

Consumer Alert — Advisory XV

Timeshare Resale Scam: Misrepresentation of Fidelity Resales

July 31, 2017

The American Resort Development Association (ARDA) and the Resort Owner's Coalition (ARDA-ROC) have been made aware of fraudulent activity by individuals using the email addresses "**fideliytimeshare@mail.com**" and "**legalftd@realtyagent.com**" to defraud timeshare owners through improper representation of Fidelity Real Estate Agency, LLC (dba Fidelity Resales), a licensed Florida real estate broker and ARDA member in good standing.

Consumers who are contacted by individuals claiming to be a representative from Fidelity Resales who use an email address that DOES NOT end with "@fidelityresales.com", should proceed with caution. These individuals are in NO WAY affiliated with Fidelity Resales, ARDA or ARDA-ROC.

A few cases of timeshare owners have been contacted by a group of individuals using the email addresses "**fideliytimeshare@mail.com**" and "**legalftd@realtyagent.com**." These individuals claim to be sales, legal, and/or billing representatives for Fidelity Resales and claim to have an interested buyer for the victim's timeshare interest. They have created false contract for resale documents and a letter that includes a claim for a "100% guaranteed sale." Once a victim pays the upfront fee, resale services are never rendered, defrauding the victim out of a large sum of money and leaving them with the timeshare interest they were looking to sell. These individuals may also be using other email addresses and impersonating actual Fidelity Resales associates in an attempt to continue the scam.

Fidelity Resales is aware of the situation. These individuals **DO NOT** work for Fidelity Resales. If you are currently working with a representative of Fidelity Resales and if there is a genuine offer on your timeshare, you – as the seller – **will never be asked to send money in advance**. Fidelity Resales facilitates every closing through a licensed title company and **ONLY** the title company would request money to fund closings, which would all be held in escrow with the title company.

Proceed with Caution

ARDA and ARDA-ROC caution all timeshare owners to be wary of such solicitations. If anyone contacts you claiming to be with Fidelity Resales, check that their email address ends with "**@fidelityresales.com**". If it does not, ARDA urges you to cut off all contact with the individuals. Fidelity Resales can be contacted directly by phone at **1-800-410-8326** or by email at **team@fidelityresales.com** to answer any additional questions.



If you feel that you have been a part of a scam, contact your local authorities to file a report, reach out to the state attorney general, and file a complaint with the Better Business Bureau. ARDA encourages owners to thoroughly research any company before doing business with them or paying any upfront fees. For more information about timeshare ownership and tips to ensure a safe buying or selling experience, visit ARDA-ROC's [Timeshare Resale Resource Center](#).