

We are coming to you, our state Attorney General, and asking you to look into Capital Vacation and the scam this company is running. We are relatively intelligent people, Having served 6 years in the Air Force and at 80 years old, I am not easily persuaded to make a stupid decision. However, this company does not provide any of the amenities and promises they represent in the sales presentations. Let me explain our experience, which, unfortunately, can be validated by many others from reviews online. This company is clearly predatory, scamming people daily and they seem to be able to get away with it. I don't understand how they have not been investigated before now. This is just wrong to be scamming people and they seem to be focused on us older folks who are at or near retirement.

We originally owned Stormy Point Village and were convinced to upgrade to Capital points, once Capital took over. This was based on advice given by all of the salesmen (I can give you their names) we met with advising of better bookings and value. The reality is that the fees keep rising and at 80 years old has become something we can no longer manage. We were told during one of the upgrades that we would have to own and pay on it for a year before we would be able to get out of it. After waiting that year and going back to another meeting they told us that was not correct information. We upgraded again and tried to call the salesman back to cancel and he said he would return our call in a couple of days. We called again once we got home and he said he would call us back the next day. We never heard from him again. Now the rescission period has passed and of course, they refuse to cancel. The lies and misrepresentations are in abundance. It seems that an owner will never have enough points and will forever be subjected to the endless sales tactics each and every time you go on vacation. In fact, the irony of owning this now is that we can't even afford to go on vacation. We certainly don't want our children to inherit this mess either. We put the last upgrade in Jack's name only with them stating it could be canceled if he passed, however, we now doubt that to even be true. We stopped making payments on this over a year and a half ago, hoping that would end it but it hasn't and this shadow is still hanging over our heads, causing us extreme stress.

And these are just some of the issues we have had. There are more we can share if you would like to discuss it. We just want to cancel this mistake and truly wish we had never got involved with a timeshare at all. Surely there is something that can be done about this company and others like it! It is not right that so many of us have fallen victim to this company and it lies. If we had indeed got what we paid for and were allowed to use what we bought instead of constantly dealing with the upsell there wouldn't be an issue and I could take responsibility for my decisions. But this is not the case here. People are being swindled and scammed and apparently, it is legal. Please advise if there is anything you and your office can do or if there is another avenue we should try.

Thank you for your time,

Karalee and Jack [REDACTED]
Capital Vacation Owner # [REDACTED]