ACA GROUP

Call Script

1. Before You Call (Preparation)

Gather Your Documents: Collect your purchase agreement, maintenance fee bill, mortgage loan balance, and any relevant upgrade riders or deeds before picking up the phone.

Know Your Legal Standing: Understand that verbal conversations carry zero legal weight. You must document everything.

2. The Call Script

When you reach Owner Services or the Exit Department, use this precise opening language:

> *"Do you currently offer a voluntary surrender, deed-back, relinquishment, or official exit program?"*

Essential Follow-Up Questions:

- **What are the exact eligibility requirements?**
- **Does the mortgage have to be paid off completely?**
- **Do my maintenance fees need to be current?**
- **Is there an administrative fee for surrendering the contract?**
- **What specific document will confirm my future obligations have ended?**

3. Crucial Rules for the Call

> **Hot Words to Avoid:** NEVER use the words "buy" or "sell." Resorts do not buy timeshares back. Strictly use the words "relinquish" or "surrender."

> **Watch the Distraction:** If they offer you an "owner update" to discuss your options, refuse it immediately. Tell them: "I am not looking to upgrade. I am trying to permanently relinquish my ownership."