



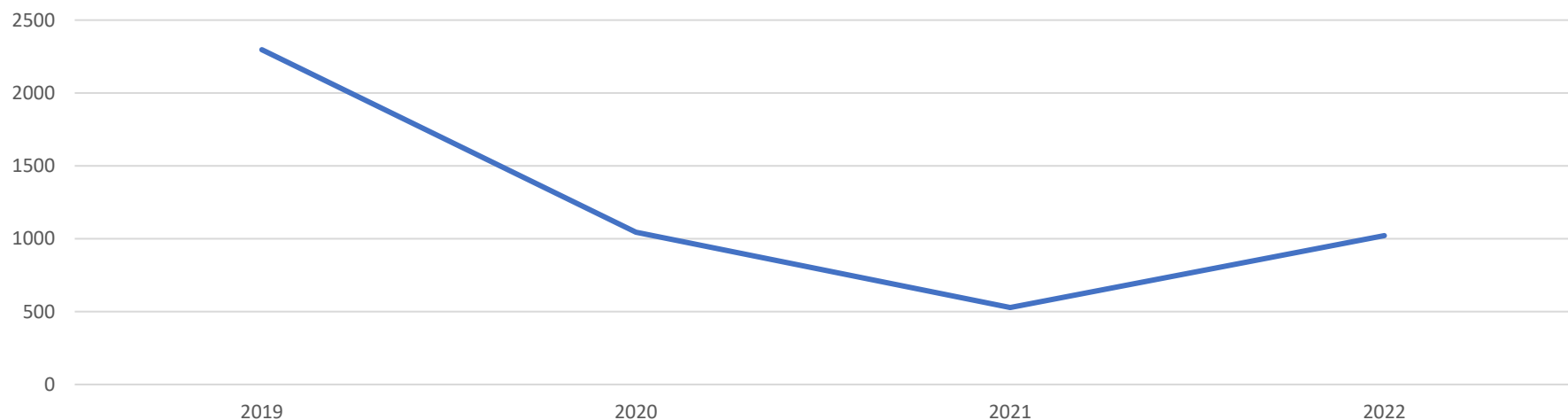
## European Car Rental Conciliation Service 2022

### Key Statistics

This report provides a summary of the complaints investigated by the European Car Rental Conciliation Service (ECRCS) between 1 January 2022 and 31 December 2022 against the rental firms participating in the scheme. A total of **1021** complaints were received.

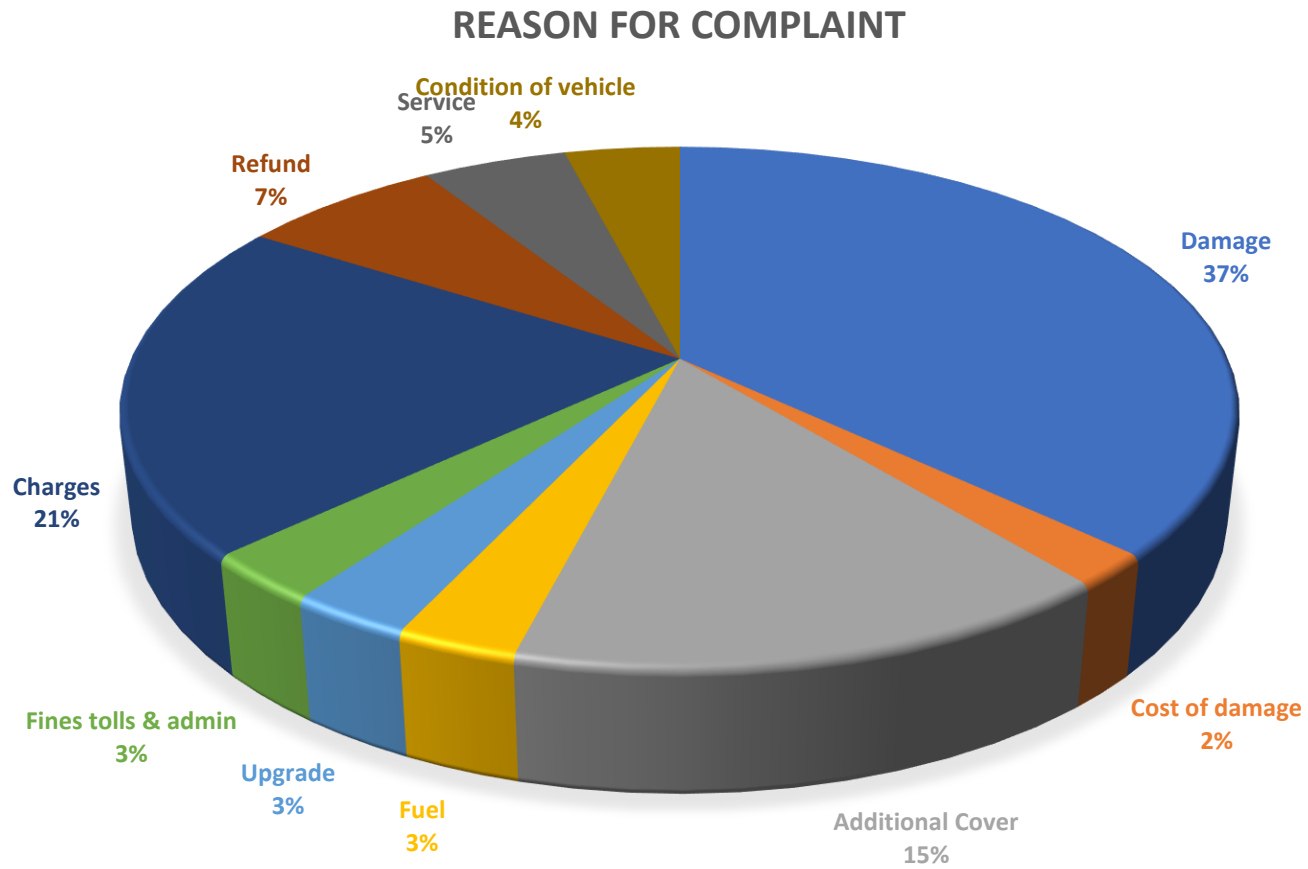
Complaints investigated by the ECRCS are assessed against Leaseurope's Code of Best Practice, which was updated in 2017. The European Car Rental Conciliation Service is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities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

Complaint Volumes



The graph above shows that the ECRCS complaints increased significantly this year after the pandemic travel restrictions were lifted, however they have not yet returned to pre-pandemic levels.

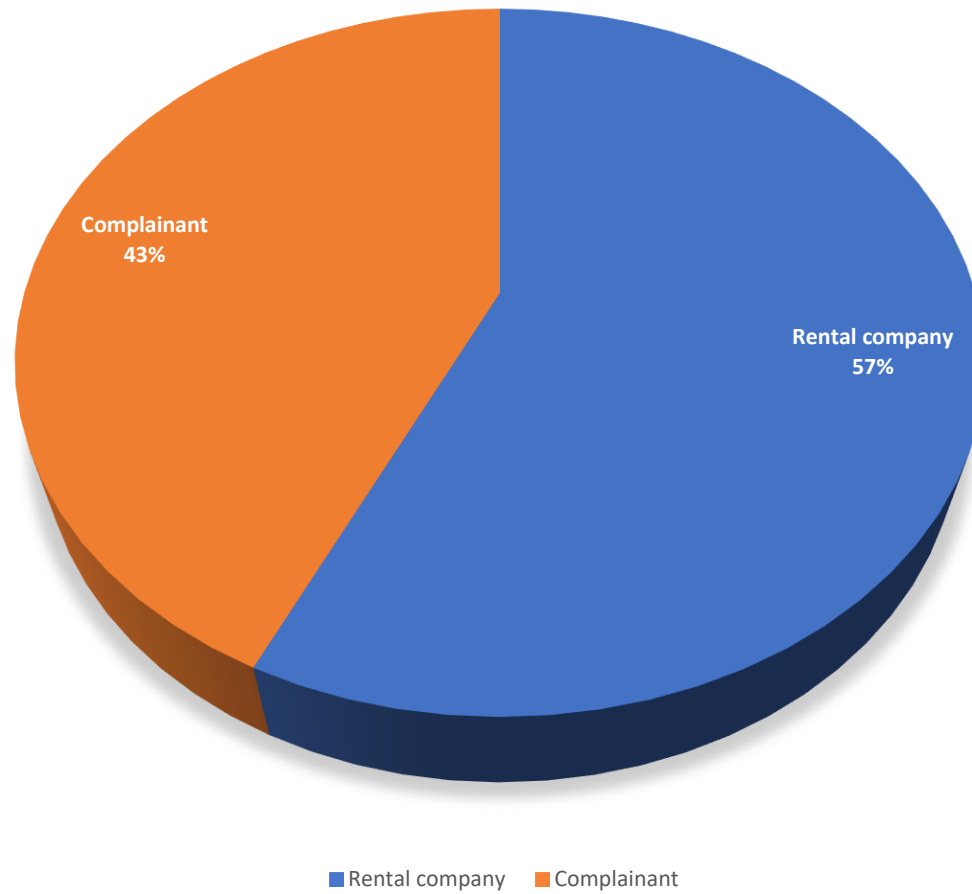
## Reasons for complaint



Damage liability and charges continue to dominate the reason people complain. There is a greater issue around charges for additional cover in Europe than in the UK, which is likely to be regarding language barriers and bookings made through third parties.

## Outcome of Complaints

### Outcome of complaint



Complaints are upheld and refunds requested if the rental company is unable to provide signed documented evidence.

The average time taken to resolve a case was 17 days against a published target of 30 days.

#### Country of Residency (Top 10)

Country	Residency
UK	424
France	98
Germany	82
Portugal	79
Spain	77
UK	42
Netherlands	41
Belgium	33
Denmark	26
Sweden	24

#### Country of Rental (Top 10)

Country	Rental
Spain	220
France	213
Italy	175
Portugal	79
Germany	70
UK	42
Ireland	36
Norway	29
Croatia	22
Belgium	22

#### Additional notes

##### Systematic problems and recommendations

Damage is always the number one complaint. Damage disputes could be reduced if companies carried out the pre and post rental inspections in the presence of the customer, agreeing on any damage both before and after the rental.

Charges for additional cover is also a regular complaint. Disputes could be avoided if customers were encouraged to read the rental agreement before signing it, and for rental brokers to ensure customers are aware of the difference between their excess reimbursement insurance and the excess waiver offered by the rental company.

**Disputes we have refused to deal with** – 10% of complaints received were declined as they had not received a final decision from the trader, were not cross border, or the trader did not participate in our service. These are not included in the number of complaints received.

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 company, as a condition of ECRCS participation. Compliance is therefore 100%.

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