

# TIMESHARE LAW LIBRARY



## ANNUAL BENEFIT REPORT

2023

TIMESHARE LAW LIBRARY

## Mission and Engagement

The mission and goal of the scholars at Timeshare Law Library is to provide timeshare lawyers and their clients with timely, curated information and legal education related to the law surrounding timeshare ownership, including legal defenses to timeshare agreements. We currently provide these educational services free of charge and it is our ongoing commitment to continue to provide the most important and relevant information possible to best allow our users to protect their rights and financial wellbeing.

We are legally bound to this mission, as set forth in the Timeshare Law Library Articles of Incorporation registered with the State of California. This mission is also set out in and required by the Bylaws of Timeshare Law Library. While we are a relatively new company, and do not currently have the infrastructure to extend our services to European Union countries, we hope to eventually extend the reach of our services worldwide so as to help educate as many people as possible.

## What is Timeshare Law Library?

Timeshare Law Library is a registered California Benefit Corporation, founded and owned by Panda Kroll, Esq., an attorney with over two decades of experience in contract law and litigation. Timeshare Law Library was created with the goal of creating a platform to inform as many people as possible about the legalities surrounding timeshares. Ms. Kroll has years of expertise litigating timeshare disputes on behalf of timeshare exit companies and attorneys who advocate for consumers and, through the Timeshare Law Library, seeks to ensure public access to the most relevant information on timeshare law. While the site is not intended to constitute legal advice, and individuals are directed to seek counsel for their specific situation, it is a valuable resource for attorneys and consumers alike in educating themselves and learning how to protect their rights.

## Providing Specific Benefit - Successes and Goals

Just as many timeshare owners report that they were bullied into purchasing a timeshare interest, timeshare law itself – and particularly the interpretation of “in perpetuity” contracts – can be intimidating and overwhelming. As stated above, the specific benefit Timeshare Law Library provides to legal professionals and consumers is timely, curated information, legal education, and knowledge related to the law surrounding timeshare ownership and defenses to timeshare agreements. In this section, we’ll be discussing how we’ve succeeded in providing that specific benefit and our goals to improve on providing this benefit in the future.

Timeshare Law Library’s scholars provide a curated index of case summaries, complaints, judicial orders, briefs, transcripts, expert reports and other critical documents related to lawsuits in the industry, published on our website at [timesharelawlibrary.com](http://timesharelawlibrary.com). The Library covers only the timeshare cases with the most impact on litigation. In addition to the case summaries and pleadings, you’ll find timely analysis to keep on top of the latest developments that can impact timeshare litigation. While we do not provide legal advice, these tools are provided to assist both attorneys and consumers in effectively understanding and protecting consumer rights and preserving timeshare owners’ access to justice.

The American Association for Justice (AAJ), formerly the Association of Trial Lawyers of America, is a nonprofit advocacy and lobbying organization for plaintiffs’ lawyers in the United States, established 1964. AAJ’s stated mission is to “promote a fair and effective justice system.” Recognizing the need for coordination among attorneys assisting consumers who are burdened with oppressive timeshare contracts, as well as preserving timeshare owners’ access to justice, in 2021 the AAJ voted to add a Timeshare Litigation Group to its roster, naming Panda Kroll as one of three chairs, and identifying Timeshare Law Library as a free outreach service offering the full suite of its services to members of the new AAJ group, consistent with Timeshare Law Library’s commitment to provide curated information and legal education to consumer advocates.

Timeshare Law Library, which was incorporated October 30<sup>th</sup>, 2020, is a young company, and is still growing. The Library provides an educational benefit to the public and fosters a community and platform to share knowledge and discuss issues of timeshare law. We are constantly working to expand and refine the information and avenues of information that we offer in the hopes of providing even better educational benefits regarding timeshare law to the public and particularly to consumer advocates.

## Benefit Corporation - Third Party Standards

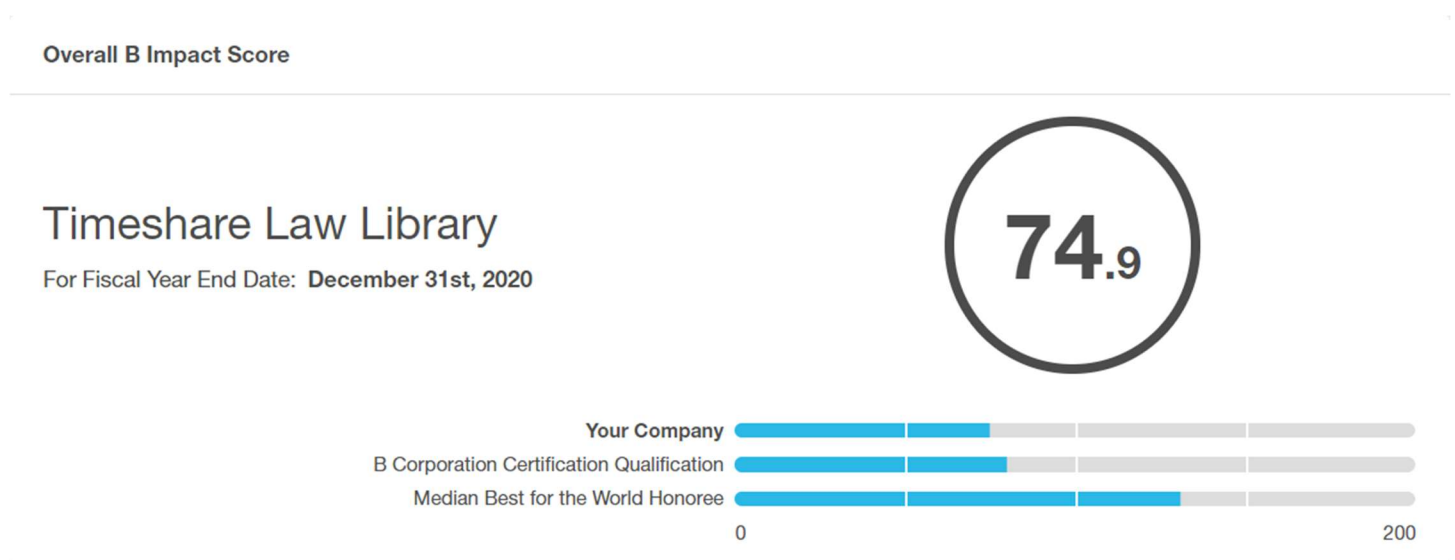
Per California Corporation Code 14630, a Benefit Corporation must utilize a third-party standard to assess its general public benefit. Timeshare Law Library has elected to use the third-party standards administered by B Lab. B Lab is a US non-profit organization. B Lab has developed the B Lab Impact Assessment, which provides comparability across sectors and industries, as well as transparent results and areas of potential improvement. This well-developed approach is a large portion of why Timeshare Law Library has chosen the B Lab Impact Assessment as the standard it will use in making this annual benefit report. Timeshare Law Library is not affiliated with or compensated by B Lab in any way.

The B Lab Impact Assessment scores a business' positive impact through an assessment which is largely based on the following metrics: (1) governance practices of a company, (2) community impact of a company, (3) environmental impact of a company, and (4) value created to customers and consumers through a company's services.

The below B Lab Assessment utilizes global standards, processes and metrics, which provide consistent and comparable results. Over 100,000 companies, across over 70 countries and 150 industries, have utilized B Lab's Impact Assessment. The B Labs Impact Assessment standard was selected due to the easy comparability with other companies, its wide-spread use, and diverse metrics for assessing benefit provided and areas of potential improvement. The assessment is out of a maximum of 200 points, with a significant benchmark at 80 points as a threshold for official certification by B Labs. As a very new and growing company, still developing further policies, we use these metrics to help provide guideposts to our future growth and policy making.

## Summary of B Labs Impact Assessment Results

The following represents the overall results of Timeshare Law Library in a B Labs Impact Assessment. As a new and developing company with a very limited staff and presence, we are looking at this score as a point of reference for improvement in the future when it comes to achieving our mission and goals of benefiting the community and world at large.



Below, we will discuss each category of the B Labs Impact Assessment individually. We will discuss both our current activity and future goals for improvement in these sections.

## Governance Impact - 19.7 Points

Our core mission as a California benefit corporation, as written in our Articles, is the specific public benefit of providing curated knowledge and legal education to the public regarding the body of law surrounding timeshares. We consider this mission, and any resulting social and environmental impacts from pursuing our mission, to be our primary measure of success. While Timeshare Law Library is a benefit corporation, and we believe it can operate profitably, profit is very much a secondary goal.

To further our mission, we take several steps. First, we maintain transparency by having our Board review our reports and financials. We then make ownership of the company, membership of the Board, and our social and environmental impact reports (like this report) public. These reports include descriptions of our performance and programs, scorecards for performance metrics, and public targets, verified by a third party. Here, the report is verified by the Law Offices of Lurie and Ferri, LLP.

Second, we formally identify and target stakeholders aligned with our mission. As part of that process, we report the results of stakeholder engagement to our Board and summarize the results in these reports. We also maintain a Board of Directors as our highest level of corporate oversight. This Board of Directors includes people who are not executives or owners of the company, all positions are held by women, and includes representatives of the stakeholders Timeshare Law Library intends to assist.

So far, we have identified the following stakeholders: timeshare exit attorneys, timeshare exit companies, and consumers who are burdened by their timeshare ownership. We plan to expand our core services to address these stakeholders' needs. We are also in the planning stages of engaging other timeshare attorneys by forming a national litigation group on timeshare under the auspices of the American Association for Justice. Our services are still in a development phase, so the actual impact on stakeholders is minimal so far.

In the future, we hope to track key social and environmental performance indicators. We have some plans regarding tracking our environmental impact. We are currently evaluating how to track the social impact of our education services.

## Community Impact - 35.5 Points

As a company focused on education, Timeshare Law Library's community impact is one of our greatest strengths. Our services are meant to improve the quality of service in the timeshare exit industry, and to indirectly improve the lives of anyone trying to exit from a timeshare. We also have a strong focus on diversity at an organizational level and are led and majority owned by a woman.

Our primary community impact is felt through our core educational services. At this time, we provide a free resource of curated pleadings and judicial orders related to efforts to obtain exits from oppressive timeshare contracts, and defenses against litigation brought against timeshare exit attorneys and exit companies by timeshare companies. While our curated resources are designed for use by other attorneys, they can also be used for educational purposes by consumers and the public.

We are a new company with a single shareholder, so our economic impact is minimal at this time. However, we take corporate citizenship seriously, and work to engage with our users and our community. We provide contact forms to allow users to ask questions and help us improve the services we offer.

Whenever possible, we also engage local suppliers for our needs. As of now, our needs are mostly met internally. Our external suppliers consist of access to government databases, such as PACER, and legal advice and research provided by other attorneys.

We acknowledge that we cannot monitor our supply chains effectively at this time. As our company grows and engages more suppliers, we will be able to further monitor those supply chains.

We are in the process of engaging with stakeholders, both directly and through educational efforts. We provide public resources and contribute legal research on timeshare litigation. We have also assisted in the process of founding a national litigation group of timeshare lawyers through the venerable American Association for Justice. With the new national litigation group formed, we are providing our services to members free of charge for a year to promote the sharing of curated knowledge related to timeshare law. We will also be working with the American Association for Justice moving forward in the hopes of achieving larger policy change on the law surrounding timeshare exits.

The following is a timeline of actions taken that impact our community and stakeholders:

On December 14, 2021, The Timeshare Law Library (TLL) appointed five directors who respectively reside in California, Florida, Oklahoma, and Ohio. All are attorneys who have litigated timeshare disputes.

On February 13, 2022, TLL was represented at the AAJ 2022 Annual Convention and gave an update on new cases and judicial orders at a meeting of the AAJ's Timeshare Litigation Group.

On July 17, 2022, TLL was represented at the AAJ 2022 Summer Convention in Seattle and gave an update on new cases and judicial orders at a meeting of the AAJ's Timeshare Litigation Group.

On September 22, 2022, TLL met with its directors and approved a Code of Ethics.

On February 5, 2023, TLL was represented at the AAJ 2022 Summer Convention in Phoenix and gave an update on new cases and judicial orders at a meeting of the AAJ's Timeshare Litigation Group.

On July 24, 2023, TLL met with its directors. Following that meeting TLL was represented at the AAJ 2023 Annual Convention in Philadelphia and gave an update on new cases and judicial orders at a meeting of the AAJ's Timeshare Litigation Group. At the AAJ 2023 meeting, TLL's CEO Panda Kroll was elected Secretary of the AAJ Torts Section Executive Board.

## Environmental Impact - 17.3 Points

Timeshare Law Library is a paperless, essentially wasteless, organization with minimal environmental impact. We operate entirely via virtual, paperless offices, and our product is entirely virtual as well. We have reviewed our vendors policies and behavior as companies and determined that our vendors for hosting our website match 100% of their global energy output with renewable energy and also maintain a commitment to carbon neutrality. We will continue to audit any new vendors with the goal of maintaining carbon neutrality in our operations. We are monitoring our energy and water usage generally. As discussed below, however, we still can improve our metrics for this monitoring to do give more discrete data than confirmation that we are carbon neutral.

Our assessment did reveal two key points where we can significantly improve our environmental impact with minimal operational changes. First, we can monitor our own energy and resource usage. In our current growth state, we are not capable of monitoring these usage statistics so we will seek avenues to do so in the future. Second, we can increase our low-impact renewable energy use. We are working to meet both goals by hosting our virtual services, such as our website, with a hosting company which uses low impact renewable energy and provides detailed metrics as to hosting energy usage. We will continue to explore options to measure our own direct resource usage as well.

## Customer Impact - 2.3 Points

As a relatively new education-focused company, Timeshare Law Library is all about helping our customers, but we're still low on metrics and high on optimism. Our primary purpose is to educate both attorneys and timeshare owners to understand the law on the subject of timeshare contracts. This directly assists attorneys working in the field, and indirectly assists the public in challenging "in perpetuity" timeshare agreements that are unlawful and/or oppressive, unconscionable and against public policy. However, we do not (and often cannot) gather data on our direct impact to the public. As of now, we gather essentially no data on our users, their usage of our site, or the impact of that usage. As we develop, we will be able to track some of our industry involvement, such as customers served, partnerships with nonprofits, and traffic to our educational resources. We will also seek concrete ways to account for the specific impact of our services on those we seek to help.

## Contact Us - Help Us Benefit as Many People as Possible!

**CEO/Founder** - Panda Kroll, Esq.

**Shareholder (100%)** - Panda Kroll Esq.

**Contact us via our contact form at the following web address:** <https://timesharelawlibrary.com/contact/>

### **U.S. Headquarters:**

Timeshare Law Library  
5999B Ridge View Street  
Camarillo, CA 95060