



DEAR OWNERS:

Beware of fake email addresses contacting you. Many times a simple letter, a different extension like .MX or a hyphen can look very similar to the actual email address. But these small changes make the difference between chatting with an authorized resort employee or chatting with a scammer. For example, our brand is **Mexico Grand Hotels**. We have detected the following fake email - mexicosgrandhotels.com. Do you notice the difference? MexicoS, scammers add an S to it and make it look like our brand, but it is fake.

Fake offers to rent or resell weeks. This is not something new and many resorts throughout Mexico and the US/Canada have been experiencing issues with members/owners being scammed by these fake offers. Promises or guarantees to rent or resell your property weeks received through an unsolicited offer are always false and should be ignored and reported to Owner Services.

Fake offers to pay your balance in cash. If you have been offered an incentive to pay the balance of your agreement at an incredible discounted rate, this may be a scam. While cash out offers exist and are valid, they must be paid through the correct channels. The good news is that this scam can be easy to spot. Are you asked to make a payment somewhere other than the resort or Concord Financial Services? If so, first check with our authorized agents in the information below to find out if it is a scam.

We want you to enjoy your experience as an owner from the moment of purchase to the moments you spend on vacation at our resorts in Los Cabos. While these challenges are annoying and unpopular topics, we believe it is important to report them, as we are informed, so that you can remain safe and secure.

Always remember, if you are unsure, please inform us before proceeding with a payment through valid channels and know that ALL unsolicited offers should be labeled as scams.

Sincerely

Owners Club

owners@mexicograndhotels.com
memberservices@haciendaencantada.com.





INFORMATION VERY IMPORTANT:

We have been informed that some of our Members have been contacted without our knowledge by various travel service companies offering rental services, resale assistance, week buybacks, exchanges, package holidays, travel promotions, etc. Among these companies you can find:

- Travel World Inc.
- Midwest General Partners Equity
- Anity Travel Services
- Presidential Escrow Services
- World Travel Leisure
- Ferrer Abogados y Asociados
- Classic Title Agency
- Westport Private Equity Group
- The International Group
- Nordia Investment Management
- Trendmaker Realty Services
- Vacation Renewal Memberships
- Walk Away Assurance
- MFG U.S.A.
- Gastelum Despacho Jurídico
- Vacation for Life
- DreamVacationweek.com
- Five Star Travel Company
- World Wide Trade Solutions
- EPH Global
- memberservices.com.mx
- MIT Experts
- Purchase My Timeshare
- Hellios Commodities
- Sales Ports in Mexico – Sales Ports
- DEED ESCROW SERVICES INC.
- 355 Notaría Pública CDMX
- Dixon Real Estate Holdings
- Real Estate Holdings
- Suprema Corte de Justicia de la Nación
- Policía Federal Unidad de Asuntos Internos (Lic. Mauro Martínez Vázquez)

For your safety, Mexico Grand Hotels has initiated an investigation and has determined that these companies are not legitimate and were created with the intention of committing fraud on the owners. We would like to inform you that we will stay up to date with the investigations and begin some actions to protect our members.

Mexico Grand Hotels strictly prohibits any member from engaging in any transactions with third parties or Internet listing companies related to rentals; trading or reselling a membership of The Residences, Hacienda Encantada and Marina Fiesta without the prior written approval of an authorized representative of MGH. If you have been contacted by an entity other than those shown in the list above, please notify us immediately, you can contact us at:

Email: verificacioneshe@haciendaencantada.com
Phone #: (624) 163.5555 Ext. 7076

Email: verificaciones@vistaencantadaresort.com
Phone: (624) 163.5555 Ext. 3072

MAIN OFFICIAL COMMUNICATION CHANNELS

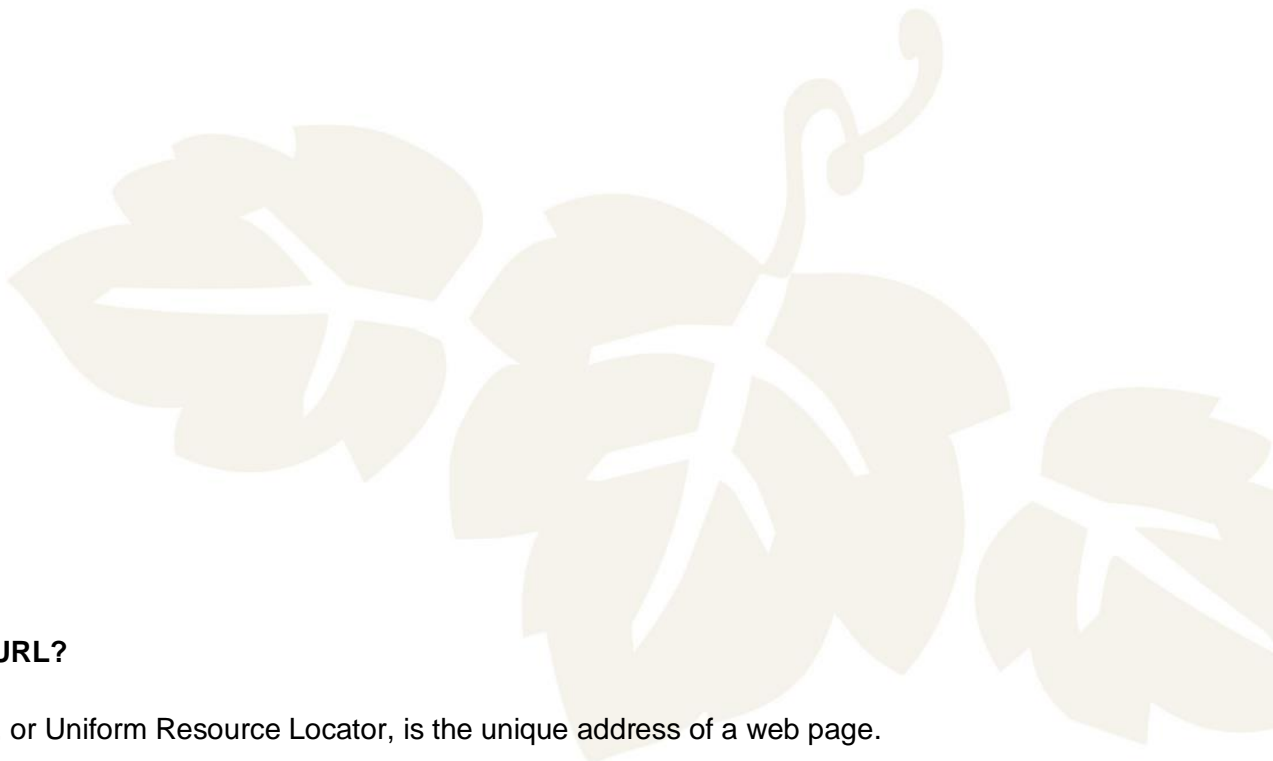




Payments and Loan Servicing/Cash-outs –
Concord Servicing Corp.
Email : cs@concordservicing.com
Phone: 800-685-8736

Members Services & Reservations -
Mexico Grand Hotels
Email - owners@mexicograndhotels.com
Email - memberssupport@haciendaencantada.com
Phone: USA 1-877-319-5080 / CANADA 1-877-275-6407 / MEXICO 01 800 942 24 36

Contracts & Verification Officer -
Email – verificaciones@haciendaencantada.com
Email – verificaciones@vistaencantadaresort.com
Phone – 624 163 5555 EXT 3072 / 7070



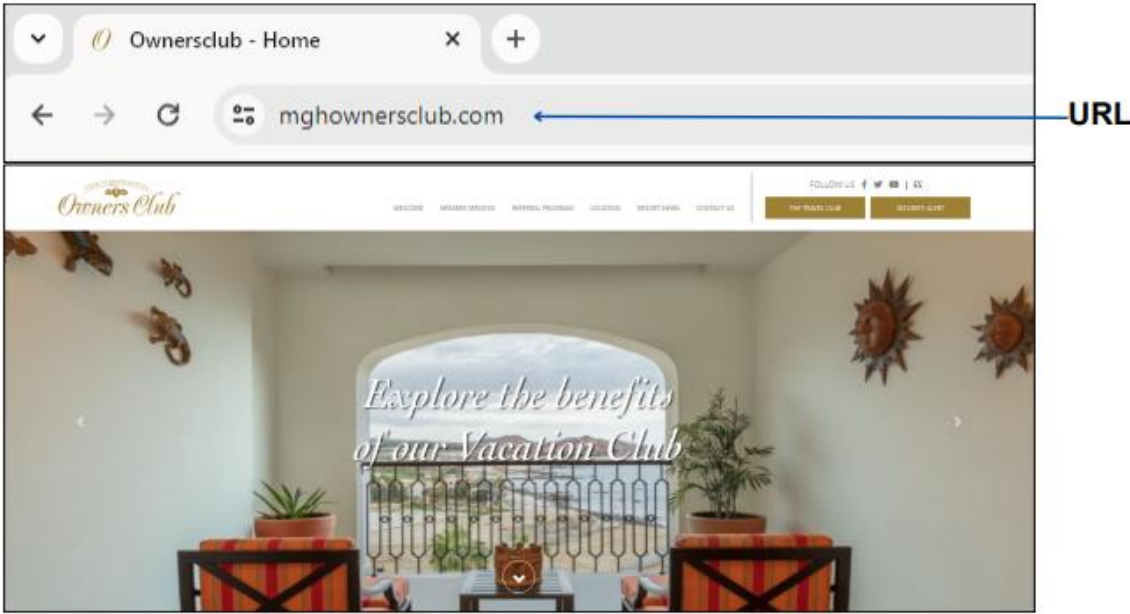
What is URL?

The URL, or Uniform Resource Locator, is the unique address of a web page.



For example:

Carmen is in charge of identifying and contacting potential clients for the sale of memberships of our exclusive vacation club. Your responsibility includes ensuring that all reservations meet established standards and profiles, thus guaranteeing satisfaction and meeting the expectations of our members.



What is the Domain?

The domain is the main part of the web address. Domains can have different extensions such as .com, .org, or .net. Each extension can indicate the purpose of the website.





Domain example:

owners@ mexicograndhotels.com

A Owners Services
owners@mexicograndhotels.com ← **Domains**

Correo Programar Chat Video

N Members Services
members@haciendaencantada.com ← **Domains**

Correo Programar Chat Video

Official Pages

- <https://mghownersclub.com/>
- <https://mexicograndhotels.com/>
- <https://www.haciendaencantada.mx/>
- <https://www.marinafiestaresort.mx/>
- <https://www.vistaencantadaresort.com/>
- <https://www.haciendaresidences.com/>
- <https://www.elencantoresort.mx/>

Official Domains

- @mexicograndhotels.com
- @haciendaencantada.com
- @marinafiestaresort.com
- @vistaencantadaresort.com

MEXICO GRAND HOTELS®

