



Dear Grand Luxxe Members:

Last month we wrote you to warn of members being contacted by persons fraudulently posing as agents or affiliates of Grand Luxxe. We are repeating that warning because the problem is continuing, not only for Grand Luxxe but throughout our industry.

These persons may pose as “outside agents” of Grand Luxxe, or they may claim to have been referred to you by us. They may offer “special promotions” or rental or resale services. Or they may change the payment instructions for your monthly payments or maintenance fees.

These are professional con artists who can be very convincing and can appear to be entirely legitimate. They may gain your confidence by having personal information about you or your contract. They may use a name, address or website that is very similar to the Grand Luxxe name, address or website but varies in just one digit in a P.O. Box number or bank account number, or one letter in a web address. They may even use our logos (without authorization, of course) on their written or web communications. They may assure you of the safety of your transaction by instructing that your payment be made to a “title company” or “Escrow” or other intermediary that is in fact just another name and address being used by the scammer.

Specific recent tactics include requesting payment via Western Union for their services or special promotion. (We **NEVER** request payment via Western Union.) Another trick is to work with you over a period of time regarding the resale of your contract, not initially asking for an advance payment and gradually gaining your confidence. Then when they supposedly have a buyer they report that there is a lien, title defect, tax, transfer fee or other matter that must be cleared up or paid off before the sale can be completed. That is when they ask you to please send the money to the so-called “title company” or “Escrow” so the transaction can close.

Obviously we cannot anticipate and warn you of every possible variation in these scams. But in addition to our warning letters we are doing three things. First, we are taking steps to track down and prosecute fraudulent “brokers”, “outside agents”, and Grand Luxxe impersonators. In this regard you can help by reporting to us any suspicious contacts you receive.

Second, we are taking steps to close down websites being used to impersonate Grand Luxxe.

Third, we are again circulating our official contact list. The enclosed list contains **the only authorized channels for payments or other communications with Grand Luxxe**. If you

receive communications from any other source, or if you receive payment or other instructions differing even in one small detail from those enclosed, please report the contact immediately to our customer service department. Remember, too, that you can easily verify the legitimacy of anyone who claims to be calling from Grand Luxxe by politely hanging up and calling us back directly, toll-free.

Rest assured we are employing every measure available to us to prevent fraud against our members. Your privacy and the security of communications between Grand Luxxe and its members are of paramount importance to us. To ensure that privacy and security, please be sure all contacts, communications and payments are handled exclusively through the channels listed below, and please exercise the highest degree of caution when dealing with third parties.

Sincerely,

Felix Aceves Sepulveda
Chief Financial Officer
Grand Luxxe

The following are the only methods you should use for making payment to the Company:

Inquiries regarding payments may be made by phone at **1-866-888-0587** from the U.S. or Canada, or +52-322-176-0660 from all other countries, or by email at accounting@grandluxxe.com. Please note that you may also receive communications from one of our personal accounting representatives having a “@vidapayments.com” email address.

(i) **Electronic money transfer** (wire transfer): Transfers should be directed to:

Bank: BANAMEX, S.A.

Swift Code: BNMXXMM

Account: **Premium International Vacations, S.A. de C.V.**

Account Number: 002320000106805065

(ii) **Check or money order**, Member payments should be mailed to the Company at the address below, an independent third party mail forwarding service. This address should be used for payments only. **No other correspondence should be sent to this address** (see address at bottom of page for other correspondence). **Checks and Money Order must be made PAYABLE to: PREMIUM INTERNATIONAL VACATIONS, S.A. de C.V** and should be mailed to:

Mail Services

P.O. Box 56369

Houston, TX 77256

(iii) **Credit card**,

Phone: Member may pay by phone at 1-**866-888-0587** from the U.S. or Canada, or +52-322-176-0660 from all other countries.

Mail: Alternatively members may return signed credit card authorizations by mail through an

independent third party mail forwarding service, addressed to Mail Services, P.O. Box 56369, Houston, TX 77256. *Please note all transactions are processed in Mexico. Any transaction fees are the sole responsibility of the card holder.*

Inquiries regarding reservations, customer service and all other inquires must be directed as follows:

By email: customerservice@grandluxxe.com or reservations@grandluxxe.com

**By phone or
fax:**

From the U.S: (800) 843-2335
From Canada: (800) 843-2335
From Mexico: 01-800-543-7044
From the U.K.: 800-096-9367
From all other countries: +52-333-880-7831

**By registered
mail:**

return receipt requested, to:
PREMIUM INTERNATIONAL VACATIONS, S.A de C.V.
Avenida Lázaro Cárdenas 4070, Fracc. Camino Real, Zapopan, Jalisco C.P.
45040 Mexico (Please use this address for all other correspondence)