

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,



Patrick Arnold

5236 S. 8th Street

Milwaukee, Wisconsin 53223

Phone 414-324-9915

ABC News
47 West 66th Street
New York, New York 10023

CBS News
524 West 57th Street
New York, New York 10019

Fox News Channel
1211 Avenue of the Americas
New York, New York 10036

NBC News
30 Rockefeller Plaza
New York, New York 10112

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
Washington, DC 20510

Senator Ron Johnson
Senate Office Building
328 Hart
Washington, DC 20510

Congressman Marshall Sanford
House Office Building
2201 Rayburn
Washington, DC 20515-4001

Congresswoman Gwen Moore
House Office Building
2245 Rayburn
Washington, DC 20515

The Honorable Alan Wilson
South Carolina Attorney General
PO Box 11549
Columbia, South Carolina 29211

The Honorable Brad D. Schimel
Wisconsin Attorney General
PO Box 7857
Madison, Wisconsin 53707-7857

USA William N. Nettles
United States Attorney's Office
South Carolina
First Union Building
1441 Main Street
Suite 500
Columbia, South Carolina 29201

USA James L. Santelle
United States Attorney's Office
Eastern District of Wisconsin
517 E. Wisconsin Ave.
Milwaukee, Wisconsin 53202

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
524 Independence Boulevard
Hardeeville, South Carolina 29936

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

The Island Packet
PO Box 5727
Hilton Head Island, South Carolina 29938

REBA Management, Inc.
PO Box 5686
Hilton Head Island, South Carolina 29938

Coral Sands Resort
66 Pope Avenue
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
66 Pope Avenue
Hilton Head Island, South Carolina 29928

Steve Johnson
Sunrise Vacation Property's LTD, Inc.
33 Office Park Road
Unit 218 Park Plaza
Hilton Head Island, South Carolina 29928

Sherri J. Smith
Sunrise Vacation Property's LTD, Inc.
33 Office Park Road
Unit 218 Park Plaza
Hilton Head Island, South Carolina 29928

WHHI
Wayne Morris
32 Office Park Road #103
Hilton Head Island, South Carolina 29928

WSAU TV
1430 East Victory Drive
Savannah, Georgia 31412

WTOC News
PO Box 8086
Savannah, Georgia 31412

WJCL News
1538 Fording Island Road
Suite 106
Hilton Head Island, South Carolina 29926

WCIV TV
888 Allbritton Drive
Mount Pleasant, South Carolina 29464

The Milwaukee Journal Sentinel
333 W. State Street
Milwaukee, Wisconsin 53201-0661

Shepherd Express
207 E. Buffalo Street
Milwaukee, Wisconsin 53202

WDJT TV
809 South 60th Street
Milwaukee, Wisconsin 53214

WTMJ TV
720 E. Capitol Drive
Milwaukee, Wisconsin 53212

WISN TV
1001 N. 4th Street
Milwaukee, Wisconsin 53201-0402

FOX News 6
9001 N. Green Bay Road
Milwaukee, Wisconsin 53209

Naert and DuBois
22 New Orleans Road, Suite 3
Post Office Box 7228 (29938)
Hilton Head Island, South Carolina 29928

Coral Sands HOA
P.O. Box 60822
Charlotte, North Carolina 28260

Better Business Bureau
2442 Devine Street
Columbia, South Carolina 29205

Hilton Head Island Development Company
P. O. Box 78843
Phoenix, Arizona 85062-8843

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