



By email and by post

RDO  
Oak House  
Cours St Michel  
1040 Brussels  
Belgium

19<sup>th</sup> March 2010

Dear Sirs

**'Consumer Alert' Owners Action, ITRA and Bridge View Consultants Ltd**

We refer to the above “Alert” posted on the RDO website and the inferences drawn from it.

ITRA is an organisation which currently assists disaffected timeshare owners. It is wholly committed to taking action on behalf of its clients where appropriate.

All clients who attend ITRA consultations do so entirely of their own free choice. There are no charges for attending the consultation and completing the ITRA Pre-Qualification Questionnaire. The attendee is under no obligation to purchase any other product at that consultation. All of these facts are confirmed in a letter sent to the invitee prior to attending the consultation. There is complete transparency in the process and as such there is no need for any “warning” or “alert” of the type posted by RDO on its website.

ITRA is fully aware of its obligations towards consumers and cooperates fully with the Regulatory Bodies including the OFT and Trading Standards Offices. Accordingly ITRA objects to the inferences drawn from the “Alert” that consumers may need to contact Trading Standards or indeed RDO’s Consumer Organisation if approached.

We further note that RDO purports to hold itself out as a consumer watchdog whereas it is in fact according to its own description a trade association representing the timeshare industry in Europe.



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Incorporated in the Republic of Seychelles - Registered No: 009977

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In view of the above, we request that you take down the posting that is on on the RDO and associated websites within the next 7 days ie by close of business on Friday 26<sup>th</sup> March 2010. In the event that RDO fails to comply with this request ITRA will consider taking such further legal action as appropriate against RDO.

Yours Faithfully,

Rebecca Kettell  
Solicitor  
For and on Behalf of ITRA



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