

February 25, 2015

To Whom It May Concern,

While on vacation at Coral Sands Resort in Hilton Head Island, South Carolina, my wife and I entered into a vacation agreement on September 27, 2014 with Coral Sands Resort. We were sent to the meeting by the Concierge Services Department at the resort.

After returning home, and examining the multitude of paperwork, we feel we were misled by the representative who brokered the package. The agent's name is Steve Johnson, who represents Hilton Head Island Development Company. My wife and I were told by Mr. Johnson that we could trade an existing vacation package in Florida and replace it with the same amenities, at the Coral Sands property. Instead we were sold an additional vacation package, with fewer exchange points per year, at Coral Sands Resort. What Steve sold us is a triannual package which has one-third the power of our existing Florida annual package. On September 27, 2014, when we questioned him about the lower number of RCI points per year the Coral Sands package contained, Steve told us it was due to the fact that RCI, the exchange company, was in the process of changing their points system. My wife and I found RCI is not changing the points system. The fact is, the Coral Sands package is not equal to the Florida package but a watered down version of it. On that day, Mr. Johnson told us that he could sell our Florida package back to the Florida resort to cover the cost of our new package. This has not yet happened. Steve Johnson promised us he would be available to help us and he has not done so. After arriving home, we had problems contacting Mr. Johnson and when we finally were able to speak to him, and questioned some of the points pertaining to the deal, he accused me of calling him a liar and referred me to other staff at Hilton Head Island Development Company, Coral Sands Resort and RCI.

My wife and I have not been able to negotiate an exit plan with Coral Sands Resort. We do not wish to be part of Coral Sands Resort or any of their agents. We are deeply hurt and are looking for a fair way to remedy the situation. Our names are on a contract but the oral commitments made by Steve Johnson are as important to us as the written. Even the written contract does not represent what Steve Johnson told us it would.

Attached is a roster of the people and organizations we are sending this letter to. Any ideas on how to end this debacle would be greatly appreciated.

With Regards,

A handwritten signature in black ink that reads "Patrick Arnold". The script is cursive and fluid, with the first letters of "Patrick" and "Arnold" being capitalized and prominent.

Patrick Arnold

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**The Honorable Nikki R. Haley**

**Office of the Governor**

**1205 Pendleton Street**

**Columbia, South Carolina 29201**

**The Honorable Scott Walker**

**Office of the Governor**

**115 East Capitol**

**Madison, Wisconsin 53702**

**Senator Lindsey Graham**

**Senate Office Building**

**290 Russell**

**Washington, DC 20510**

**Senator Tim Scott**

**Senate Office Building**

**167 Russell**

**Washington, DC 20510**

**Senator Tammy Baldwin**

**Senate Office Building**

**717 Hart**

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**Senator Ron Johnson**

**Senate Office Building**

**328 Hart**

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**Congressman Marshall Sanford**

**House Office Building**

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Washington, DC 20515

The Honorable Alan Wilson  
South Carolina Attorney General  
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The Honorable Brad D. Schimel  
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USA James L. Santelle  
United States Attorney's Office  
Eastern District of Wisconsin  
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Mayor David Bennett  
One Town Center Court  
Hilton Head Island, South Carolina 29928

Town Manager Stephen G. Riley  
One Town Center Court  
Hilton Head Island, South Carolina 29928

RCI North America  
9998 North Michigan Road  
Carmel, Indiana 46032

South Carolina Department Of Parks, Recreation  
and Tourism  
1205 Pendleton Street #248  
Columbia, South Carolina 29201

Hilton Head Island Welcome Center  
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Hardeeville, South Carolina 29936

Hilton Head Island .com  
PO Box 5511  
Hilton Head Island, South Carolina 29938

The Island Packet  
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Hilton Head Island, South Carolina 29938

REBA Management, Inc.

PO Box 5686

Hilton Head Island, South Carolina 29938

Coral Sands Resort

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Hilton Head Island, South Carolina 29928

RCI Office

Coral Sands Resort

66 Pope Avenue

Hilton Head Island, South Carolina 29928

Concierge Services

Coral Sands Resort

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Steve Johnson

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Hilton Head Island, South Carolina 29928

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Sunrise Vacation Property's LTD, Inc.

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**Better Business Bureau**

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