# SB 2480

Measure Title: RELATING TO TIME SHARE.

Report Title: Time Share; Disclosure Statement; Electronic

Documents; Renewal Registration; Developers

Description: Allows prospective purchasers of time share interests to receive printed or electronic copies of the disclosure statement on the time share plan. Amends the renewal process for time share registrations by: permitting the developer to disclose either the total number of time share interests or the total number of points in a time share plan; eliminating the requirement that developers provide title insurance and title reports; and eliminating the requirement that developers file a financial statement.

Companion: HB2019

Package: None

Current Referral: CPN

Introducer(s): BAKER, Chun Oakland, Espero, Ige, Kidani



NEIL ABERCROMBIE GOVERNOR

SHAN S. TSUTSUI

### STATE OF HAWAII OFFICE OF THE DIRECTOR

#### DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

335 MERCHANT STREET, ROOM 310 P.O. Box 541 HONOLULU, HAWAII 96809 Phone Number: 586-2850 Fax Number: 586-2856 www.hawaii.gov/dcca KEALI'I S. LOPEZ DIRECTOR

JO ANN M. UCHIDA TAKEUCHI

### PRESENTATION OF THE PROFESSIONAL AND VOCATIONAL LICENSING DIVISION

### TO THE SENATE COMMITTEE ON COMMERCE AND CONSUMER PROTECTION

TWENTY-SEVENTH LEGISLATURE Regular Session of 2014

Wednesday, February 19, 2014 9:00 a.m.

#### TESTIMONY ON SENATE BILL NO. 2480, RELATING TO TIME SHARE.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR, AND MEMBERS OF THE COMMITTEE:

My name is Lori Beth Van Cantfort, Time Share Administrator of the Professional and Vocational Licensing Division ("PVL"), testifying on behalf of the Department of Commerce and Consumer Affairs ("Department").

The Department supports S.B. No. 2480, which seeks to amend Hawaii Revised Statutes Chapter 514E to (1) add a new section providing time share purchasers the option to receive the time share disclosure statement in electronic form, and (2) amend section 514E-10 to simplify the renewal requirements for developers to no longer require a title report and financial statement.

Section 2 of S.B. No. 2480 adds a new section to Chapter 514E which allows purchasers the option to receive the time share disclosure statement in electronic form. Currently developers are required to provide a hard copy of the time share disclosure statement to all purchasers. This is required so that purchasers have the opportunity to read the disclosure statement before their seven-day rescission period expires, which may expire while they are still on vacation. The Department realizes that most people now have the ability to access documents electronically and may prefer receiving an electronic version of the time share disclosure statement instead of a hard copy. However, there are still purchasers who do not have the ability to access an electronic version while on vacation and would still need a hard copy. These purchasers will still automatically receive a hard copy because S.B. No. 2480 only allows for an electronic version if a purchaser opts in writing to receive an electronic version.

The Department requests that the disclosure regarding the seven-day rescission period found on page 4, lines 1-4 be amended to read "ANY PURCHASER HAS UNDER THE LAW A SEVEN-DAY RIGHT OF RESCISSION OF ANY TIME SHARING SALES CONTRACT. PURCHASERS SHOULD READ THE DISCLOSURE STATEMENT BEFORE THE SEVEN-DAY RIGHT OF RESCISSION PERIOD EXPIRES." The Department believes that this statement is clearer in alerting purchasers to read the disclosure statement before the seven-day rescission period expires when they no longer can cancel their time share purchase. The parties have agreed to this language.

Section 3 of S.B. No. 2480 seeks to amend section 514E-10 by adding a new subsection (f) which simplifies the renewal requirements for developers. Currently developers are required to submit with their renewal applications a title report for all unsold inventory and a current financial statement. The title report can be very voluminous and costly for time share plans that include multiple properties and thousands of units. The information provided in the title report regarding the unsold inventory is also provided in a certified statement provided by the developer. The Department can rely on the developer's certified statement for this information. The Department requests that the bill be amended to require Developers to identify the total number of registered time share interests in each unit and the total number of registered points in each property. This information is currently required and helps to cross check the number of interests registered and the number of interests developers are selling. This is information the developers should already be keeping track of. The parties have agreed to the amended language attached to my testimony.

Section 3 also removes the requirement that a financial statement be submitted with the renewal application. This would be consistent with PVL's other licensing areas.

For the Committee's information, the companion measure, H.B. No. 2019, was heard by the House Committee on Consumer Protection and Commerce on January 29, 2014, and it was passed out with amendments. Although the parties had submitted the agreed upon language, H.B. No 2019, H.D. 1, did not track the agreed upon language. H.B. No 2019, H.D. 1 was referred to the House Committee on Finance ("FIN") on

Testimony on Senate Bill No. 2480 Wednesday, February 19, 2014 Page 4

February 7, 2014. The parties will be requesting that FIN make the same amendments to H.B. No 2019, H.D. 1 that are attached to my testimony.

Thank you for this opportunity to provide testimony supporting S.B. No. 2480 with amendments.

THE SENATE
TWENTY-SEVENTH LEGISLATURE, 2014
STATE OF HAWAII

S.B. NO. 2480

JAN 1 7 2014

### A BILL FOR AN ACT

RELATING TO TIME SHARE.

#### BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

- 1 SECTION 1. The legislature finds that under chapter 514E,
- 2 Hawaii Revised Statutes, prospective purchasers of time share
- 3 · interests must be provided a copy of a disclosure statement.
- 4 When this chapter was originally adopted, receipt of paper
- 5 documents was common practice. However, recent years have
- 6 witnessed the rise of electronic commerce and the widespread
- 7 distribution of information through electronic means. Many
- 8 consumers and purchasers now prefer an option of receiving
- 9 important documents electronically.
- 10 The legislature further finds that time share registrations
- 11 are required to be renewed every other year. Developers are
- 12 currently required to disclose the number of time share units
- 13 and the number of time share interests in each unit during the
- 14 renewal process. However, although some time share plans
- 15 continue to divide time share units into time share interests,
- 16 the modern trend is for time share plans to use a points system.
- 17 The legislature additionally finds that developers of time
- 18 shares are also required to provide title reports in connection



	registrations.	non-deeded		

- 2 may include property in dozens of or more than one hundred
- 3 locations, and furnishing title reports on each unit in a time
- 4 share plan is burdensome and expensive. Furthermore, there are
- 5 already existing lien protections for non-deeded time share
- 6 plans; these are designed so that the encumbrances recorded
- 7 after the blanket lien protections are established will not
- 8 impair the rights of time share purchasers.
- 9 The legislature also finds that developers are required to
- 10 file a financial statement in connection with renewal
- 11 registration. Many developers are subsidiaries of publicly
- 12 traded companies, and preparation of financial statements for
- 13 the subsidiaries has proven burdensome for developers while
- 14 providing little to no perceived benefit to consumers.
- The purpose of this Act is to:
- 16 (1) Permit prospective purchasers of time share interests
- 17 to receive printed or electronic copies of the
- 18 disclosure statement on the time share plan; and
- 19 (2) Amend the renewal process for time share registrations
- 20 by:

1	(A)	reimitting the developer to discrose either the
2		total number of time share interests or the total
3		number of points in a time share plan;
4	(B)	Eliminating the requirement that developers
5		provide title insurance and reports; and
6	(C)	Eliminating the requirement that developers file
7		a financial statement.
8	SECTION 2	. Chapter 514E, Hawaii Revised Statutes, is
9	amended by add	ing a new section to be appropriately designated
10	and to read as	follows:
11	" <u>\$514E-</u>	Disclosure statement; prospective purchasers.
12	The purchaser	of a time share interest shall be provided a copy
13	of the disclos	ure statement filed with and accepted by the
14	director concu	rrently with the execution of a sales contract.
15	The disclosure	statement shall be provided in printed form
16	unless the pur	chaser indicates in a separate writing the
17	purchaser's el	ection to receive the disclosure statement through
18	means of a com	puter disc, electronic mail, download from an
19	internet site,	thumb drive, any other media that may require the
20	use of a devic	e or a machine to be viewed or heard, or by any
21	other means co	ntemplated by chapter 489E. The separate writing
22	shall include,	above the signature line in bold type and capital
	2014-0744 SB S	if to any test on a water reposit to with a sec

- 1 letters, the following statement: "PROSPECTIVE PURCHASERS
- 2 SHOULD READ THE DISCLOSURE STATEMENT ON THE TIME SHARE PLAN.
- 3 ANY PURCHASER HAS, UNDER THE LAW, A SEVEN-DAY RIGHT OF
- 4 RESCISSION OF ANY TIME SHARING SALES CONTRACT."."
- 5 SECTION 3. Section 514E-10, Hawaii Revised Statutes, is
- 6 amended to read as follows:
- 7 "§514E-10 Registration required; developer, acquisition
- 8 agent, plan manager, and exchange agent[-]; registration
- 9 renewal. (a) A developer shall not offer or dispose of a time
- 10 share unit or a time share interest unless the disclosure
- 11 statement required by section 514E-9 is filed with the director
- 12 pursuant to the time specified in this chapter, or the
- 13 development is exempt from filing, and the time share plan to be
- 14 offered by the developer is accepted by the director for
- 15 registration under this chapter. The director shall not accept
- 16 a developer's time share plan if the developer does not possess
- 17 a history of honesty, truthfulness, financial integrity, and
- 18 fair dealing.
- 19 (b) An acquisition agent (including the developer if it is
- 20 also the acquisition agent) shall register under this chapter by
- 21 filing with the director a statement setting forth the time
- 22 sharing plan for which it is providing prospective purchasers,



- 1 its address, the telephone number, other information required by
- 2 the director as provided by rules adopted pursuant to chapter
- 3 91, and, if the acquisition agent is not a natural person, the
- 4 name of the responsible managing employee; provided that an
- 5 acquisition agent licensed under chapter 467 as a real estate
- 6 broker shall not be required to register under this chapter.
- 7 All acquisition agents not licensed under chapter 467 shall be
- 8 approved by the director. The director shall not approve any
- 9 acquisition agent who is not of good character and who does not
- 10 possess a reputation for honesty, truthfulness, and fair
- 11 dealing. The acquisition agent shall furnish evidence that the
- 12 acquisition agent is bonded as required by rules adopted by the
- 13 director pursuant to chapter 91 to cover any violation by the
- 14 acquisition agent of any solicitation ordinance or other
- 15 regulation governing the use of the premise or premises in which
- 16 the time share plan is promoted; provided that the acquisition
- 17 agent shall be separately bonded for each time share plan for
- 18 which it is providing prospective purchases.
- (c) A plan manager (including the developer if it is also
- 20 the plan manager) shall register under this chapter by filing
- 21 with the director a statement setting forth the time sharing
- 22 plan that it is managing, its principal office address,



## Proposed S.B. NO. 2480

- 1 telephone number, and responsible managing employee. The plan
- 2 manager shall furnish evidence that the plan manager is bonded
- 3 as required by rules adopted by the director pursuant to chapter
- 4 91 to cover any default of the plan manager and any of its
- 5 employees of their duties and responsibilities; provided that
- 6 the plan manager shall be separately bonded for each time share
- 7 plan under the management of the plan manager.
- 8 (d) An exchange agent (including the developer if it is
- 9 also an exchange agent) shall register under this chapter by
- 10 filing with the director a statement setting forth the time
- 11 sharing plan for which it is offering exchange services, its
- 12 principal office address and telephone number, and designate its
- 13 responsible managing employee.
- 14 (e) Any plan manager or developer registration required in
- 15 this section shall be renewed by December 31 of each even-
- 16 numbered year, and any acquisition agent or exchange agent
- 17 registration required in this section shall be renewed on
- 18 December 31 of each odd-numbered year; provided that this
- 19 subsection shall not relieve the person required to register
- 20 from the obligation to notify the director promptly of any
- 21 material change in any information submitted to the director,
- 22 nor shall it relieve the developer of its obligation to promptly



1.	file amen	dment	s or supplements to the disclosure statement, and
2	to prompt	ly su	pply the amendments or supplements to purchasers
3	of time s	hare	interests.
4	(f)	An a	pplication for renewal of a developer registration
5	shall inc	lude:	· ·
6	(1)	<u>An a</u>	pplication for renewal of registration on a form
7		pres	cribed by the director;
8	(2)	A cu	rrent disclosure statement that meets the
9		requ	irements of section 514E-9 and section 16-106-3,
10		Hawa	ii Administrative Rules, if not already on file;
11	<u>(3)</u>	<u>A st</u>	atement that is certified by the developer to be
12		true	and correct in all respects and that identifies,
13		as a	ppropriate:
14	,	(A)	The time share units in the time share plan
15			registered pursuant to this chapter; the total
16	ſ <del>.</del>		number of time share interests registered for
17	in each t	unit	sale pursuant to this chapter; and the total
18			number of time share interests that have not yet
19			been sold and closed as of the date specified in
20			the developer's certification, which date shall
21			not be more than sixty days prior to the date of
22			the developer's certification; or

	•	in each property
1		(B) The property in the time share plan registered
2		pursuant to this chapter; the total number of
3		points registered for sale pursuant to this
4		chapter; and the total number of points in the
5		time share plan that have not yet been sold and
6		closed as of the date specified in the
7		developer's certification, which date shall not
8		be more than sixty days prior to the date of the
9		developer's certification;
10	(4)	If the developer is a corporation, partnership, joint
11		venture, limited liability company, or limited
12		liability partnership, an original certificate of good
13		standing issued by the business registration division
14		of the department of commerce and consumer affairs not
15		more than forty-five days before the date of
16		submission of the renewal application; and
17	<u>(5)</u>	The biennial renewal fee.
18	<u>(g)</u>	Developers shall not be required to include the
19	following	in an application for renewal of a developer
20	registrati	ion of a time share plan:
21	(1)	A financial statement of the developer, or

## Proposed S.B. NO. 2420

1	(2) A policy of title insurance, a preliminary title
2	report, abstract of title, or certificate of title on
3	the units or time share interests in the time share
4	plan."
5	SECTION 4. Statutory material to be repealed is bracketed
6	and stricken. New statutory material is underscored.
7	SECTION 5. This Act shall take effect upon its approval.
8	INTRODUCED BY: Rosely de Beh
	Frannvoluen ackland
	Will Zew Nuchelle Skidani

### Proposed

### S.B. NO. 2480

#### Report Title:

Time Share; Disclosure Statement; Electronic Documents; Renewal Registration; Developers

#### Description:

Allows prospective purchasers of time share interests to receive printed or electronic copies of the disclosure statement on the time share plan. Amends the renewal process for time share registrations by: permitting the developer to disclose either the total number of time share interests or the total number of points in a time share plan; eliminating the requirement that developers provide title insurance and title reports; and eliminating the requirement that developers file a financial statement.

The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.

### McCorriston Miller Mukai Mackinnon LLP

ATTORNEYS AT LAW

CHARLES E. PEAR, JR.

PHONE - (808) 223-1212 FAX - (808) 535-8029 E-MAIL - PEAR@M4LAW.COM

February 18, 2014

Senator Rosalyn H. Baker, Chair Senator Brian T. Taniguchi, Vice Chair Members of the Committee on Commerce And Consumer Protection Twenty-Seventh Legislature Regular Session, 2014

Re: S.B. 2480

Hearing on February 19, 2014, 9:00 a.m. Conference Room 229

Dear Chair, Vice-Chair and Members of the Committee:

My name is Charles Pear. I am appearing on behalf of ARDA Hawaii at its legislative counsel.

ARDA Hawaii supports the bill with the revisions proposed by the Department of Commerce and Consumer Affairs (copy attached).

#### 1. Digital Disclosures.

This bill is intended to modernize the Hawaii Time Share Act by allowing buyers to choose whether to receive the disclosure statement on paper or in digital form. This would allow buyers to receive the disclosure statement on a CD, by email, by downloading it from a website, or in other digital formats.

With the rise of electronic commerce and social media, many buyers may prefer electronic media to print versions of the same documents. In addition, many if not most time share buyers in Hawaii are visitors from the mainland. Providing the disclosure statement and other key documents in a digital format provides a convenient way for buyers to take their documents home with them when they leave Hawaii. It has the added benefit of allowing buyers to keep copies on their computers or in cloud storage for future reference.

Chair, Vice-Chair and Members, Senate Committee on Commerce & Consumer Protection February 18, 2014 Page 2

It also provides developers a more convenient means of making comprehensive disclosures to buyers. For example a CD might contain not just the disclosure statement but also the time share declaration and bylaws, the articles of incorporation and rules of the time share owners association, the condominium declaration and bylaws, the condominium map, and other documents that may be of interest to the time share buyers.

This bill is patterned after provisions of the Hawaii condominium act allowing the condominium documents to be provided to buyers in a digital format. As with the condominium act, buyers can choose whether to receive the documents on paper or in a digital format. That election must be evidenced by a separate document which must also inform the buyers that they have a 7-day right of cancellation, and that they should read the disclosure statement before the cancellation right ends.

#### 2. Renewal Streamlining.

This bill is designed to update and streamline biennial renewals of the developer registrations by (1) allowing developers to describe the sold and unsold inventory in terms of points rather than weeks, (2) eliminating the requirement that developers provide title reports on all unsold inventory, and (3) eliminating the need to file an updated financial statement on the developer.

The current law fails to recognize that many developers now sell points, rather than weeks, and that the developer's unsold inventory should likewise be described in terms of the number of unsold points, not weeks. In addition, where a time share plan uses a points-based system, it may not be possible or helpful to identify the number of weeks remaining for sale. Instead, it is more accurate to describe the unsold inventory in terms of points remaining for sale. H.B. 2018 updates the law to recognize these developments.

This bill also eliminates the current requirement that the developer file title reports on unsold inventory. This has proven to be very costly and time-consuming for developers and their title companies, and has little or no benefit to the consumers since the developer has a continuing obligation to disclose all material encumbrances on title in the disclosure statement.

When property is registered in a time share plan, title reports are filed with the Department. At that time, the method of protecting purchasers from blanket mortgages and other blanket liens is established. For example, in some time share plans, title is conveyed to a trustee with instructions that the trustee cannot convey or mortgage the units. After the trust is established and title is conveyed to the trustee, there is no point in revisiting the state of title. For deeded time share plans, the escrow agreement typically prohibits escrow from closing the sale of a time share interest unless it is free of any blanket mortgages or other blanket liens. After this mechanism is established, there is no need to revisit title.

Chair, Vice-Chair and Members, Senate Committee on Commerce & Consumer Protection February 18, 2014 Page 3

However, many time share plans include hundreds of units. Obtaining title reports on each unit containing unsold timeshare interests can be very costly. In addition, points are fungible in some points-based systems, with the result that there is no way of identifying which points relate to which units. As a result, the developer may have to file title reports on dozens or hundreds of units in a single site, and maybe thousands of units spanning multiple sites. This bill would eliminate this burden and expense.

Finally, the bill would eliminate the requirement that the developer file a financial statement. Most time share developers are now subsidiaries of publicly traded companies. While the parent company has annual financial statements prepared, individual subsidiary companies apparently do not. As a result, it has been difficult to obtain a financial statement on a time share developer that is a subsidiary of a publicly traded company.

Thank you for your kind consideration of this legislation. I would be happy to answer any questions.

Very truly yours,

McCorriston Miller Mukai MacKinnon LLP

Charles E. Pear, Jr.

## H.B. NO. 2019

1	file amendments or supplements to the disclosure statement, and				
2	to promptly supply the amendments or supplements to purchasers				
3	of time share interests.				
4	<u>(f)</u>	An application for renewal of a developer regist	ration		
5	shall incl	ude:			
6	(1)	An application for renewal of registration on a	form		
7		prescribed by the director;			
8	(2)	A current disclosure statement that meets the			
9		requirements of section 514E-9 and section 16-10	6-3,		
10		Hawaii Administrative Rules, if not already on f	ile;		
11	(3)	A statement that is certified by the developer t	o be		
12		true and correct in all respects and that identi	fies,		
13		as appropriate:			
14					
		(A) The time share units in the time share plan	Ī		
15		(A) The time share units in the time share plan registered pursuant to this chapter; the to	-		
	in each unit		otal		
15	in each unit	registered pursuant to this chapter; the to	otal For		
15 16	in each unit	registered pursuant to this chapter; the to	otal for		
15 16 17	in each unit	number of time share interests registered to this chapter; the to	otal  for  al  ot yet		
15 16 17 18	in each unit	number of time share interests registered sale pursuant to this chapter; and the total number of time share interests that have no	otal  for  al  ot yet  ied in		
15 16 17 18 19	in each unit	registered pursuant to this chapter; the to number of time share interests registered is sale pursuant to this chapter; and the total number of time share interests that have no been sold and closed as of the date specific	otal  for  al  ot yet  ied in  shall		

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## H.B. NO. 2019

in each property

1		(B) The property in the time share plan registered
2		pursuant to this chapter; the total number of
3		points registered for sale pursuant to this
4		chapter; and the total number of points in the
5	•	time share plan that have not yet been sold and
6		closed as of the date specified in the
7		developer's certification, which date shall not
8		be more than sixty days prior to the date of the
9		developer's certification;
10	(4)	If the developer is a corporation, partnership, joint
11		venture, limited liability company, or limited
12		liability partnership, an original certificate of good
13		standing issued by the business registration division
14		of the department of commerce and consumer affairs not
15		more than forty-five days before the date of
16		submission of the renewal application; and
17	(5)	The biennial renewal fee.
18	<u>(g)</u>	Developers shall not be required to include the
19	following	in an application for renewal of a developer
20	registrat	ion of a time share plan:
21	(1)	A financial statement of the developer; or

# Testimony of Gary M. Slovin / Mihoko E. Ito on behalf of Wyndham Vacation Ownership

DATE:

February 17, 2014

TO:

Senator Rosalyn Baker

Chair, Committee on Commerce and Consumer Protection

Submitted Via CPNtestimony@capitol.hawaii.gov

RE:

S.B. 2480 - Relating to Time Share

Hearing Date: Wednesday, February 19, 2014 at 9:00 a.m.

Conference Room: 229

Dear Chair Baker and Members of the Committee on Commerce and Consumer Protection,

We submit this testimony on behalf of Wyndham Vacation Ownership. Wyndham offers individual consumers and business-to-business customers a broad suite of hospitality products and services through its portfolio of world-renowned brands. Wyndham Vacation Ownership has a substantial presence in Hawaii through its Wyndham Vacation Resorts and WorldMark by Wyndham brands.

Wyndham strongly supports S.B. 2480, which permits prospective purchasers of time share interests to receive printed or electronic copies of the disclosure statement on the time share plan, and amends the renewal process for time share registrations.

Wyndham supports this measure because it provides a means to streamline industry practices given the advances in technology that are now available. A growing number of consumers now prefer receiving documents electronically. Providing prospective time share purchasers with the option of receiving paper or electronic copies of the disclosure statement allows Wyndham to keep up with consumers' expectations.

In addition, amending the renewal requirements for time share registrations by 1) permitting the developer to disclose either the total number of time share interests or

the total number of points in a time share plan; 2) eliminating the requirement to furnish title reports on each unit in a time share plan; and 3) eliminating the requirement that developers file a financial statement, streamlines the renewal process.

Many time share plans are moving towards the use of a modern point system while others maintain a more traditional time share interest plan. With either system, these plans can include property in many jurisdictions, and furnishing title reports on each unit in a plan can be time consuming and burdensome when there are already lien protection mechanisms in place for consumers. Furthermore, filing a financial statement for renewal registration provides little to no value to potential purchasers since many developers like Wyndham are subsidiaries of publicly traded companies.

For these reasons, we strongly support this bill and respectfully request that it be passed for further consideration.

Thank you for the opportunity to submit testimony on this measure.



9002 San Marco Court Orlando, Florida 32819 (407) 418-7271

February 19, 2014

To: Honorable Rosalyn Baker, Chair

Senate Committee on Commerce and Consumer Protection

RE: SB 2480 - Relating to Time Share - In Support

Conference Room 229, 9:00 AM

Chair Baker, Vice Chair Taniguchi and members of the committee:

Starwood Vacation Ownership ("Starwood") appreciates the opportunity to offer testimony in support of SB 2480, which allows prospective purchasers of time share interests to receive printed or electronic copies of the disclosure statement on the time share plan, and amends the renewal process for time share registrations.

Many consumers now prefer an option of receiving important documents electronically. This bill modernizes the Hawaii timeshare law by permitting developers to give consumers the option of receiving disclosure documents in electronic or hard copy format. This option is permitted in other states with strict timeshare regulation, such as Florida, California and New York.

In addition, the bill updates and streamlines renewal registration requirements. This change will reduce costs and burdens for both the industry and the Department of Commerce and Consumer Affairs (DCCA) while enhancing consumer protection.

We respectfully request that you pass SB 2480. Thank you.

Robin Suarez Vice President/Associate General Counsel Starwood Vacation Ownership