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HILTON

GRAND VACATIONS

June 17, 2020



Dear [REDACTED]:

On behalf of Hilton Garden Vacations Company LLC (“HGV”), I am writing to inform you about a recent incident that involved your personal information.

What Happened

We recently discovered that the completed and executed documents you provided to HGV in connection with your purchase of the timeshare interest with Contract No. [REDACTED] were lost in transit. The documents include the Warranty Deed, Deed, Mortgage, Automatic Payment Information Form and loan documents.

Although we have no indication that your information has been misused, we are providing you this notice out of an abundance of caution. We regret that this incident occurred and take the security of personal information seriously.

What Personal Information Was Involved

The personal information involved was the information included in your Automatic Payment Information Form, including your name, address, name of your financial institution, checking account number and routing number.

What We Are Doing

We are sending you the documents for your timeshare purchase for your completion and execution. Please email us at waikoloacrm@hgvc.com or give us a call at (808) 881-3129 to schedule for a mobile notary (paid by HGV) to come to your home and assist you with the paperwork that you will be signing. We are currently out of the office but we will be getting back to you within 24 hours and our current schedule is Monday – Friday, 8 am – 4pm HST.

What You Can Do

We recommend that you review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your personal information.

You may also contact the Federal Trade Commission (“FTC”) or law enforcement, including your Attorney General, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC’s Web site, at www.consumer.gov/idtheft, or call the FTC, at (877) IDTHEFT (438-4338), or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Please remain vigilant for incidents of fraud and identity theft, including by regularly reviewing your account statements and monitoring free credit reports. You may contact the nationwide credit reporting agencies at:

Equifax
(800) 685-1111
P.O. Box 740241
Atlanta, GA 30374-0241
Equifax.com/personal/credit-report-services

Experian
(888) 397-3742
P.O. Box 9701
Allen, TX 75013
Experian.com/help

TransUnion
(888) 909-8872
Fraud Victim Assistance Division
P.O. Box 2000
Chester, PA 19022
TransUnion.com/credit-help

You may obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze prevents copies of your credit report from being provided without the use of a PIN number that is issued to you when you initiate a freeze; however, using a security freeze may delay your ability to obtain credit. To place a security freeze on your credit report, you need to send a request to a consumer reporting agency (such as those listed above) by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Federal law mandates that a consumer reporting agency must allow a consumer to place, lift, or remove a security freeze "free of charge."

For More Information

We apologize for this error. We assure you that the security of your financial information is of utmost importance to us, and we take the protection and proper use of your financial information very seriously.

Should you have any questions or concerns regarding this matter, please contact our Client Relations Management department at (808) 881-3129 or via email at waikoloacrm@hgvc.com

We regret any inconvenience to you.

Sincerely,

Shenell Caldeira
Sr. Manager – Client Relations Department - Waikoloa
Hilton Grand Vacations Company LLC