



**BILL McCOLLUM  
ATTORNEY GENERAL  
STATE OF FLORIDA**

OFFICE OF THE ATTORNEY GENERAL  
Economic Crimes Division

Investigator Arnold Sherman, CFE  
1515 N. Flagler Drive, Suite 900  
West Palm Beach, Florida 33401  
Telephone (561) 837-5000  
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**INSTRUCTION SHEET IN RE:  
HICKS, INC. d/b/a UNIVERSAL MARKETING SOLUTIONS AND CREATIVE  
VACATION SOLUTIONS, INC.**

**AG #: L08-3-1192**

The following is a questionnaire and affidavit relating to **Universal Marketing Solutions or Creative Vacation Solutions**. Please read the entire affidavit and answer as much of the information as possible and be as detailed as possible. If a particular representation was made to you, specify the name of the person or persons making that representation. Attach a copy of any checks (front and rear) you have paid to this company, along with a copy of your notes and other relevant documents, including advertisements, promotional materials, contracts, agreements, brochures, correspondence, e-mails, invoices and any and all other documents which may be relevant. If additional space is required to answer any of the following questions, feel free to attach additional pages for your responses.

**Please be sure to read the following information before you fill out the attached affidavit complaint form:**

1. Please print or type the information you are providing so that it is legible.
2. Be sure to have your signature notarized on page 7; otherwise, we may not be able to use your affidavit should any court proceedings be brought.
3. Please include the following materials with your affidavit, where applicable. Please send us copies, front and back, and retain the originals for your records:
  - A copy of any or all of the **advertisements**.
  - Any **solicitations** and **promotional materials** you received.
  - The front and back of **checks** and/or any other documents (receipts, charge slips, money orders, etc.) showing payment for the goods or services.
  - The front and back of any **contracts**.
  - Any **correspondence** between you and the company, as well as any other correspondence relevant to your complaint.

- Any documents showing you attempted to - or did in fact - obtain a **refund**, or any other attempts to resolve your complaint.

Please return this affidavit along with copies of the above documents to **Investigator Arnold Sherman, Office of the Attorney General, Economic Crimes Division, 1515 North Flagler Drive 9<sup>th</sup> Floor, West Palm Beach, Florida 33401.**

PRINT OR TYPE LEGIBLY AND  
**MAKE SURE YOUR SIGNATURE IS NOTARIZED**

**AFFIDAVIT**

**BEFORE ME**, the undersigned authority, this day personally appeared:

**NAME** (Mr./Mrs./Ms.) \_\_\_\_\_

**Print or type name**

**ADDRESS** \_\_\_\_\_

Date of Birth \_\_\_\_\_

Disability? \_\_\_\_\_

**TELEPHONE** - Home (    ) \_\_\_\_\_ Work (    ) \_\_\_\_\_

Email Address \_\_\_\_\_

to me well known, and who, after being duly sworn and deposed, upon his/her personal knowledge, states:

1. I have a complaint against \_\_\_\_\_  
(person/ company name, address, and telephone)

2. I first learned of this person or company through (example - telephone, mail, newspaper ad)

\_\_\_\_\_  
(Please attach the advertisement, mailing piece or other documents received)

3. Do you remember the name of the person that first called you? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, please provide his/her name: \_\_\_\_\_

4. Did they provide the name of their business or organization? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes, please give the name provided for the business or organization.

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5. What did the caller tell you? Please include as much detail as you can.

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(If you need additional space then you may attach pages.)

6. Did the company state that they would sell your property? Explain:

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7. What was the cost of their "services"? \_\_\_\_\_

8. How were payments made? \_\_\_\_\_

9. Did you agree to pay the fee? Yes \_\_\_\_\_ No \_\_\_\_\_

10. Did you sign a contract? Yes \_\_\_\_\_ No \_\_\_\_\_

Date signed \_\_\_\_\_

11. If yes, did the contract have an expiration date? Yes \_\_\_\_\_ No \_\_\_\_\_

(Please provide copy of contract)

12. After the initial conversation, did this company, remove funds from your account or charges made to your credit card ? Yes \_\_\_\_\_ No \_\_\_\_\_

13. If yes please state how much \_\_\_\_\_. By check or credit card? \_\_\_\_\_

(Please **DO NOT** provide the checking account or credit card number on this affidavit)

14. If yes, please provide the amounts deducted and the dates on which these monies were taken:

Date \_\_\_\_\_ Amount \_\_\_\_\_

Date \_\_\_\_\_ Amount \_\_\_\_\_

Date \_\_\_\_\_ Amount \_\_\_\_\_

15. Were you promised a refund? Yes \_\_\_\_\_ No \_\_\_\_\_ Explain \_\_\_\_\_

\_\_\_\_\_

16. Did you ever complain to this company about services you were or were not receiving?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please give the dates of your calls and the name of the person you spoke to in detail and all conversations relating to your complaint. If you have any written communications please attach same. Please describe communications, and attach same.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

17. Did you receive a refund? \_\_\_\_\_ Yes \_\_\_\_\_ No How much?

18. Did you attend any seminars or meeting or open houses by this company?

Yes \_\_\_\_\_ No \_\_\_\_\_

19. Were you given any offers on your timeshares or told that anyone specific was going to make an offer? \_\_\_\_\_

\_\_\_\_\_

20. Were any offers made to you? Yes \_\_\_\_\_ No \_\_\_\_\_

21. Was your timeshare advertised on the website with all the **correct** information?

Yes \_\_\_\_\_ No \_\_\_\_\_

22. If no, please explain in detail include any contacts you made with the company regarding corrections, and if the corrections were made on website \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**FURTHER AFFIANT SAYETH NAUGHT.**

\_\_\_\_\_  
(Your Signature)

\_\_\_\_\_  
(Date of Birth)

**SWORN TO AND SUBSCRIBED BEFORE ME** this \_\_\_\_\_ day of

\_\_\_\_\_, 2009.

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

My commission expires:

\_\_\_\_\_  
Notary Public

(Print, type or stamp commissioned name  
of Notary Public)

Personally known \_\_\_\_\_ or

Produced identification \_\_\_\_\_

Type of identification produced: