



**INFORMATIVE LETTER ABOUT KEY PROPERTY ADVISORY**

Madrid, 17th of September, 2007

The aim of this letter is to explain the relation between the Spanish European Consumer Centre (ECC) and the company **Key Property Advisory**. This company, which is settled in the Spanish Costa del Sol and which is devoted to assist consumers in case of conflicts with businessmen, **has been sending** a lot of claims from United Kingdom customers about **holiday clubs and time-share resale cases** to the ECC **by e-mail. The cases were sent by using the official form of the European Commission** with the stamp of the company and the list of the claimant parties but with no other explanation.

Once we have contacted Key Property Advisory, we have been told that they sent the forms for informative reasons, in order to possibly transfer information to the authorities. The ECC, pointed out that the company should refrain from using the official form of the European Commission, because official forms are only used by individual consumers to contact directly the authorities and the European Consumer Centres without any intermediate or unofficial intermediate, as could be the case of Key Property Advisory.

Once that reasonable time has passed and with the suspicion that the company Key Property Advisory has misused the form and the European Consumer Centre's functions and responsibilities, the Spanish ECC contacted the company again and demanded the termination of any kind of practice related to our functions. It also demanded the company to explain to their customers that they have not received **the authorisation of the Spanish CRC to act on our behalf or with our collaboration at any moment**. As a consequence, Key Property Advisory was committed to **communicate inform its customer on the situation by means of its website in a week time**.

**Until now, the company has not fulfilled its obligation. Therefore, given the seriousness of facts, the ECC wants to inform affected people about the described situation.** In addition, the ECC has informed the European Consumer Centres Network, ECC Net, the National Consumer Centre and the European Commission on the situation in order to take the necessary prevention and sanction measures, if needed.

**For further information, please contact the ECC Spain:**

C/ Príncipe de Vergara, 54  
28006 Madrid  
Tel.: (0034) 91 822 45 55  
Fax: (0034) 91 822 45 62  
E-mail: [cec@consumo-inc.es](mailto:cec@consumo-inc.es)  
Web: <http://cec.consumo-inc.es>