



January 21, 2026

Ms. RoxAnne Burrola, President
Tradebloc, Inc.
701 Commerce St
Dallas, TX 75202

SENT VIA ELECTRONIC MAIL TO:
ROXANNEBURROLA@TRADEBLOC.COM

**BBB Investigative Inquiry #6359
Final Assessment Letter**

Dear Ms. Burrola,

Better Business Bureau (BBB) serving North Central Texas aids the North Texas marketplace by promoting and fostering ethical relationships between businesses and the consuming public through voluntary self-regulation of marketplace practices.

The purpose of this correspondence is to notify you BBB has conducted a one-year review of the complaints received regarding Tradebloc, Inc., during its Complaint Monitoring Period from September 1, 2024, through September 1, 2025. Included herein is a Final Assessment of the review and suggestions.



Serving North Central Texas

Dallas
1601 Elm Street • Suite 1600
Dallas, Texas 75201-4701

Wichita Falls
2107 Kemp Boulevard
Wichita Falls, Texas 76309-4313



Relevant Factors

BBB records reflect 148 total complaints on-file regarding Tradebloc, Inc., as of this outgoing correspondence. Included within the complaint total are:

- 88 Answered complaints
- 51 Resolved complaints
- 9 Duplicate complaints
- 2 Information Only

Given the numerical data provided above, it is evident that Tradebloc, Inc., is responsive to complaints received by BBB.

Additionally, the total number of complaints regarding Tradebloc, Inc., received by BBB within the Complaint Monitoring Period totaled fifty-six (56) complaints. This marked a 31-complaint decrease from the previous 12-month period reviewed by BBB.

Review of the complaints regarding Tradebloc, Inc., received during the Complaint Monitoring Period reflect the following three (3) most common themes:

- 1) 18-month Guarantee for completion of timeshare exit (47 of 56)
- 2) Damage to Credit Reports/Shifting of Contract Terms (36 of 56)
- 3) Customer Service Issues – lack of feedback/response to customer requests (30 of 56)

Tradebloc, Inc., also submitted a revised "Credit & Debt Management Agreement" to BBB on August 27, 2024. The revised contract requires all consumers to agree and signify their consent with contract and credit terms line-by-line with the consumers' initials.



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Final Assessment

BBB review of complaints relevant to this Inquiry reveal the pattern of complaints originally observed regarding consumer interactions with Tradebloc, Inc., still persists; however, taking into consideration the actions taken by Tradebloc, Inc., during and regarding this Inquiry into this pattern of complaints to clarify its contract terms, guarantee, along with the company's overall reduction of approximately 35% to its year-over-year complaint volume, and the landscape of the timeshare-exit industry, it is the assessment of this Inquiry that Tradebloc, Inc., is working to address and mitigate this pattern of complaints.

Please retain this correspondence as official record of this Inquiry closure. BBB thanks Tradebloc, Inc., for its cooperation and communication during this Inquiry.

A record of your voluntary cooperation with our request is recorded in your BBB Business Profile and may be available to the public. Please do not hesitate to contact me with any questions or concerns.

Sincerely,

James Marin
Marketplace Investigator
JamesMarin@nctx.bbb.org



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