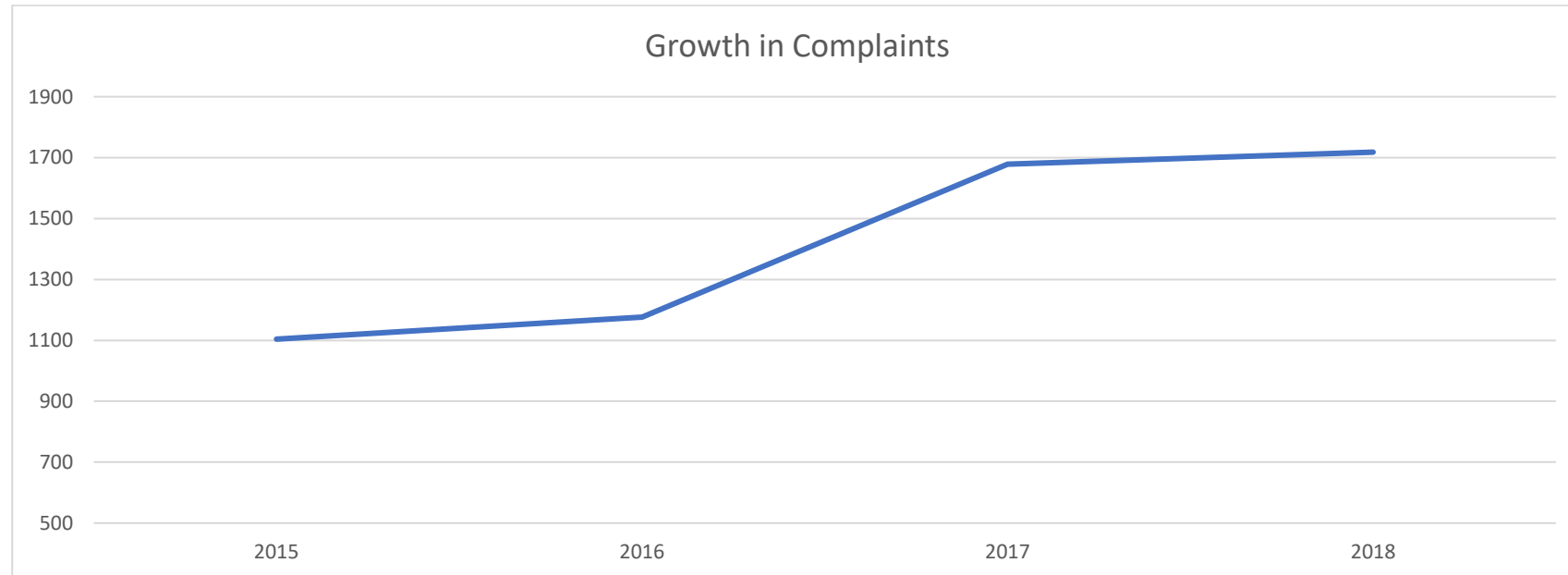


## European Car Rental Conciliation Service 2018

### Key Statistics

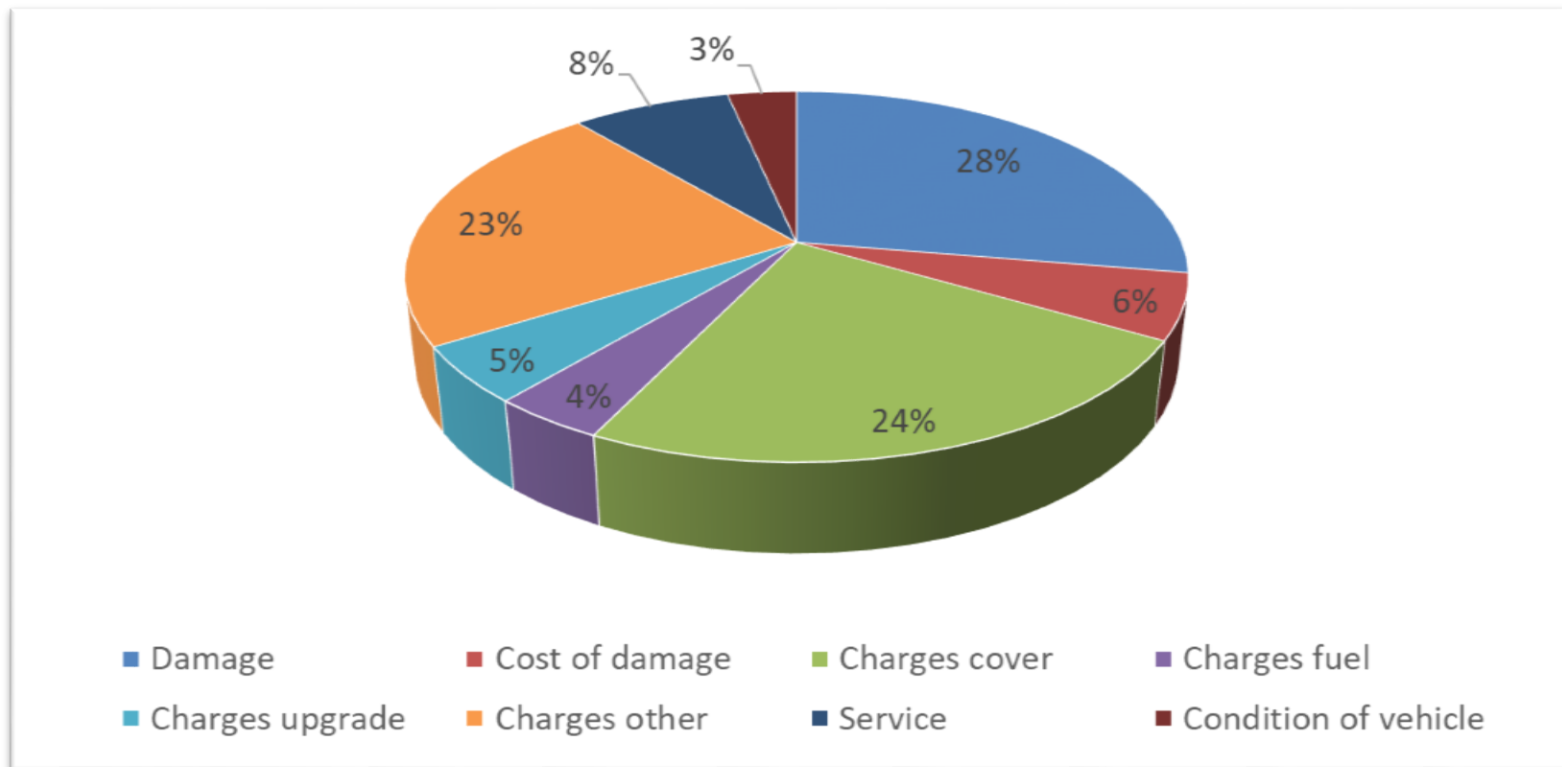
This report provides a summary of the complaints investigated by the European Car Rental Conciliation Service (ECRCS) between 1 January 2018 and 31 December 2018 against the rental firms participating in the scheme.

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.



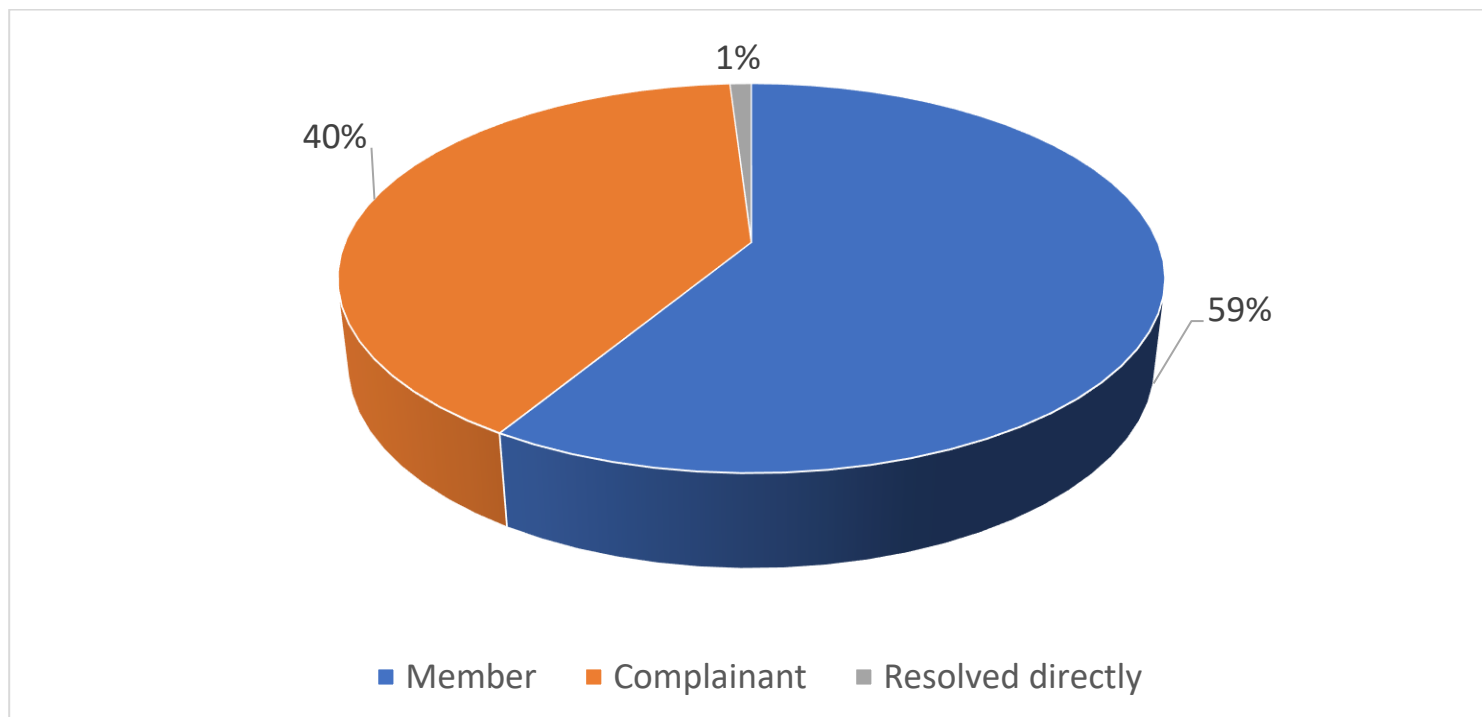
The graph above shows that the ECRCs complaints increased marginally year on year but not in such a large percentage as between 2016 and 2017.

### 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 20 days against a published target of 30 days.

### Country of Residency

Country	Residency
UK	741
France	222
Germany	153
Spain	123
Italy	61
Netherlands	55
Belgium	54
Ireland	43

### Country of Rental

Country	Rental
Italy	387
Spain	386
France	193
Germany	132
Portugal	131
UK	110
Ireland	101
Croatia	56

Sweden	39
Finland	36
Denmark	34
Poland	29
Norway	23
Portugal	19
Romania	15
Austria	13
Lithuania	12
Bulgaria	10
Greece	8
Malta	8
Hungary	4
Czech Rep	3
Cyprus	2
Iceland	2
Latvia	2
Luxembourg	2
Slovakia	2
Slovenia	2
Estonia	1
Croatia	0

Greece	36
Norway	34
Austria	25
Iceland	22
Belgium	14
Netherlands	12
Sweden	12
Poland	10
Cyprus	8
Denmark	7
Slovakia	7
Malta	6
Bulgaria	5
Finland	4
Hungary	4
Romania	4
Slovenia	4
Estonia	3
Lithuania	3
Czech Rep	1
Latvia	1
Luxembourg	0

## Audits

The European Consumer Centre (ECC) reviewed five cases in 2018 and no concerns were raised. They were in agreement with our terms and conditions of the service which state that where a subscribing company fails to respond to our request for information regarding a complaint within 30 working days we have no choice but to find in favour of the customer and request that the company refund any disputed charges.

## Additional notes

**Disputes we have refused to deal with** – 5% 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.