

Dear Attorney General's Office,

We are writing to report our experience with Bluegreen Vacations and the timeshares we have purchased from them. We were approached by a Bluegreen representative while visiting a Bass Pro Shop in Virginia in February 2014. We were offered a discounted 3 day 2 night stay in return for attending one of their "presentations". We took this offer and attended the presentation, but were pressured into purchasing a sampler package after four hours of relentless sales pitches.

Part of purchasing the sampler was agreeing to attend a presentation at our first booked vacation which was at the Sea Glass Resort. Spent 2nd day of trip being shuttled to their HQ's for this presentation. It was here they tried to sell us more points which would be another deed or Timeshare purchase but we repeatedly said "NO". However, relentless sales reps convinced us we were buying more points to "upgrade" thereby assuring we would never have to worry about availability of or booking a beachfront property vacation again. We were actually held there for eight hours; they even bought us dinner to keep us from leaving. Suffice to say no wonder our second visit through them to Sea Glass Resort we refused to attend the sales presentation and because of, were treated poorly.

However, all the promises made in the first visit's presentation fell empty. When we booked our first beach trip in April 2014, we requested a floor-level unit as my foot was broke and in a boot at the time. After a 12 hour drive, we arrived to find we were miles from the beach, our unit was 3 floors up with no elevator and no key to get in. We soon learned from another vacationer we had to check in at a location 10 min. away. Upon arrival, we found the office closed & locked up. Luckily a cleaning lady inside helped us secure a key but we had to return the next day to check in. Suffice to say our first vacation was a nightmare as I had to navigate 3 flights of stairs with a broken foot each time we left and returned to unit.

Our last beach trip in January 2018, we tried to set up on Bluegreen's online site to no success and called customer service. We explained this was to celebrate my 60th birthday and also shared our unhappiness with Bluegreen. Magically, the rep was able to find availability at the Trade Winds on the beach in FL but only a studio on the parking lot side, which we booked. As this was a Bluegreen HQ, we aired our complaints with them, told them we wanted out and why. Instead we were told we could not use their system to access beach properties because we did

not have enough points and were brainwashed into buying 3,000 more points which I did on my SSD income at \$95.08/mo. This was an additional deed!

Since joining Bluegreen, we've taken 16 vacations, ONLY 4 have been through Bluegreen mostly due to total lack of availability. We were also told in order to book beachfront locations, we needed to book over a year out, which is not what we were initially told. This is not feasible for us. In addition, every place we stayed at needed to be updated and were nothing like what was shown to us during either of the presentations we attended.

We feel we have been deceived and misled by Bluegreen Vacations, and their sales tactics are unethical and manipulative. We were convinced to purchase something that has turned out to have no value as the initial value they portrayed is non-existent. Bluegreen is not a reputable company and is extremely difficult to deal with. We are tired of paying for something that has no return or usability for us.

Therefore, we are requesting that our timeshares with Bluegreen Vacations be cancelled immediately, and we ask for your help in making this happen. We feel Bluegreen Vacations has engaged in deceptive, unfair business practices, and we urge you to take appropriate action against them to prevent them from continuing to deceive and harm customers.

To close, as you can see by the attached, we have continued to be faithful in paying our yearly maintenance fee, including their ludicrous late fees. This is our first time being tardy in making payment as I am now retired and the money just wasn't there to be paid. The maintenance payment was due October 13. I'm not even a month late and yet FIVE LATE FEES of \$25?? I made the payment last night but I believe this shows their true behavior in dealing with customers.

Thank you for your attention in this matter and your assistance is greatly appreciated.

Sincerely,

A thick black horizontal bar redacting the signature of the sender.