



June 20, 2013

Laura Smith Esq., Legal Director  
Bonnie Patton Esq., Executive Director  
PO Box 927  
Madison, CT 06443

RE: BBB's rating of Resort360 Vacation Club

Dear Ms. Laura Smith and Ms. Bonnie Patton,

First of all, Better Business Bureau would like to thank you for your patience. BBB understands that Mr. Lee Peeler Esq., responded to your letter. Mr. Peeler also forwarded your letter to our office to ensure that proper measures are taken to ensure that we are reporting accurately on businesses in our service area.

Better Business Bureau's business reviews which are found on [www.bbb.org](http://www.bbb.org) are fact based and the BBB business reviews consist of customer experience amongst other factors that make up the BBB rating: <http://www.bbb.org/business-reviews/ratings/>. If I may be repeating what Mr. Peeler included in his response please forgive me.

Our Better Business Bureau office has an internal process in place, which we are taking the necessary steps internally to ensure that we are reporting accurately on Resorts360. We have taken notice that information on their website regarding their BBB rating is not consistent with what we are reporting to the public. Steps are being taken internally to have that matter addressed by the Resorts360.

Better Business Bureau would like to thank you for sharing your information with us and we trust that you will have faith in us that the proper steps are being taken internally to ensure that we are reporting accurately on businesses.

Sincerely,



Clarissa Oliva,  
Lead Investigative Research Consultant

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