

Types of Timeshare Fraud Communications

Learn about the common ways scammers may contact you

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



Pop-Up Ads

Fraudulent timeshare exit companies will mask scams through pop-up ads that look like they're from Hilton Grand Vacations or Diamond Resorts. These ads appear on your device and feature a "best price" offer that you can only purchase through the advertisement and will not take you to the official HGV or Diamond Resorts website(s).

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



Phone Calls

Phone call scams can be delivered via a recorded message or through a live agent. During the call, if a live agent becomes unprofessional, impatient or defensive, or they start to pressure you to rent or sell your timeshare, it's likely a scam. Never confirm or provide any personal information during these calls. Take down additional details about the caller and report your incident to the authorities.



Emails

Phishing emails offering to sell or transfer your ownership will come from fraudulent companies. These emails could include the HGV or Diamond Resorts logo, and the name or title of an existing Team Member. In the email, they may also promise to sell your timeshare within a certain amount of time. If you receive this type of email, confirm that the email address comes from @hgv.com or @hgvc.com. If not, then it's a phishing email.



Letters And Postcards

Look out for letters or postcards that offer to sell or rent your timeshare. Some of these documents may contain HGV-, Diamond Resorts- or Hilton-branded letterheads and other official-looking information. Read the document carefully. Fraudulent documents often contain inconsistencies and grammatical errors. If you determine the communication is fraudulent, do not engage. Instead, report the incident to the proper authorities.

We want to help you stay safe from third-party exit company scams.

For more information, visit my.hgv.com/fraudalert.