

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

**From:** MemberServices <memberservices@mailca.custhelp.com>  
**Subject:** Fwd: RE: New Playa Grande Owners on 12/13/2008 - Fractional Ownership  
**Date:** 04/10/2009 08:45 PM  
**To:** -----@excite.com

Recently you contacted us about a general question or a question about your account. Below is a summary of your request and our response.

Thank you for allowing us to be of service to you.

<b>Subject</b>
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Fwd: RE: New Playa Grande Owners on 12/13/2008 - Fractional Ownership
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<b>Discussion Thread</b>
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<b>Response (Maria Figueroa)</b>	04/10/2009 05:25 PM
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Dear Member:

I will go ahead and forward your e-mail to the Resort. As soon as I have a response they will contact me or call you direct.

Thank you  
Member Services  
ResortCom International

<b>Customer (-----)</b>	04/05/2009 08:58 AM
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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,