



# CONSUMER ALERT

## VOASA EXPOSES DUBIOUS SCHEMES

**Helpful tips which can protect you and your hard earned money! Read more.....**

One of the Associations **key priorities is to aid the protection of shared vacation owners targeted by questionable companies** operating on the fringe of the industry usually under the guise of being a legitimate resale company or travel club or even going so far as representing themselves as self proclaimed 'class action' schemes.

These companies are becoming more and more aggressive in their marketing attempts and are directly responsible for **shared vacation owners losing vast amounts of money**. Such dishonourable business activities also damage the reputation of the industry and have a direct **negative impact on VOASA members who operate legitimate businesses**.

***Below are a few tips when applied can protect you and your hard earned money!***

- **Ensure the company is a member of VOASA by checking the 'members directory' on the VOASA website at [www.voasa.co.za](http://www.voasa.co.za) or call us on +27 (0)21 914 9693 or Email: [voasa@voasa.co.za](mailto:voasa@voasa.co.za) ;**
- **Only pay over money when you have confirmed the recipients VOASA affiliation or status of the company;**
- **If you are wanting to buy or sell your shared vacation product, contact a broker or resale company who is a registered VOASA member;**
- **Make sure of the facts and promises before you sign a petition or agree to support a cause which may end up costing you money.**

**And remember**, all VOASA accredited members must comply with the relevant law and regulations applicable to their business; which where applicable would include holding a current fidelity fund certificate from the Estate Agency Affairs Board (EAAB) and furthermore to they must all adhere to the industry Code of Conduct.

If you think you may have been caught out by a fictitious class-action scheme or have signed up to a Travel Club membership you never wanted in the first place, please contact VOASA on [voasa@voasa.co.za](mailto:voasa@voasa.co.za)

This consumer alert was brought to you by VOASA (Vacation Ownership Association of Southern Africa) in partnership with interested industry stakeholders in the interest of consumer awareness.

For more information on this topic or other industry related issues please visit [www.voasa.co.za](http://www.voasa.co.za) or contact via Tel: +27 (0)21 914 9693 or Fax: +27 (0)21 914 5202 or Email: [voasa@voasa.co.za](mailto:voasa@voasa.co.za)