



IMPORTANT INFORMATION

Regarding Your Security

We are reaching out because fraudsters are using the COVID-19 pandemic and other recent events as an opportunity to launch new scams targeting your personal information.

To further protect your account, we've made a significant investment in data security and a **state-of-the-art Voice Authentication System**, which is what major banks and credit card companies now use. We now require that all members and their guests register their "voiceprint" in order to increase their security. As with a fingerprint, the system will use your voice's unique identifying characteristics to confirm your identity. Call to enroll today.

Don't Fall Victim to Phone Scams

Many phone scams use spoofing, or calling from numbers that appear to be from us in the caller ID but are not. If you receive a call, even if it appears to be from us, hang up immediately and call us at 1-800-292-9446.

Don't Fall Victim to Email Scams

Fraudulent emails often use domains that are deceptively similar to ours, as well as unauthorized company logos. Make sure you're always verifying the domain.



It is important for you to know that our valid domains are:

Vidanta.com
GrupoVidanta.com
VidaPayments.com
VidaVacations.com
VidantaCruises.com

To be clear: we will never contact you for the purpose of repurchasing or renting your weeks.

IF ANYONE CONTACTS YOU CLAIMING TO BE A REPRESENTATIVE OF THE RESORT, VIDANTA, OR VIDA VACATIONS FOR THE PURPOSE OF REPURCHASING OR RENTING YOUR WEEKS, IT IS A SCAM.

As is written in your contract, membership is intended for your use and enjoyment and **we will never be involved in any way in the rental or resale of a member's weeks or membership.** Please note that in order to preserve the exclusivity and quality of the resort and your membership, member reservations will continue to have priority over others. However, if you decide to rent your weeks through a private transaction as permitted by your contract, you may continue to do so.

Your satisfaction is our priority, and we want nothing to come between you and your next great vacation. We can't wait to welcome you back to paradise soon!

If you should receive any suspect communications or if you are not already enrolled in Voice Authentication, call us today at

1-800-292-9446

or email us at **customerservice@vidavacations.com**