to their clients.**

We also have documented cases of these companies suppressing the debt collection letters, which we send, failing to pass them on to their clients. While this may create the illusion that the timeshare exit company has obtained a “safe” and “legitimate” exit, the reality is very different. If you find yourself involved with a company, to ensure you are getting the full story, we strongly recommend that you ask any representative to provide you with copies of all correspondence we send. It is also good to remember that you can access your account through our online member portal to review the true status of your membership.

5. **Diamond has taken an aggressive stance against unscrupulous timeshare exit companies.**

To date, we have filed litigation against a dozen firms. While we can't comment on active cases, you can find numerous news articles online about how we have obtained court ordered, permanent injunctions against timeshare exit companies in no less than seven lawsuits. You can also find articles online about timeshare exit companies going out of business, leaving their clients with none of their promised outcomes, nor refunds of fees paid.

6. **Many timeshare companies are taking aggressive action against unscrupulous timeshare exit companies.**

Below are links to a number of recent legal cases and news articles documenting these efforts and their outcomes. Feel free to do your own research. It is important that you understand these facts. Any questions as to how the facts and risks in these cases apply to you should be directed to your representatives.

Headlines:

- [FOX 16: Arkansas Attorney General Files Suit Against Company Selling Timeshare Exit Plans](#)
- [ABC News: Widow in Largo, Florida, Loses Thousands to Timeshare Exit Company](#)

- [Orlando Sentinel: Timeshare Giant Diamond Shuts Down Another Company that Claims it can Cancel Your Timeshare](#)
- [CBS News: Investigation Finds Timeshare Exit Companies Scamming Customers](#)
- [Read More Headlines](#)

We want to help you, and that starts with making sure you are informed. We appreciate you taking the time to review the above facts and encourage you to do your own research on this important issue.

You signed up to experience vacation ownership for a reason. If you want to try a new start, we would like to talk with you. We're here to help. Please call our hotline anytime at 1.877.275.8816.

Sincerely,



Maria Kalber
Senior Vice President of Global Service and Club Operations

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