

I am writing to you at the Office of the Attorney General to formally lodge a complaint against Silver Lake Resorts and its managing entity, Capital Vacations. Despite numerous attempts to communicate via emails and letters, we have received no response or acknowledgment of our grievances and requests.

Our relationship with Silver Lake Resorts began in 2010 when we purchased a timeshare with the hope of enriching our family vacations. However, our experiences have significantly deviated from what was originally promised, leading to considerable dissatisfaction and financial strain. We were initially attracted by what was presented as a flexible points system, but this flexibility has proven to be illusory.

Since Capital Vacations took over management, our troubles have intensified. We were persuaded to transfer our points to their system with the promise of cost savings and enhanced benefits, including an upgrade to premier status and 1 million bonus points in the first year. These promises have not been fulfilled. Our attempts to utilize our timeshare have been consistently thwarted by unavailable dates and prohibitive costs for point transfers.

The financial impact on us has been severe, with high maintenance fees and annual membership renewals. This is particularly unjustifiable given our difficulties in booking and the overall lack of transparency and fulfillment of initial promises.

Given these circumstances, we are seeking a full cancellation of our timeshare ownership to avoid further financial burdens. The continuous challenges in booking and the stark discrepancy between what was promised and what has been delivered have led us to this decision.

We request the prompt and serious consideration of our complaint by your office and look forward to a swift resolution to this matter. We believe that your intervention is crucial in rectifying this situation and helping us find a just closure.

Best Regards,

James and Courtney 