

BBB: So, what should customers look for to make sure they don't get ripped off?

Newton: The first thing everyone should know. Nobody can guarantee WHEN or even IF the resort will let you out of your contract or even let you transfer your ownership. So knowing that, marketing promises that seem too good to be true - usually are:

- A guaranteed exit
- A 100% success rate
- A 100% money back guarantee
- A guaranteed timeframe of exit
- Secret "proprietary services"

Marketing messages like this can give the consumer a false sense of security as well as take their attention off of the actual services they are paying for - which in some cases may not be much. The consumer needs to focus on the actual service the exit company is going to provide, not the marketing fluff.

BBB: This can be a complicated process at times. I know every case is different, but typically what should it look like?

Newton: The best protection and service is a dual service model that combines timeshare exit experience with individual legal representation for one flat fee. And to be clear, individual legal representation means the exit company retains a personal attorney to work directly with the timeshare owner to advise them regarding their legal rights as they navigate through the timeshare exit process. And that is what we offer our clients.

BBB: Tell us about The Consumer's Guide to Timeshare Exit.

Newton: Seeing first-hand how many consumers were being harmed when trying to end their ownership. I wanted to help. I wanted to give consumers access to education and insider information that we possessed that might help protect them from the bad actors and scams that affect so many timeshare owners and plague the timeshare exit industry.

Scan Here to Get the Consumer's Guide to Timeshare Exit



Newton Group has been a BBB Accredited Business for more than a decade. You can find them at newtongrouptransfers.com

