

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

From: -----@excite.com
Subject: RE: New Playa Grande Owners on 12/13/2008 - Fractional Ownership
Date: 04/20/2009 08:47 AM
To: memberservices@mailca.custhelp.com
Attachments:

Good Morning,

Thank you for forwarding my comment to Playa Grande, I received a response from them which I'm totally unhappy with. Below (attached) for your files is a copy of my email stating why I'm unhappy.

Good Morning Calleros,

Thank you for your email, however I'm QUITE disturbed by it. Stating that Playa Grande Resort is NOT involved in our transaction as stated in the sale agreement really makes me agree, that they "our so called new ownership" will not stand behind us. Our transaction took place at your resort. Plus the fact that the 1st 7 items that was on our list also was NOT taken care of. You basically are telling us that since Freddy left, you can't do a thing about it, so it's now our problem. What kind of scams are your great resort running by promising buyers numerous items, then having the sales associates (VP) move to another location, then say, hey, we can't WON'T help you, he's gone. So it appears very strongly that we have been LIED to, numerous times and totally SCAMMED. Well since we are upstanding and honest people, I feel it's my duty to warn and help protect others from being taken advantage of. So we will begin designing a website which will include all of our promised items that were never received and how we were lied to. We will also include in our website all the names and agencies involved in our lovely purchase. This of course will include Freddy, Playa Grande Resort, ICE, Regal and others that are included in our paper work. We will make sure that when anyone uses a search engine such as Google, then our website will be listed so hopefully they will be extremely careful when visiting your resort and we'll also recommend in the website to not attend a sales meeting, it would be a terrible misstate.