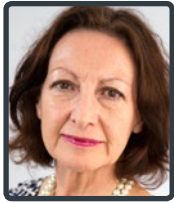


RISC News

An essential update from the British Vehicle Rental and Leasing Association



**By BVRLA
Director
of Member
Services
Nora Leggett**

The BVRLA has teamed up with Nexus to redevelop an important and free member benefit. It's called RISC.

RISC is the BVRLA's credit and operational risk management tool. Developed in the 1980s, the Rental Industry Secure Customer database was designed for BVRLA members to gather and share information about problem customers legally. It now contains details of over 13,000 individuals and companies notified by BVRLA members, and is growing daily.

It is not difficult to see why. Our industry owns and operates attractive and expensive vehicle assets. The police tell us crime is becoming more organised – villains need to rent or lease vehicles to visit their 'clients', move stolen goods, etc – just as frequently as legitimate business users. Criminals believe a rented or leased vehicle will provide greater anonymity than owning and insuring vehicles themselves. Moreover, fraudsters and other high-risk customers are good at 'shopping around' and appear adept at sharing information to exploit any system or operational weakness.

But BVRLA members are a strong community too – they are responsible for one in ten cars, one in six vans and one in four trucks on UK roads. Harnessing

this power and safeguarding the interests of members is a primary aim of RISC.

Some of the things RISC can help protect members' businesses against include:

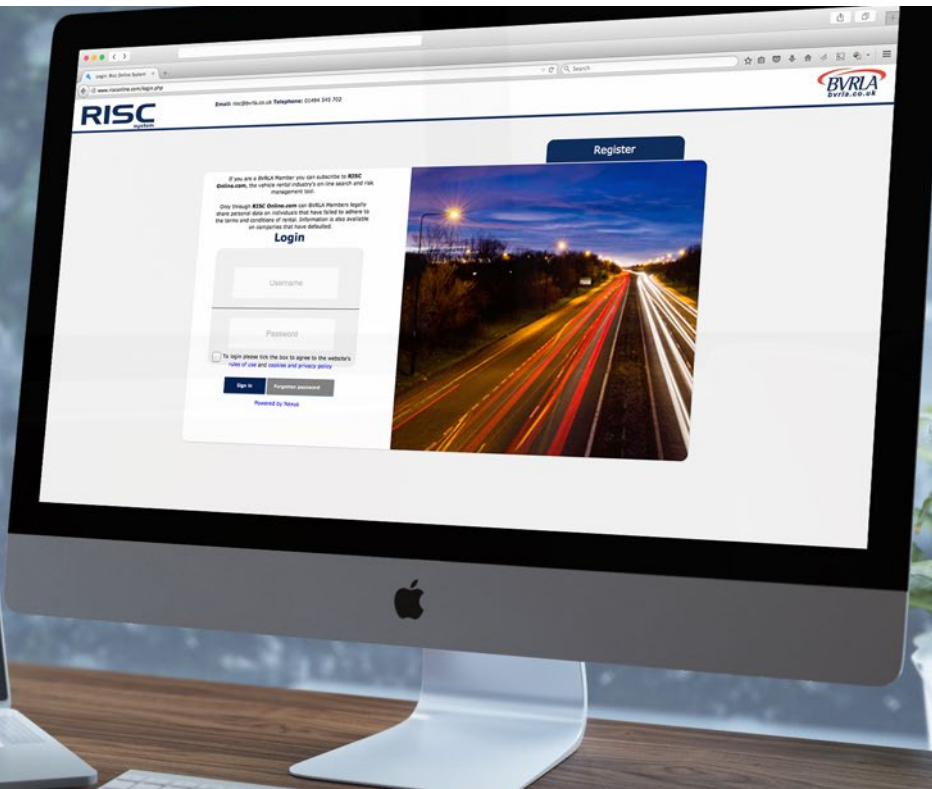
- > vehicle theft
- > company and individual identity theft
- > insurance fraud
- > negligently damaging the rental vehicle
- > credit risk and poor payment record
- > inappropriate and aggressive behaviour towards staff.

Using RISC can make your business less susceptible to these risks, which in turn could save you money – as well as money on your insurance premiums. ♦

> Easier to check

> Easier to report

> Easier to follow





Who would you rent to

Customer qualification is one of the most important tasks in vehicle rental – after all, it makes sense to know just who it is you are entrusting your vehicle to

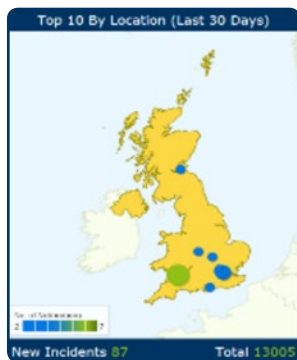
RISC has a new look and feel

RISC is now easier for you to search for details of prospective risk renters and to log new incidents.

A 'heat map' of the UK

shows you where risk activity is being reported as it happens.

BVRLA Member Services can now monitor incidents as they occur and issue alert warnings to all RISC users – this will help prevent the type of fraud the rental industry encountered a couple of years ago when a gang of Eastern European fraudsters went to several members' offices on the same day with stolen IDs.



This service of the BVRLA depends upon fast, accurate, relaying of information by RISC users.

Search for individuals

This continues to be by either driving licence number or surname and date of birth.

Data protection guidelines mean that RISC does not allow users to 'fish' for individuals – the search must be precise.

Search for companies

You can now search for a company using

either the first three letters of the business name or a partial post code. ♦

Some statistics...

On an average day: BVRLA members post five incidents on RISC.

In an average week: the BVRLA receives three contacts from aggrieved renters whose details have been posted on RISC.

In an average month: there are 85 RISC matches – that's the number of potential vehicle thefts and frauds the community of RISC users has prevented.

In an average year: our subscribers perform over two million searches on RISC.

Best Practice at Thrifty Car & Van Rental

Thrifty's company policy is for rental staff to check all leisure/retail customers and not rent if the customer data achieves a 'hit' on the RISC database.

Operationally, RISC is not integrated into the Thrifty rental system but available on screen for staff to perform searches. To avoid hassle at the counter, the RISC Customer Letter is printed and handed to the customer.

This explains how customers can obtain information about the data held on file from the BVRLA, as RISC Data Controller.

Monthly and quarterly statistics on the number of searches made at each branch are discussed with regional managers.

Senior management expect 100% compliance with their procedures.



Alerts

If you have a security concern or an alert you would like to share on RISC, please contact Nora Leggett at BVRLA 01494 545713 or, alternatively, you can email: risc@bvrla.co.uk.



"The BVRLA asked us to trial new RISC before it went live. The icons mean it is easy to use. We are very happy using new RISC."

Chris Potter, Ipswich Branch Manager, Thrifty

Treating customers fairly

The BVRLA often deals with customers who feel that they have been reported on RISC unfairly.

Customers sometimes don't appreciate that their behaviour (not looking after the vehicle, being involved in an accident, etc) can make them poor risks as future customers. Sometimes they only become aware they are the subject of a RISC report when they arrive to pick up a rental vehicle they have booked. As a matter of best practice BVRLA members should advise customers when they report incidents on RISC. Following this advice will prevent confrontation.

A RISC incident match following a search should not be viewed as a 'do-not-rent' instruction but as advice to 'proceed with caution'.

What about Data Protection issues?

The BVRLA is the Data Controller for RISC and we follow the Information Commissioner's principles of good practice strictly.

We expect members who subscribe to RISC to also follow best practice principles, and, equally importantly, to ensure that they have the consent of the Data Subject (that is, the customer) to share personal data. Typically this will mean a

clause in the rental contract that calls upon the renter thus:

You agree that if you break the terms of this agreement we can pass your personal information to credit-reference agencies, debt collectors, the police or any other relevant organisation. We can also give this information to the British Vehicle Rental and Leasing Association (BVRLA), which can share your personal information with its members to prevent crime and protect its assets, as allowed under the Data Protection Act 1998.

(An extract from BVRLA terms and conditions of rental)

If any would-be renter is refused because they are the data subject of a RISC incident, they can be referred to the BVRLA – but all contact MUST be in writing. The BVRLA does not have the resources to handle telephone callers.

The BVRLA will explain the data subject's right of access to the information that is held on RISC and how that information can be challenged. The data subject will be charged a £10 administration fee for this service.

RISC data is archived automatically after five years. ♦

What is RISC ?



BVRLA Member Services Executive Rob Burford explains why RISC should be part of your business.

RISC is a powerful loss prevention tool available free to all our corporate and broker members, with API integration for your counter software solution and an intuitive web portal for immediate access.

We talk a lot about security and criminal activity but the truth is that RISC is also designed to help protect you from financial losses incurred by unreliable renters. By far the most common breaches in terms and conditions of rental are outstanding payments and failure to return the vehicle on time. These may seem mundane against headline-grabbing thefts but the losses add up.

With information on RISC you can identify a potential problem before it occurs and take steps to mitigate that risk by adjusting your terms of rental, offering an alternative product or simply refusing rental.

It's vital that our members supply data to the RISC system as you provide our primary source of information. We already have a fantastic, active community and encourage all our subscribers to add their problematic incidents as and when they happen. RISC is a community tool, using the power of the rental industry's experience to protect our assets. ♦



"The system changeover to new RISC went without a hitch... the information appears well-organised on screen. It is straightforward to add incidents to the system."

*John Stobo, Group Security Manager Scotland,
Arnold Clark, Glasgow*

How do BVRLA members participate in RISC?

Signing up is free, simple and fast: register your details at www.risconline.com.

We need members to confirm that their terms and conditions of rental allow personal information from renters to be shared. To check, download a copy of the BVRLA's standard terms and conditions from our website: www.bvrla.co.uk.

Once we've received your registration and agreement to RISC terms and conditions, we will supply you with log-in details and all the information you need to get started.

Log-in details are allocated by the RISC Administrator, who can be contacted on 01494 545702 or at risc@bvrla.co.uk.

Want to integrate RISC with your own office systems?

We already link with proprietary counter systems such as Rentman via an application programme interface (API). This can also be used to link with bespoke in-house systems and to other customer qualification and risk management tools used throughout the sector.

Call the RISC administrator to find out more: 01494 545702.

Security alerts

RISC Alerts are for general fraud and scam information. Call 01494 545702 to report.

Future developments – join our Virtual RISC User Group

We have plans to develop RISC further, but would like to hear members' thoughts. Contribute by joining our Virtual User Group: contact 01494 545702 or risc@bvrla.co.uk.

Stories from the RISC archive...

Where's my £25 grand?

When a vehicle went overdue and the renter failed to return calls, the car was eventually 'lifted' by one of the rental company's employees and returned to the depot. The renter was reported on RISC for 'failing to return the rental vehicle at time and place agreed'.

The rental member then contacted the renter, advising that the vehicle had been recovered and that he should collect some personal belongings left in the car. A few days later the renter called the BVRLA to complain that he had been refused rental by another hire company. When we explained that RISC was used to share information, he asked us to locate £25,000 that was 'missing' from his belongings from the vehicle.

Oh, I forgot to mention...

In a separate incident, the BVRLA received a call from a man wondering why he was having difficulty renting a car. After explaining what RISC is and asking if he had rented a vehicle in the past and experienced a problem, our caller recalled that his details might be on RISC, "because I was shot at last time I hired a car". He went on to say that the police had advised him it was a case of mistaken identity.

Unsurprisingly, the BVRLA member that rented him the vehicle took a less casual approach and reported the incident on RISC: failure to comply with terms and conditions of rental, using the vehicle for illegal purposes, and vehicle recovery from the police.

Sister act

There is nothing quite like sharing. But when it comes to renting a vehicle, hirers should allow only the drivers approved by the rental company behind the wheel. When a man's sister 'borrowed' his rental car and totalled it, he called us to complain about the £10,000 bill he received... but still didn't understand why rental companies might not want to rent to him in the near future.

The top 10 reasons for reports on RISC

- 1 Failed to comply with terms and conditions of rental
- 2 Not paid in full for rental and other charges
- 3 Failed to return vehicle at time and place agreed
- 4 Not looked after the vehicle
- 5 Damage present on rental vehicle
- 6 Given false or misleading information
- 7 Vehicle seized by police
- 8 Not looked after the keys of the vehicle
- 9 Vehicle reported 'stolen' to police
- 10 Used threatening or abusive behaviour to staff