FIRST REGULAR SESSION

HOUSE BILL NO. 1250

100TH GENERAL ASSEMBLY

INTRODUCED BY REPRESENTATIVE QUADE.

1939H.01I

DANA RADEMAN MILLER, Chief Clerk

AN ACT

To repeal sections 407.600, 407.610, 407.620, 407.625, and 407.630, RSMo, and to enact in lieu thereof six new sections relating to timeshares, with penalty provisions.

Be it enacted by the General Assembly of the state of Missouri, as follows:

- Section A. Sections 407.600, 407.610, 407.620, 407.625, and 407.630, RSMo, are
- 2 repealed and six new sections enacted in lieu thereof, to be known as sections 407.600, 407.610,
- 3 407.620, 407.625, 407.630, and 407.631, to read as follows:
 - 407.600. As used in sections 407.600 to [407.630] **407.631**, the following terms shall
- 2 mean:

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- 3 (1) "Accommodations", any apartment, condominium or cooperative unit, cabin, lodge,
- 4 hotel or motel room, or any other private or commercial structure which is situated on real
- 5 property and designed for occupancy by one or more individuals, which is made available to the
- 6 purchasers of a [time-share] timeshare plan;
 - (2) "Commission", the Missouri real estate commission;
- 8 (3) "Consumer timeshare reseller", an owner of a resale timeshare interest;
- 9 **(4)** "Enrolled", paid membership in an exchange program or membership in an exchange 10 program evidenced by written acceptance or confirmation of membership;
- 11 [(3)] (5) "Exchange company", the person operating an exchange program;
- 12 [(4)] (6) "Exchange program", any opportunity or procedure for the assignment or
- 13 exchange of [time-share] timeshare periods among purchasers in the same or other [time-share]
- 14 **timeshare** plans;

[(5)] (7) "Facilities", any structure, service, improvement, campground, recreational vehicle park or real property, improved or unimproved, which is made available to the purchasers of a [time-share] timeshare plan;

- [(6)] (8) "Person", any natural person or his **or her** legal representative, partnership, domestic or foreign corporation, company, trust, business entity or association, and any agent, employee, salesman, partner, officer, director, member, stockholder, associate, trustee or cestui que trust thereof;
- [(7)] (9) "Prize" or "gift", any merchandise offered in any timeshare promotional device, sweepstakes, drawing or display booth which is used to induce or encourage the attendance of any timeshare sales solicitation or presentation;
- (10) "Promotion", any advertisement, whether by mail, radio, television or personal sales, in which a [time-share] timeshare property is offered for sale by use of a sweepstakes;
- [(8)] (11) "Resale service provider", any person or entity, including any agent or employee of such a person or entity, who directly or indirectly offers or uses telemarketing, direct mail, email, or any other form of communication to offer timeshare resale services. "Resale service provider" shall not include:
- (a) A newspaper, periodical, or publisher unless the newspaper, periodical, or publisher derives more than ten percent of its gross revenue from timeshare resale services. For purposes of this subdivision, the calculation of gross revenue derived from providing timeshare resale services shall include the revenue of any affiliate, parent, agent, or subsidiary of the newspaper, periodical, or publisher, so long as the resulting percentage of gross revenue is not decreased by such inclusion;
- (b) A seller, managing entity, or other person responsible for managing or operating the timeshare plan to the extent they offer timeshare resale services to owners of timeshare interests in such a timeshare plan;
- (c) A consumer timeshare reseller who, in a given calendar year, sells seven or fewer resale timeshare interests;
- (d) An attorney licensed in this state and in good standing who provides legal services to end a timeshare interest; or
- (e) A real estate broker licensed in this state and in good standing who operates within the scope of his or her license with respect to the sale of a resale timeshare interest, as long as the real estate broker does not collect a fee in advance;
- (12) "Resale timeshare interest", a timeshare interest, including all or substantially all ownership, rights, or interests associated with the timeshare plan that was previously acquired by an owner for his or her own use and occupancy and is later offered or advertised for sale or rent;

 (13) "Sweepstakes", a method of promoting the sale of [time-share] timeshare plans which involves the offering, giving, or awarding of prizes which have odds associated with the actual delivery of the prize or gift;

- [(9) "Time-share] (14) "Timeshare developments", a single specific parcel of real property from which only timeshare plans are offered for sale or sold;
- (15) "Timeshare periods", all periods of time when a purchaser of a [time-share] timeshare plan is entitled to the possession and use of the accommodations or facilities, or both, of a [time-share] timeshare plan regardless of whether such periods are designated as one or more specific days, weeks or months;
- [(10) "Time-share developments", a single specific parcel of real property from which only time-share plans are offered for sale or sold;
- (11) "Time-share] (16) "Timeshare plan", any arrangement, plan, scheme or similar device, other than an exchange program, whether by membership, agreement, tenancy in common, sale, lease, deed, rental agreement, license, right-to-use agreement or any other means, whereby a purchaser, in exchange for a consideration, receives one or more [time-share] timeshare periods, or any type of interval or joint ownership in, or a right-to-use, any accommodation or facility for a period of time which is less than a full continuous and uninterrupted year during any given year, and which extends for a period of more than three years, as to each individual [time-share] timeshare development subject to the purchase;
 - [(12) "Time-share] (17) "Timeshare resale service", either:
- (a) The advertising of, or an offer to advertise, any resale timeshare interest for resale or rent; or
- (b) The transfer, or offer to assist in the transfer, of legal ownership of any resale timeshare interest;
- (18) "Timeshare unit", an accommodation or facility of a [time-share] timeshare plan which is divided into [time-share] timeshare periods, or is otherwise subject to interval or joint ownership or use by the purchaser of the [time-share] timeshare plans[;
- (13) "Prize/gift", any merchandise offered in any time-share promotional device, sweepstakes, drawing or display booth which is used to induce or encourage the attendance of any time-share sales solicitation or presentation].
- 407.610. 1. Any person who intends to use any promotional device or promotional program, including any sweepstakes, gift award, drawing or display booth, or any other such award or prize inducement items, to advertise, solicit sales or sell any [time-share] timeshare period, [time-share] timeshare plan, or [time-share] timeshare property in the state of Missouri or sell any tourist-related services as defined pursuant to subsection 9 of this section where a consumer is required to provide any consideration other than monetary for such tourist-related

services, shall notify the Missouri attorney general in writing of this intention not less than fourteen days prior to release of such materials to the public. Included with such notice shall be an exact copy of each promotional device and promotional program to be used. Each promotional device, promotional program, and the notice thereof shall include the following information:

- (1) A statement that the promotional device or promotional program is being used for the purpose of soliciting sales of a [time-share] timeshare period, [time-share] timeshare plan, or [time-share] timeshare property;
 - (2) The date by which all such awards or other prize inducement items will be awarded;
- (3) The method by which all such items will be awarded;
 - (4) The odds of being awarded such items;
 - (5) The manufacturer's suggested retail price of such items; and
- 19 (6) The names and addresses of each [time-share] timeshare plan or business entity 20 participating in the promotional device or promotional program.
 - 2. In the case of any promotional device or promotional program to advertise, solicit sales, or sell any [time-share] timeshare period, [time-share] timeshare plan, or [time-share] timeshare property in this state, the information required under subsection 1 of this section for each promotional device or promotional program, and the notice thereof, shall be provided in writing or electronically to the prospective purchaser at least once within a reasonable time period before a scheduled sales presentation to ensure that the prospective purchaser receives the information prior to attending such presentation. The required information need not be included in every advertisement or other written, oral or electronic communication provided or made to a prospective purchaser before a scheduled sales presentation.
 - 3. Any material change in a promotional device or promotional program previously submitted to the attorney general shall constitute a new promotional device or promotional program and shall be resubmitted to the attorney general with the notice thereof.
 - 4. It shall be a violation of section 407.020 for any person to:
 - (1) Fail to comply with the provisions of the notice requirements of this section;
 - (2) Provide to the attorney general in the notice required by this section any information that is false or misleading in a material manner;
 - (3) Represent to any person that the filing of the notice of the promotional device or the promotional program constitute an endorsement or approval of the promotional device or promotional program by the attorney general;
 - (4) Engage in any act or practice declared to be unlawful by section 407.020 in connection with the use of any promotional device or promotional program or any advertisement,

or sale of [time-share] timeshare plans, [time-share] timeshare periods, or [time-share] timeshare property.

- 5. At least one of each prize featured in a promotional program shall be awarded by the day and year specified in the promotion. When a promotion promises the award of a certain number of each prize, such number of prizes shall be awarded by the date and year specified in the promotion. A record shall be maintained containing the names and addresses of winners of the prizes and the record shall be made available, upon request, to the public, upon the payment of reasonable reproduction costs. If a seller for any reason does not provide, at the time of a site visitation or visitation to a [time-share] timeshare sales office, the inducement gift which was promised, the seller shall deliver the gift, or an acceptable substitute therefor agreed upon in writing, to the prospective purchaser or purchaser no later than ten days following such visitation, or shall deliver instead of such gift cash in an amount equal to the retail value of the gift.
- 6. If a prospective purchaser or purchaser does not receive the gift or the cash as provided in subsection 5 of this section, he may bring an action under the provisions of section 407.025. For purposes of actions brought pursuant to this section, the term "actual damages", as used in section 407.025, shall mean at least five times the cash retail value of the most expensive gift offered, but shall not exceed [one] ten thousand dollars, in addition to such other actual damages as may be determined by the evidence. The seller shall also be liable for reasonable attorney's fees if the action is successful.
- 7. The provisions of sections 407.600 to 407.630 shall not apply to a person who has acquired a [time-share] timeshare period for his or her own occupancy and later offers it for resale, except as provided under section 470.631.
- 8. If the sale of a [time-share] timeshare plan or of [time-share] timeshare property is subject to the provisions of sections 407.600 to [407.630] 407.631, such sale shall not be subject to the provisions of chapter 339.
- 9. For the purposes of this section, the term "tourist-related services" includes, but is not limited to, selling or entering into contracts or other arrangements under which a purchaser receives a premium, coupon or contract for car rentals, lodging, transfers, entertainment, sightseeing or any service reasonably related to air, sea, rail, motor coach or other medium of transportation directly to the consumer.

407.620. In addition to any other remedy by which such an agreement may be rescinded or otherwise voided, a purchaser of a [time-share] timeshare plan or [time-share] timeshare property has five days after the day of purchase to cancel the purchase. Printed notice of this right to cancel shall be given to the purchaser in writing with the use of 18-point boldface type in the following manner:

6	NOTICE
7	YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT WITHIN
8	THIRTY DAYS AFTER THE DATE OF THIS AGREEMENT.
9	CANCELLATION MUST BE IN WRITING AND IF SENT BY MAIL,
10	ADDRESSED TO THE OTHER CONTRACTING PARTY AS SHOWN ON
11	THIS AGREEMENT, CANCELLATION WILL BE ACCOMPLISHED AT THE
12	MOMENT THE LETTER IS POSTMARKED. IF SENT BY MAIL, THE
13	LETTER MAY BE CERTIFIED WITH A RETURN RECEIPT REQUESTED.

- 14 YOUR RIGHT TO CANCEL CANNOT BE WAIVED.
 - 407.625. 1. If a purchaser is offered the opportunity to subscribe to any exchange program, the developer shall, except as provided in subsection 2 of this section, deliver to the purchaser, prior to the execution of any contract between the purchaser and the exchange company and the sales contract, at least the following information regarding such exchange program, and the purchaser shall certify, in writing, to the receipt of such written information:
 - (1) The name and address of the exchange company;
 - (2) The names of all officers, directors, and shareholders owning five percent or more of the outstanding stock of the exchange company;
 - (3) Whether the exchange company or any of its officers or directors has any legal or beneficial interest in any developer or managing agent for any [time-share] timeshare plan participating in the exchange program and, if so, the name and location of the [time-share] timeshare plan and the nature of the interest;
 - (4) Unless the exchange company is also the developer or an affiliate, a statement that the purchaser's contract with the exchange company is a contract separate and distinct from the sales contract;
 - (5) Whether the purchaser's participation in the exchange program is dependent upon the continued affiliation of the [time-share] timeshare plan with the exchange program;
 - (6) Whether the purchaser's membership or participation, or both, in the exchange program is voluntary or mandatory;
 - (7) A complete and accurate description of the terms and conditions of the purchaser's contractual relationship with the exchange company and the procedure by which changes thereto may be made;
 - (8) A complete and accurate description of the procedure to qualify for and effectuate exchanges;
 - (9) A complete and accurate description of all limitations, restrictions, or priorities employed in the operation of the exchange program, including, but not limited to, limitations on exchanges based on seasonality, unit size, or levels of occupancy, expressed in boldfaced type,

and, in the event that such limitations, restrictions, or priorities are not uniformly applied by the exchange program, a clear description of the manner in which they are applied;

- (10) Whether exchanges are arranged on a space available basis and whether any guarantees of fulfillment of specific requests for exchanges are made by the exchange program;
- (11) Whether and under what circumstances an owner, in dealing with the exchange company, may lose the use and occupancy of his [time-share] or her timeshare in any properly applied for exchange without his or her being provided with substitute accommodations by the exchange company;
- (12) The fees or range of fees for participation by owners in the exchange program, a statement whether any such fees may be altered by the exchange company, and the circumstances under which alterations may be made;
- (13) The name and address of the site of each [time-share] timeshare property, accommodation or facility which is participating in the exchange program;
- (14) The number of units in each property participating in the exchange program which are available for occupancy and which qualify for participation in the exchange program, expressed within the following numerical groupings: 1-5, 6-10, 11-20, 21-50, and 51 and over;
- (15) The number of owners with respect to each [time-share] timeshare plan or other property which are eligible to participate in the exchange program expressed within the following numerical groupings: 1-100, 101-249, 250-499, 500-999, and 1,000 and over; and a statement of the criteria used to determine those owners who are currently eligible to participate in the exchange program;
- (16) The disposition made by the exchange company of [time-shares] timeshares deposited with the exchange program by owners eligible to participate in the exchange program and not used by the exchange company in effecting exchanges;
- (17) The following information, which, except as provided in subsection 2 of this section, shall be independently audited by a certified public accountant or accounting firm in accordance with the standards of the Accounting Standards Board of the American Institute of Certified Public Accountants and reported for each year no later than July first of the succeeding year, beginning no later than July 1, 1986:
- (a) The number of owners enrolled in the exchange program. Such numbers shall disclose the relationship between the exchange company and owners as being either fee paying or gratuitous in nature;
- (b) The number of [time-share] timeshare properties, accommodations or facilities eligible to participate in the exchange program categorized by those having a contractual relationship between the developer or the association and the exchange company and those having solely a contractual relationship between the exchange company and owners directly;

(c) The percentage of confirmed exchanges, which shall be the number of exchanges confirmed by the exchange company divided by the number of exchanges properly applied for, together with a complete and accurate statement of the criteria used to determine whether an exchange request was properly applied for;

- (d) The number of [time-shares] timeshares for which the exchange company has an outstanding obligation to provide an exchange to an owner who relinquished a [time-share] timeshare during the year in exchange for a [time-share] timeshare in any future year;
 - (e) The number of exchanges confirmed by the exchange company during the year;
- (18) A statement in boldfaced type to the effect that the percentage described in paragraph (c) of subdivision (17) of this subsection is a summary of the exchange requests entered with the exchange company in the period reported and that the percentage does not indicate a purchaser's/owner's probabilities of being confirmed to any specific choice or range of choices, since availability at individual locations may vary.
- 2. The information required by subsection 1 of this section shall be accurate as of a date which is no more than thirty days prior to the date on which the information is delivered to the purchaser; except that, the information required by subdivisions (2), (3), (13), (14), (15) and (17) of subsection 1 of this section shall be accurate as of December thirty-first of the preceding year if the information is delivered between July first and December thirty-first of any year; information delivered between January first and June thirtieth of any year shall be accurate as of December thirty-first of the year prior to the preceding year. At no time shall such information be accurate as of a date which is more than eighteen months prior to the date of delivery. All references in this subsection to the word "year" shall mean calendar year.
- 3. In the event an exchange company offers an exchange program directly to the purchaser or owner, the exchange company shall deliver to each purchaser or owner, simultaneously with such offering and prior to the execution of any contract between the purchaser or owner and the exchange company, the information set forth in subsection 1 of this section. The requirements of this subsection shall not apply to any renewal of a contract between an owner and an exchange company.
- 4. Each exchange company shall include the statement set forth in subdivision (18) of subsection 1 of this section on all promotional brochures, pamphlets, advertisements, or other materials disseminated by the exchange company which also contain the percentage of confirmed exchanges described in paragraph (c) of subdivision (17) of subsection 1 of this section.
- 5. An exchange company shall, on or before July first of each year, file with the attorney general and secretary of the association for the [time-share] timeshare plan in which the [time-shares] timeshares are offered or disposed, the information required by subsection 1 of this section with respect to the preceding year. If the attorney general determines that any of the

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100 information supplied fails to meet the requirements of this section, the attorney general may 101 undertake enforcement action against the exchange company in accordance with the provisions 102 of sections 407.600 to [407.630] 407.631. No developer shall have any liability arising out of 103 the use, delivery or publication by the developer of written information provided to it by the 104 exchange company pursuant to this section. Except for written information provided to the 105 developer by the exchange company, no exchange company shall have any liability with respect 106 to any representation made by the developer relating to the exchange program or exchange company; or the use, delivery or publication by the developer of any information relating to the 108 exchange program or exchange company. The failure of the exchange company to observe the requirements of this section, or the use by it of any unfair or deceptive act or practice in 109 110 connection with the operation of the exchange program, shall be a violation of sections 407.600 111 to [407.630] 407.631.

- 6. The offering of an exchange program in this state in conjunction with the offer or sale of [time-shares] timeshares in this state shall not constitute a security under the laws of this state.
- 407.630. 1. A [time-share] timeshare plan or [time-share] timeshare property is merchandise under the provisions of this chapter and the sale or offering for sale of such plans or property shall be subject to the provisions of sections 407.010 to 407.140, unless otherwise specifically provided in sections 407.600 to [407.630] 407.631.
 - 2. Violation of any provision of sections 407.600 to 407.620 **or section 470.631** is a class A misdemeanor.
 - 407.631. 1. Before engaging in any timeshare resale service, a resale service provider shall provide a written contract to the consumer timeshare reseller that includes:
 - (1) The name, physical address, telephone number, and website address, if any, of the resale service provider and any other agent or third party who shall provide any timeshare resale service on behalf of the resale service provider;
 - (2) The name, physical address, telephone number, and email address of the escrow agent, if applicable, that shall hold moneys or other property under this section;
 - (3) A complete description of the timeshare resale services;
 - (4) The duration of the contract for timeshare resale services expressed in days, weeks, months, or years;
 - (5) A description of any fees, costs, or other consideration to be paid to the resale service provider or an agent or third party acting on its behalf. Such fees shall include marketing and advertising fees or commissions that are paid upon the sale of a resale timeshare interest;

(6) A statement, if applicable, that the resale service provider shall deliver to the consumer timeshare reseller all documentation evidencing the transfer of legal ownership of the resale timeshare interest as provided under subsection 2 of this section;

- (7) A statement, if applicable, that the consumer timeshare reseller shall have five business days from the date they receive the notice of right to dispute the released moneys from the escrow agent as referenced under subsection 2 of this section;
- (8) The internet addresses and telephone numbers for both the commission and the consumer protection section of the attorney general's office; and
- (9) A statement printed in at least twelve-point, boldfaced type immediately preceding the space in the contract for the consumer timeshare reseller's signature in substantially the following form:

26 NOTICE

You have an unwaivable right to cancel this contract for any reason within thirty business days after the date you sign this contract. If you decide to cancel this contract, you must notify (name of resale service provider) in writing of your intent to cancel. Your notice of cancellation shall be effective upon the date sent and must be sent to (resale service provider's mailing address) or to (resale service provider's email address). Your refund will be made within twenty days after receipt of notice of cancellation or within five days after receipt of moneys from your cleared check, whichever is later. You are not obligated to pay (name of resale service provider) any money unless you sign this contract and return it to (name of resale service provider).

Before signing this contract, you should carefully review your original timeshare purchase contract and other project documents to determine whether there are any restrictions or special conditions applicable to the resale or rental of your timeshare interest. You also may wish to contact your resort management company or your timeshare association to learn about resale or rental options that may be available to you.

- 2. With respect to all fees, costs, and compensation paid to a resale service provider:
- (1) A consumer timeshare reseller shall not be charged an appraisal fee in connection with the sale or rental of a resale timeshare interest;
- (2) A consumer timeshare reseller may be charged reasonable marketing or advertising fees prior to the sale or rental of a resale timeshare interest; and
- (3) A consumer timeshare reseller shall not pay any advance fee, cost, or compensation for timeshare resale services, except as provided under subdivision (2) of this

subsection, unless one hundred percent of the moneys are deposited into an escrow account until the timeshare resale service is completed and the following requirements are satisfied:

- (a) The timeshare resale service provider presents an affidavit to the escrow agent that all promised timeshare resale services have been performed, including delivery of a copy of the recorded instrument or other legal document that evidences the transfer of ownership or of legal title to the resale timeshare interest to both the consumer timeshare reseller and the timeshare plan managing entity;
- (b) The escrow agent's submission of the affidavit and a notice of right to dispute the release of moneys or property in escrow to the consumer timeshare reseller. The notice shall state that the consumer timeshare reseller shall have five business days after receipt of such affidavit to submit a written dispute to the escrow agent that all promised timeshare resale services have in fact not been fully performed by the resale service provider. The consumer timeshare reseller may submit the dispute by email or regular mail. The dispute is effective upon the date sent; and
- (c) Failure of the consumer timeshare reseller to submit a dispute under subdivision (b) of this subsection.

If the escrow agent receives conflicting demands for moneys or other property held in escrow, the escrow agent shall immediately notify the commission of the dispute and either promptly submit the matter to arbitration or, by interpleader or otherwise, seek an adjudication of the matter by court. The commission may audit or examine any escrow account required under this subsection. The resale service provider shall make documents relating to the escrow account or escrow obligation available to the commission upon the commission's request. The escrow agent shall retain all resale transfer agreements, escrow account records, affidavits, and notices of dispute received pursuant to this subsection for three years.

- 3. No individual consumer timeshare reseller who sells or transfers five or fewer resale timeshare interests owned by that consumer timeshare reseller in a given calendar year shall be subject to liability under subsection 3 of this section.
- 4. Engagement in any timeshare resale service, or receipt of consideration in connection with any timeshare resale service, without an executed written contract as required under this section creates a rebuttable presumption of a violation of this section. The transfer of a resale timeshare interest to a person whom the resale service provider knows or should have known has demonstrated a pattern of nonpayment of assessments, taxes, or fees associated with the obligations of ownership creates a rebuttable presumption of this as a violation of this section.

5. Providing timeshare resale services with respect to a consumer resale timeshare interest in a timeshare property located or offered within this state or required to be registered in this state, including acting as an agent or third-party service provider for a resale service provider, constitutes operating, conducting, engaging in, or carrying on a business or business venture in this state.

- 6. A contract for timeshare resale services resulting from conduct in violation of this section is voidable by the consumer timeshare reseller, and the resale service provider shall return all consideration received under the contract to the consumer timeshare reseller.
- 7. (1) A person or entity who violates the provisions of this section commits an unfair trade practice and is subject to all civil penalties and remedies under law for the violation.
- (2) If a court, based upon the evidence presented by the parties, determines, in its discretion, that a person's actions under this section were inadvertent, unintentional, and not an effort to violate the provisions of this section, the court may hold that the person's actions were nonmaterial, technical violations, and the court may assess a technical violation penalty not exceeding two hundred dollars as its only penalty. The court's determination that a violation is a nonmaterial, technical violation in no way prevents the court from assessing full penalties under this section for any other violation it determines to be a plan or scheme.
- 8. The consumer protection section of the attorney general's office may enforce this section and impose penalties, including those under section 470.630; warning notices of deficiency; cease and desist orders; and refunds of fees, costs, or compensation assessed or received in violation of the section. A person aggrieved by the attorney general's final administrative order may appeal the order to the administrative hearing commission. If the person fails to timely request a hearing, the department may bring an action to enforce its order.
- 9. Timeshare interests are subject to the protections of the Service Members Civil Relief Act, 50 U.S.C. Section 3901 et seq.

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