

## Notice From Diamond's Legal Team

Dear Member,

**We are writing to inform you of a recent court case involving International Timeshare Refund Action more commonly known as ITRA and to provide you options for assistance, should you find yourself affected.**

On 30 January 2019, ITRA was wound up in the High Court of Justice England and Wales following a petition by a couple who had taken ITRA to court on grounds of unlawful conduct involving misrepresentations and failure to provide promised services concerning timeshare relinquishment and compensation. The couple petitioned after ITRA failed to refund monies as ordered by the court.

The case was one of just several that has been successfully brought against ITRA, and a number of courts have repeatedly found that ITRA used deceptive methods while failing to provide the services agreed upon.

### **Assistance for consumers affected by ITRA**

We are aware that a number of Diamond members may have been affected. If you have used the services of ITRA and are concerned about the status of your membership with Diamond Resorts, please contact [OwnerOperations@diamondresorts.com](mailto:OwnerOperations@diamondresorts.com) at your earliest convenience and a Diamond representative will discuss the options open to you.

If you have paid monies to ITRA for services that have not been provided and would like guidance on how to file a claim against ITRA with the insolvency service you can contact KwikChex. Any consumers who contact KwikChex will be provided with advice, and if instructed to do so, their cases can be passed to a specialist insolvency practitioner. Please note that the services of KwikChex are provided to consumers free of charge. KwikChex is approved by Trading Standards.

[Get in touch](#)

### **Important information for clarity**

The services provided to consumers by KwikChex are funded through the Resort Development Organisation (RDO), which represents timeshare businesses in Europe. In order to ensure that Kwikchex maintains the highest levels of integrity, its services have been vetted and approved by UK Trading Standards and continue to be monitored on an ongoing basis. The official KwikChex accreditation, approval and verified consumer feedback can be viewed [here](#) link

### **ITRA's connections to the European Consumer Claims (Commonly known as ECC)**

There have been reports that owners of ITRA are also allegedly doing business through a company known as **European Consumer Claims/ECC**, of ECC attempting to take over cases from ITRA and in some instances demanding fees from consumers. ECC is also the subject of a number of consumer complaints and has been in breach of a number of laws, with failures to disclose ownership on websites and other business communications.

Any consumers concerned with these aspects of ECC's trading can also report their concerns to KwikChex and seek guidance contact:

[Contact KwikChex](#)

Our goal is to inform you and protect you from fraudulent services.

Sincerely,  
Diamond Resorts Legal Services