



AMERICAN RESORT DEVELOPMENT ASSOCIATION  
CONSUMER ADVISORY ON RESALE COMPANIES

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ADVISORY III

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ARDA recently learned of a new scheme involving timeshare resales that not only preys upon consumers but falsely sites ARDA as a reference. ARDA does not contract with, become involved with, authorize, or endorse any company's resale activities.

In the latest scheme, a consumer was contacted by a fraudulent resale company and told that the reseller was "acting as ARDA's agent" to disburse refunds collected by the Florida Attorney General in the state's legal actions to assist consumers who were victims of fraudulent resale practices. The consumer was asked questions by the caller, put on hold while the caller claimed to "contact ARDA," and was further told that ARDA had authorized an amount to be refunded to the consumer. The consumer was then told that "ARDA required" the reseller to collect a nearly \$2,000 up-front fee to "process the claim."

These statements regarding ARDA are totally false. Although Florida's Attorney General has filed actions against resale companies in Florida, ARDA is not involved in their efforts to obtain refunds for consumers, nor would ARDA authorize such fees or refunds.

Any consumer who may be eligible for a refund based on the Florida Attorney General's actions should contact the AG's office directly. Do not rely on claims by telephone solicitors or others that their companies are involved in refunds authorized by the state of Florida or any other government body. If you receive such a call, please contact ARDA at 407.245.7601, email us at [resales@arda.org](mailto:resales@arda.org) or contact your own state Attorney General's office.

**Do Your Homework and Shop Around**

Searching for a resale company on the Internet or from other advertisements may seem tiring and overwhelming due to the large number of companies offering their services.. But in this crowded marketplace, doing your homework is very important. Ask the manager of your resort about the company—often your resort manager gets reports on other owner experiences. Some companies may even use the ARDA logo without permission. Always verify a company's claims and compare the prices and services before parting with your money. If you can't verify their claims, go elsewhere.