



20 September 2009

Grimanesa De La Hoz
Resalegc Marketing SL
C/José Clavijo y Fajardo 2
35120 Arguineguin
Gran Canaria
SPAIN

Dear Grima

We would like to submit a statement regarding the misrepresentations which were made during our timeshare sales presentation.

We were told by the representative that it would be an investment for the future but should we wish to sell at any time the company would purchase it back from us at the current market value.

We were told that [REDACTED] was designed for people like us to have luxury holidays and would pay for itself in six years, comparing it to what we had paid for the holiday we were on at the time. Although he forgot to include the additional cost of air travel and the maintenance fee on top of the cost of the apartment as opposed to the air travel being included in the total cost of the holiday we were on. We purchased a week in [REDACTED] which did not have a view (we knew this) and were asked there and then for a credit card to pay a deposit.

The first year we used the apartment we were met by another representative who persuaded us to buy in [REDACTED] a two bedroom apartment which we could exchange for two weeks in a one bed. [REDACTED] wasn't completed at the time but was for our first stay there. We were given documents for [REDACTED] as they said they had to give us something until it was completed. We booked the two weeks in a one bed for the following year but were told by the representative we saw this year that this wasn't correct and that the way forward was 'A once only offer' to purchase a one bed for two weeks on the new points system in [REDACTED]

The holidays have cost a lot more than we would normally have anticipated spending. At every new purchase we had to pay over money straight away whilst there on holiday. On our last visit they said they could not improve the ownership we had.

I do not have the paperwork from the first two purchases as I disposed of them as we acquired new paperwork.

If you require any further information from us please do not hesitate to contact us.

Yours sincerely

[REDACTED]