

Important Advice on Increasing Risks Related to Timeshare Claims Businesses

If you are concerned about the legitimacy of this email, please log in to your online account and see the "What's New" post entitled "Claims Company Advice from Diamond Resort's Legal Team".

Dear Diamond Member,

You may recall that in November 2017, we informed you that a company known as **EZE Europe Ltd.**, together with its Chief Executive **Dominic O'Reilly** and its Managing Director **Stephanie O'Reilly** appeared at Birmingham Magistrates' Court and pleaded guilty to offences under consumer protection laws. These related to misrepresentations made to timeshare owners including alleged timeshare exit services and legal assistance to recover monies.

Sentencing finally took place at Birmingham Crown Court on 21 March 2019. Dominic O'Reilly was sentenced to 28 months imprisonment and was banned from being a company director for 9 years whilst his step-daughter, Stephanie O'Reilly, was sentenced to an 18 months custodial sentence suspended for two years and was banned from being a company director for 6 years. Their sentencing followed their earlier guilty pleas to two overarching offences relating to a failure to act with professional diligence, for using aggressive commercial practices and for offences under the Consumer Protections from Unfair Trading Regulations 2008.

According to reports, Trading Standards seized files relating to over 100 complainants who had entered into contracts with EZE worth approximately £1.3 million. However, the investigation indicated

that there were several thousand more consumers that had been adversely impacted.

The EZE Group often referred the "legal services" element of their offering to a business called **Praetorian Legal** in respect of which Dominic O'Reilly was at one time a director. The Head of the legal department of Praetorian Legal is managed by Ian Benbow who is a former solicitor who went to prison for fraud.

Following a dispute with Praetorian Legal, EZE then started referring their clients to **Fullbrook Associates**.

More recently, the proprietors of Praetorian Legal have formed another business called **Mercantile Claims Management Solutions**.

According to Trading Standards, consumers are already being contacted by third parties who claim to be able to recover compensation from EZE Group - some on a "no win no fee basis" and some on payment of an up-front fee. Trading Standards have recommended that the "up-front fee" approach should be viewed with caution as it bears the hallmarks of an "advance fee fraud".

There is a possibility that compensation may be recovered under the Proceeds of Crime Act, although this is by no means guaranteed. If you have been affected, please contact [KwikChex](#) for free advice and assistance.

On 22 February 2019, purported timeshare claims specialist businesses **Meredith Pritchard Consultants Ltd** and **First Law Solutions Ltd** were wound up in the UK High Court following action by UK authorities. The Insolvency Service presented petitions to the court on the grounds that both companies traded with a lack of commercial probity by failing to provide contracted services in a timely manner or at all. This included accepting payments in respect of non-viable claims, charging excessive fees, and using misleading

and aggressive sales techniques. Losses to consumers deceived by the businesses are believed to be in excess of half a million pounds.

The news follows the winding up of **International Timeshare Refund Action** (ITRA), who were also wound up in the High Court after failing to refund monies to consumers in accordance with court orders in light of their failure to provide the services promised.

In the past 18 months, several businesses offering timeshare resale, transfer and exit services have ceased trading without honouring their promises. Notable examples include **RSB Legal** and **Standon Mortimer**. We have also recently learnt that **ABC Lawyers Ltd** have filed for [voluntary liquidation](#).

Over 100 businesses have been identified as operating in deceptive and fraudulent ways or simply failing to deliver the promised services. Regrettably, this has even included regulated businesses including at least one firm of solicitors. Fake lawyers have also been springing up and making unlawful, unsolicited contact with timeshare owners.

Surrender or Sale

If you simply want to relinquish your timeshare, please contact OwnerOperations@diamondresorts.com to see what options may be available to you.

If you are looking to sell, we are pleased to announce that Worldwide Timeshare Hypermarket Ltd has recently been appointed as an authorised Independent Resale Intermediary for the sale of your points and timeshares. They have an excellent reputation in the industry and are a member of the Resort Development Organisation. Visit [Worldwide Timeshare Hypermarket](#) to find out more.

Contact Us

We are aware that a number of companies are actively targeting Diamond members. If you have been contacted by any of the following companies we would be most obliged to hear from you:

- Release Your Timeshare
- Bookings Made Easy
- Scottish Heritage Property

Please either send an email to LegalReport@diamondresorts.com or

Contact KwikChex

Free Help with Checking and Due Diligence

KwikChex, via the Timeshare Task Force, provides a free service to consumers wanting to check the legitimacy of businesses operating within the timeshare sector. It is the only resource of its kind that is officially vetted and approved by UK Trading Standards.

Free Assistance

Given the vast scale and nature of the problem, KwikChex is urging consumers to use the Timeshare Task Force resources to check the legitimacy of businesses offering timeshare relinquishment and claims. Please report ALL unsolicited contact to Kwikchex. Regrettably, almost all companies making unsolicited contact have been shown to be rogue in nature.

Important Information for Clarity

The services provided to consumers by KwikChex are funded through the Resort Development Organisation (RDO), which represents timeshare businesses in Europe. For official KwikChex accreditation, approval and verified consumer feedback go to

KwikChex Accreditation

Our goal is to inform you and protect you from fraudulent services.

Sincerely,
Diamond Resorts Legal Team

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