

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: 04/05/2009 11:56 AM
To: memberservices@resortcom.com
Attachments:

Good Morning,

We became members of Playa Grande Resort on December 13, 2008. Our membership number is XXXXXXXX. 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,