Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you.

User: Hello, I purchased a vacation membership from a company called Brentswoods International Ltd., but they failed to provide the services they had promised. I want to file a complaint against them.

Consumer Grievance Assistance Chatbot: I understand. When did you purchase the membership from this company, and how much did you pay for it?

User: I received a promotional call from their representatives in June/July 2012, asking me to become a member of their "BCI Brentwood Club International" scheme. On 30th June 2012, I paid an amount of Rs. 57,970/-, and on 13/07/2012, I paid another Rs. 1,00,000/-, totaling Rs. 1,57,970/- towards the membership fees.

Consumer Grievance Assistance Chatbot: Can you explain what services or benefits the company had promised you under this membership scheme?

User: Their representatives made attractive offers and commitments, including the opportunity to stay and spend vacations in luxurious 5-star hotels/resorts not only in India but at any location throughout the world for a continuous period of 10 years.

Consumer Grievance Assistance Chatbot: When did you first experience a deficiency in their services or realize that they were not providing the promised benefits?

User: For the Diwali vacation in 2012, I requested them to book hotels in Bengaluru, Mysore, and Ooty as per the promised benefits of the membership scheme. However, they failed to confirm the booking or provide satisfactory alternatives, despite repeated requests and follow-ups from my side. Instead, they claimed that I was only entitled to standard rooms, contrary to their earlier representations.

Consumer Grievance Assistance Chatbot: I see. Based on the details you've provided, you have a valid case for seeking a refund and compensation under consumer protection laws. Are you considering mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: No. I would like to file a complaint.

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to Brentswood International. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes. Draft a legal notice for me.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of Brentswood International.

User: My name is Shilpa Brahme, and I reside at 19 Pratham Citadel, Near Bright School, Vasna Bhayali Road, Vadodara, Gujarat, India. I am a housewife and also work as a computer teacher. The company is Brentswoods International Ltd. Their corporate office is at A-41, MCID, Mathura Road, New Delhi - 110 179, and their registered office is at Country Inn, Kincreig, Mussoorie - 248 179, Uttarakhand, India.

Consumer Grievance Assistance Chatbot: Thank you. What compensation do you want to request?

User: I want a refund of the total Rs. 1,57,970 paid towards membership fees along with compensation for mental agony and harassment

Consumer Grievance Assistance Chatbot: Do you want to send the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used if they want to send a reply.

User: I will send it physically.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/190LQrR2rNYKDBipdNfjtNIDJrkK5bxLsdHuDSQYuLEA/edit) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes.

Consumer Grievance Assistance Chatbot: To file a complaint, we have to determine which consumer forum has the jurisdiction to hear your case. The court can be identified on the basis of the location where either Brentwoods International Ltd. or any of its branches are situated, or where you are residing or working. Since you are situated in Vadodara, would you like to file the case at Vadodara?

User: Yes

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents like proof of purchase, proof of damage, attempt to solve the problem, official communication from Brentwoods International Ltd. here.

User: Okay

Consumer Grievance Assistance Chatbot: Do you have any supporting documents or evidence you may have, such as the membership certificate, receipts for the payments made, or any communication with the company regarding the issue?

User: Yes, I have the following documents:

1. Membership certificate bearing No. BCIS/BRC/GJ/12/22/0001231 for the "BCI SILVER Flexi (ST Red)" plan, valid from September 2012 to August 2022.

2. Receipts for the payments made on 30/06/2012 and 13/07/2012.

3. Email communication with the company regarding the booking issue.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1IMXoZddOzWvmsxFq1Ue6QuORqU1FoSZv9ncYJg4oats/edit) here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

User: Yes please

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1QvExO7Y2SvnE_WmFqhdRmxJCf4V_HQd_BJOTPNSz5rc/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1TIkg1Uq74JqJKC252XPdKELNmJzxEu-UG1_FoD8OwHM/edit) here. You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Gujarat as the State and Vadodara as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter “Brentswoods International Ltd.”. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“The opposite party has made false representations about providing luxurious accommodations worldwide under their vacation membership but has failed to deliver the promised services. The complainant seeks a refund of the total Rs. 1,57,970 paid towards membership fees along with compensation for mental agony and harassment.”

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

User: Got it. Thank you

Consumer Grievance Assistance Chatbot: Thank you for using the tool. Feel free to raise further queries anytime or you can log on to <https://consumeraffairs.nic.in/> or dial 1800-11-4000 (National Consumer Helpline) for more information.