

Note: This email was edited only to remove our personal email address, name and account information.

From: Dulce Calleros <pgrsales@prodigy.net.mx>
Subject: Playa Grande Resort
Date: 04/17/2009 07:48 PM
To: -----@excite.com

Dear Mr. -----,

Freddy Magid does not work at Playa Grande Resort anymore, for personal interest he decided to move to Puerto Vallarta city. I have been reading the emails below where you made a deal with Freddy in regards to giving him some properties to be sold by a broker. If you would like to have further information in regards to how your process is going please keep contacting Freddy Magid by email or contact the broker directly. I do not have a personal telephone from Freddy.

Please be informed that Playa Grande Resort is not involved in this transaction as our ownership agreements state that we do not handle any type of rentals or resales.

If you have any questions in regards to your Playa Grande Membership ----- please let me know and I will gladly assist you.

Regards,

Dulce Calleros

Sales Owner Services

Playa Grande Resort

USA Tel. 1-619-819-7522

Fax. 011 (52) 624-1431733

Email pgrsales@prodigy.net.mx

-----Original Message-----

From: Maria Figueroa [mailto:mariafigi@resortcom.com]
Sent: Friday, April 10, 2009 6:31 PM
To: pgrsales@prodigy.net.mx
Subject: Playa Grande Resort

Good Afternoon Dulce:

I received this e-mail from member through the crm.

Good Morning,

We became members of Playa Grande Resort on December 13, 2008. Our membership number is -----. The reason that I'm sending this email is because we have a number of items that we were promised during that sales presentation that haven't materialized yet. A copy of one of our many emails to Freddy Magid is attached. He responded several other times and told us he was taking care of all of our items, but nothing has happened. We now haven't heard from him in over a month and our last 3 email to him have gone unanswered. Also it has been almost 4 months since we purchased, the 1st 8 items on the attached list was suppose to have been completed by now, but not 1 has been.

Can you PLEASE help?

Thanks,
