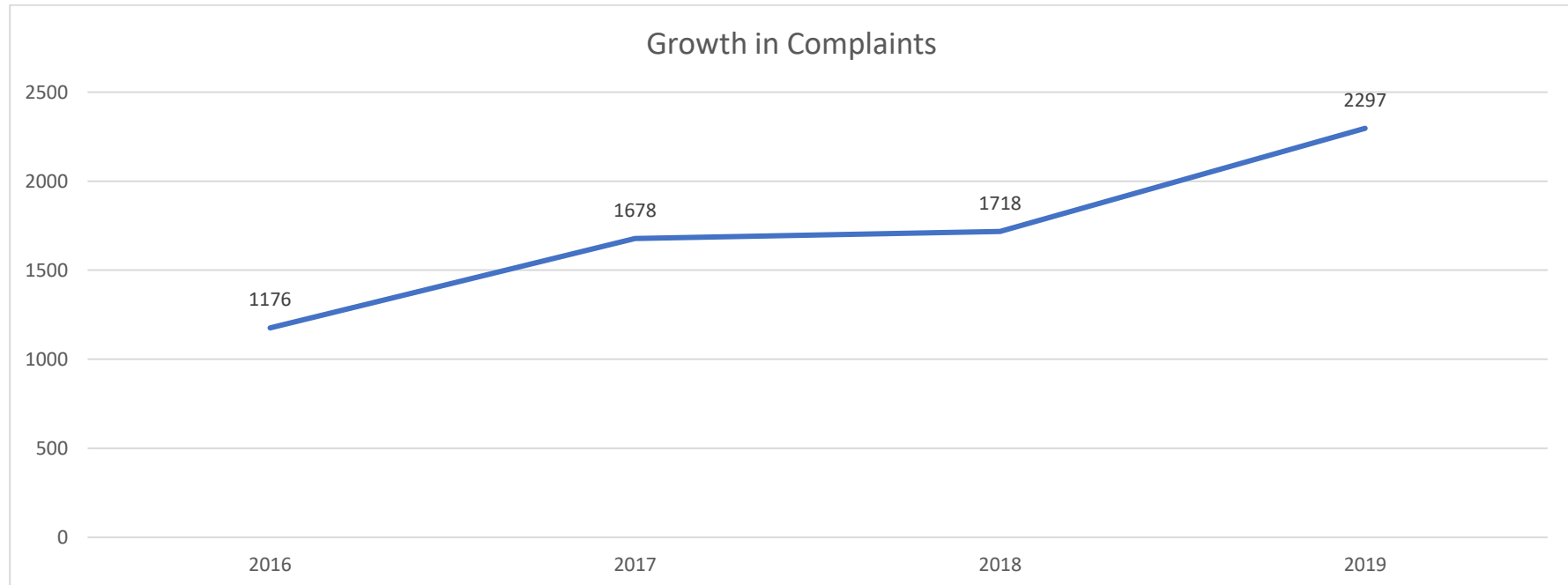


European Car Rental Conciliation Service 2019

Key Statistics

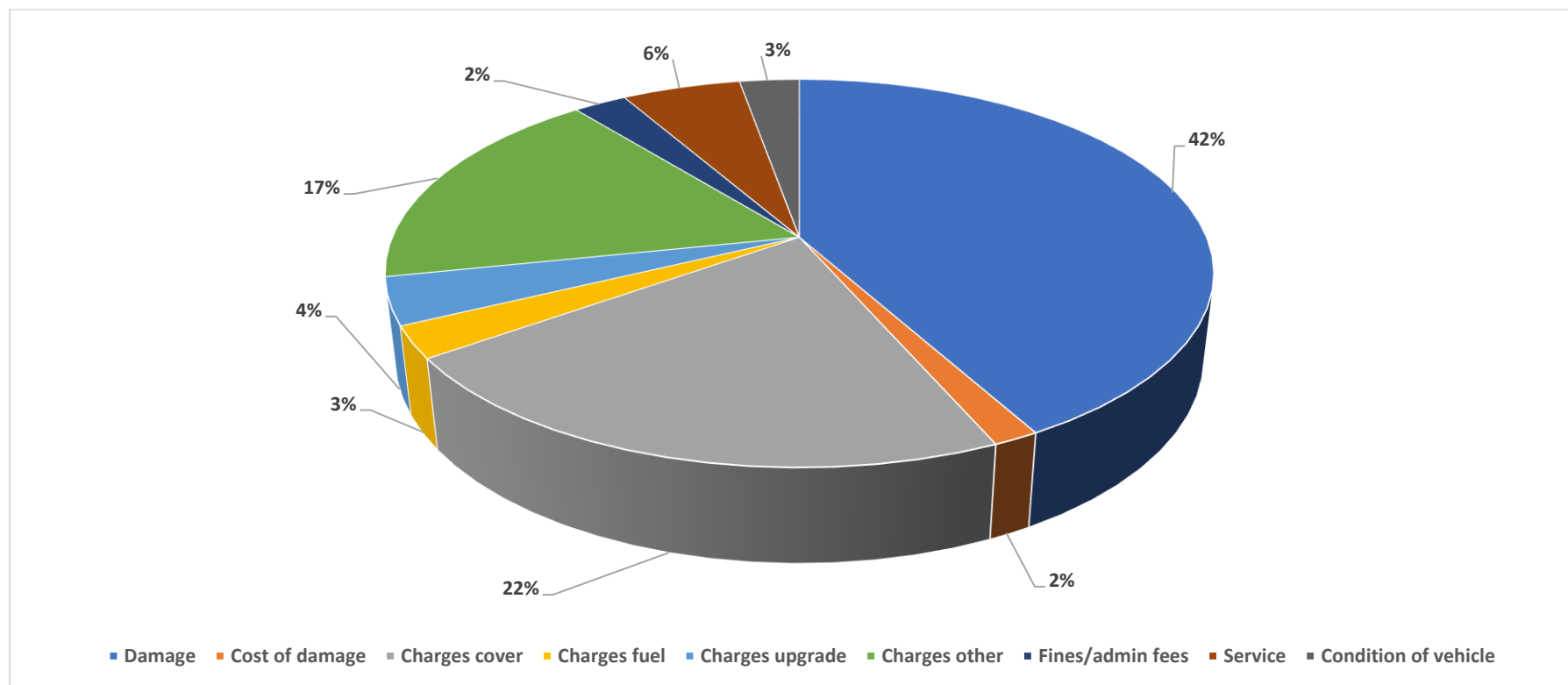
This report provides a summary of the complaints investigated by the European Car Rental Conciliation Service (ECRCS) between 1 January 2019 and 31 December 2019 against the rental firms participating in the scheme.

Complaints investigated by the ECRCS are assessed against Leaseurope's Code of Best Practice, which was updated in 2017. The European Car Rental Conciliation Service is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.



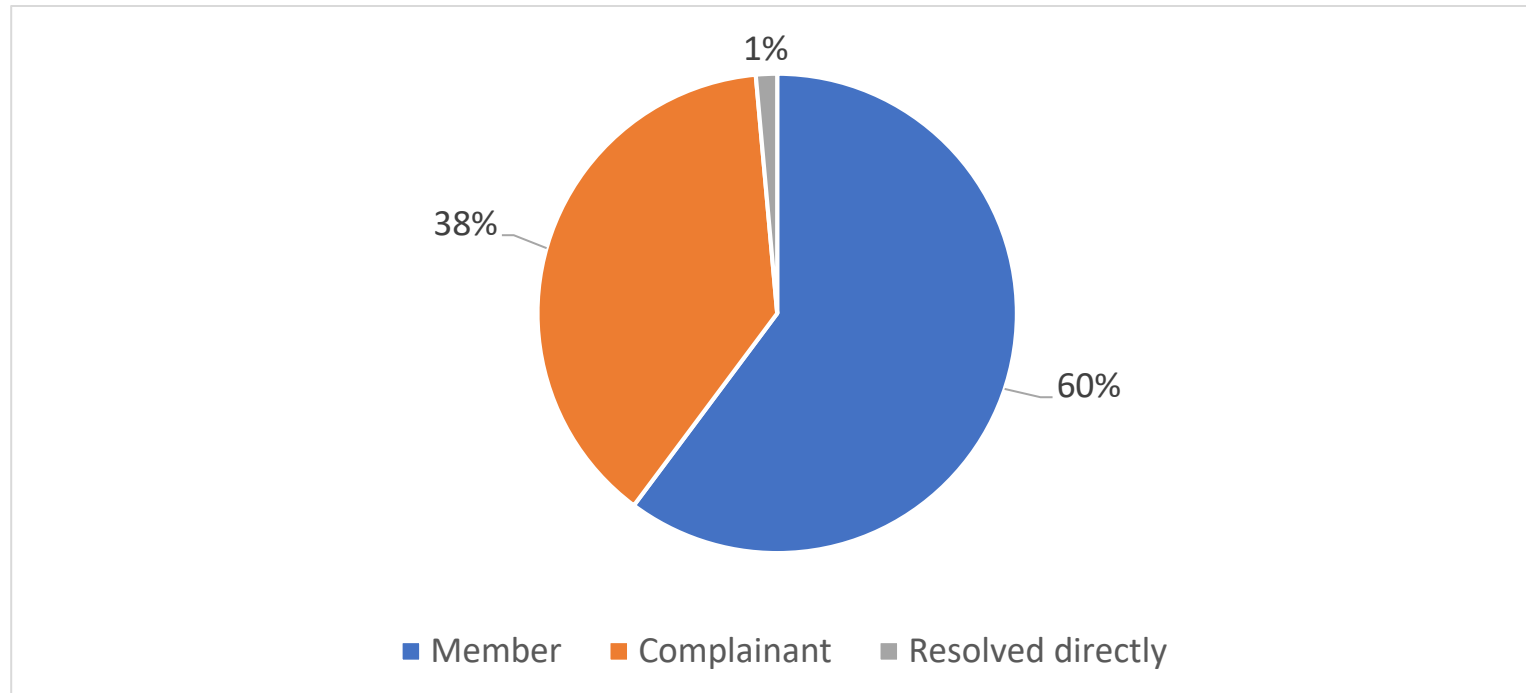
The graph above shows that the ECRCS complaints increased significantly between 2018 and 2019 this is in part thought to be due to awareness of the service, including complaints being referred via Resolver, who actively manage the complaint process on behalf of the customer and one participant referring more complaints to the service.

Reasons for complaint



Damage liability and charges continue to dominate the reason people complain. There is a much greater issue around charges for cover in Europe than in our UK complaint statistics this is likely to be regarding language barriers and bookings made through brokers.

Outcome of Complaints



The average time taken to resolve a case was 19 days against a published target of 30 days.

Country of Residency (Top 10)

Country	Residency
UK	1146
France	211
Spain	161
Germany	153
Italy	86
Netherlands	73

Country of Rental (Top 10)

Country	Rental
Spain	566
Italy	477
France	258
Germany	203
Portugal	186
UK	117

Ireland	61
Belgium	57
Poland	41
Finland	40

Ireland	110
Croatia	75
Greece	34
Netherlands	30

% split by company

Company 1	33%
Company 2	26%
Company 3	24%
Company 4	14%
Company 5	3%

Audits

The European Consumer Centre (ECC) reviewed five cases in 2019 and no concerns were raised.

Plans for 2020

We plan to work closely with Leaseurope in 2020 to raise awareness of the service at a European level within the participants and support the work of Leaseurope with the European Commission who are researching car rental in 2020.

We will also be reviewing the website which was introduced at the beginning of 2019 to see if any further enhancements are needed.

Additional notes

Disputes we have refused to deal with – 8% of complaints received were declined as they had not received a final decision from the trader, or the trader did not participate in our service. 1% of cases were discontinued as the member came to an amicable resolution with the customer prior to the ECRCS making a decision.

Compliance – The decision of the conciliation service is binding on the trader, as a condition of ECRCS participation. Compliance is therefore 100%.

Cross-border Disputes – The ECRCS facilitate cross-border disputes.