

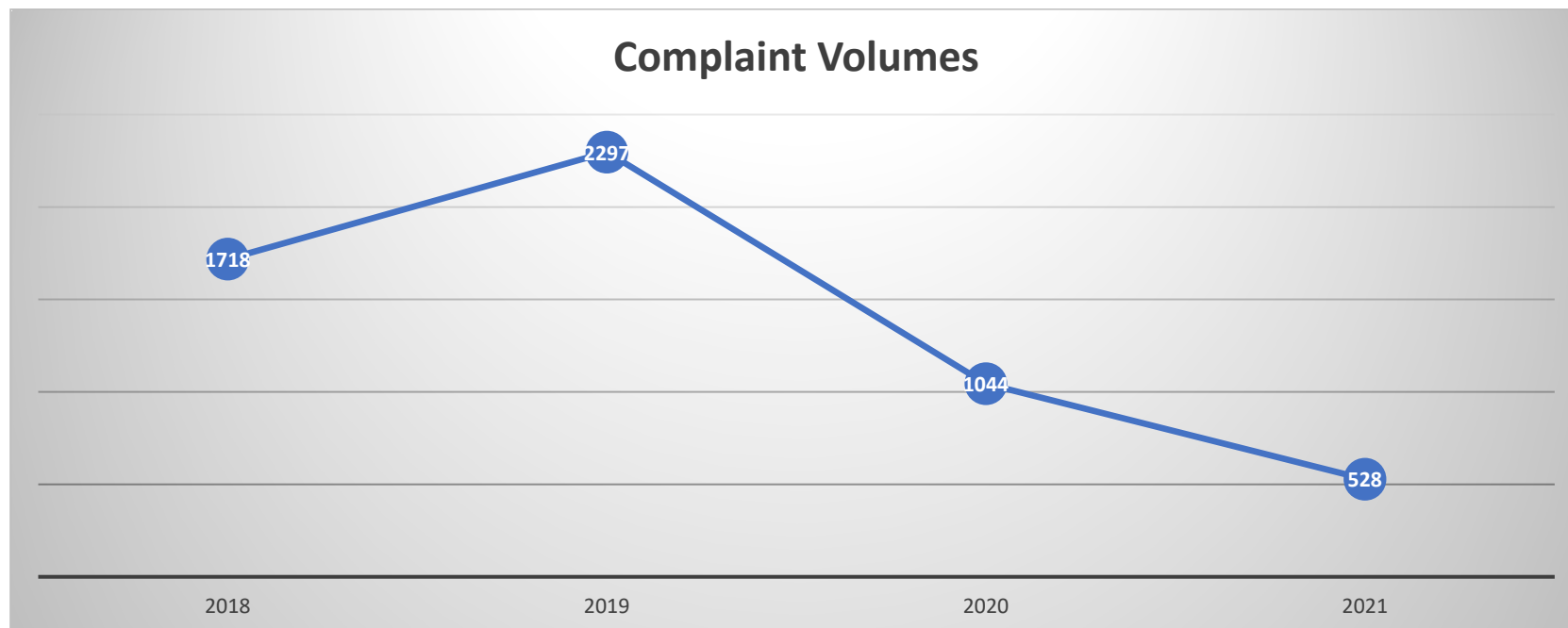


European Car Rental Conciliation Service 2021

Key Statistics

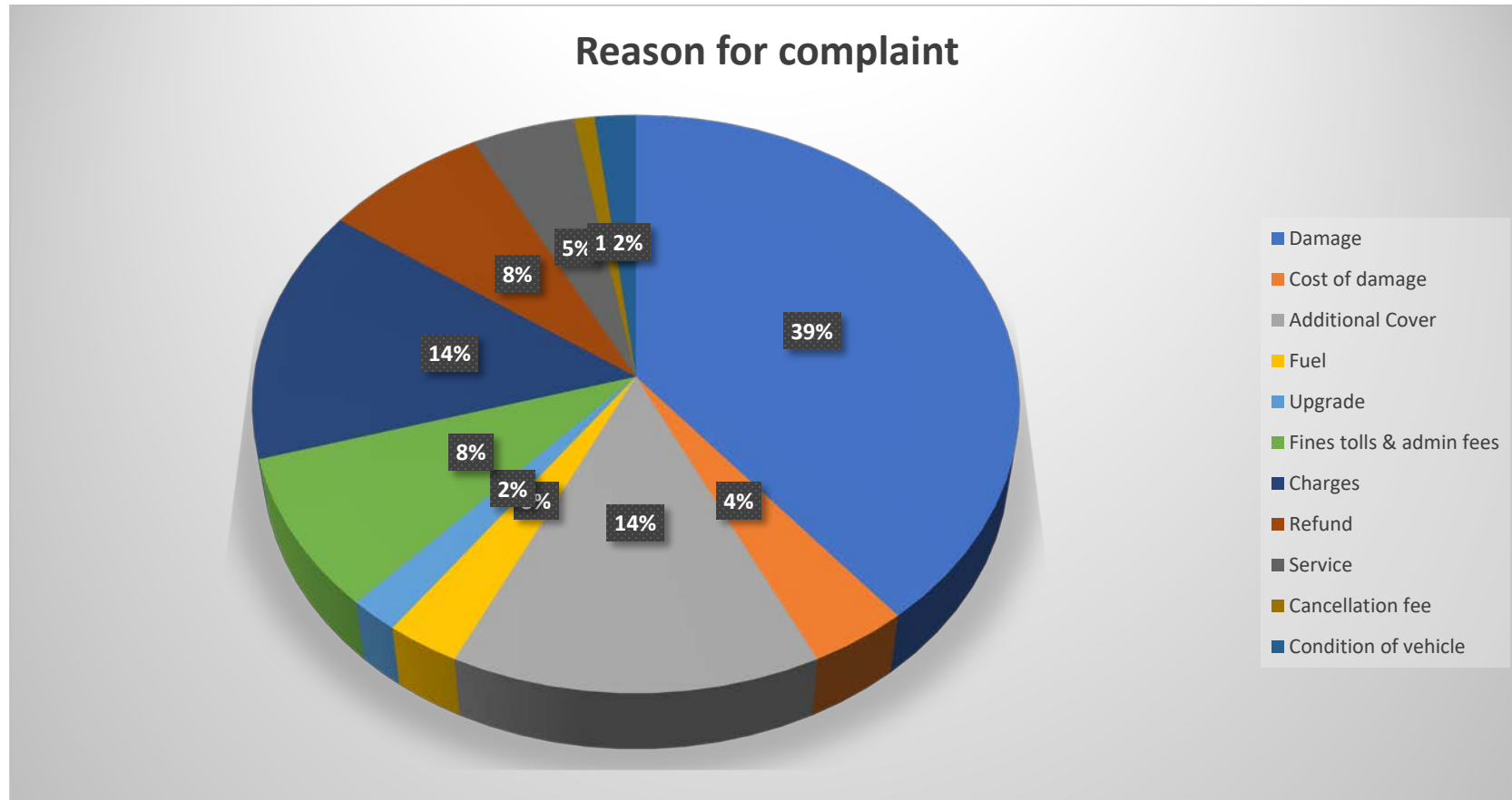
This report provides a summary of the complaints investigated by the European Car Rental Conciliation Service (ECRCS) between 1 January 2021 and 31 December 2021 against the rental firms participating in the scheme. A total of **528** complaints were received.

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.



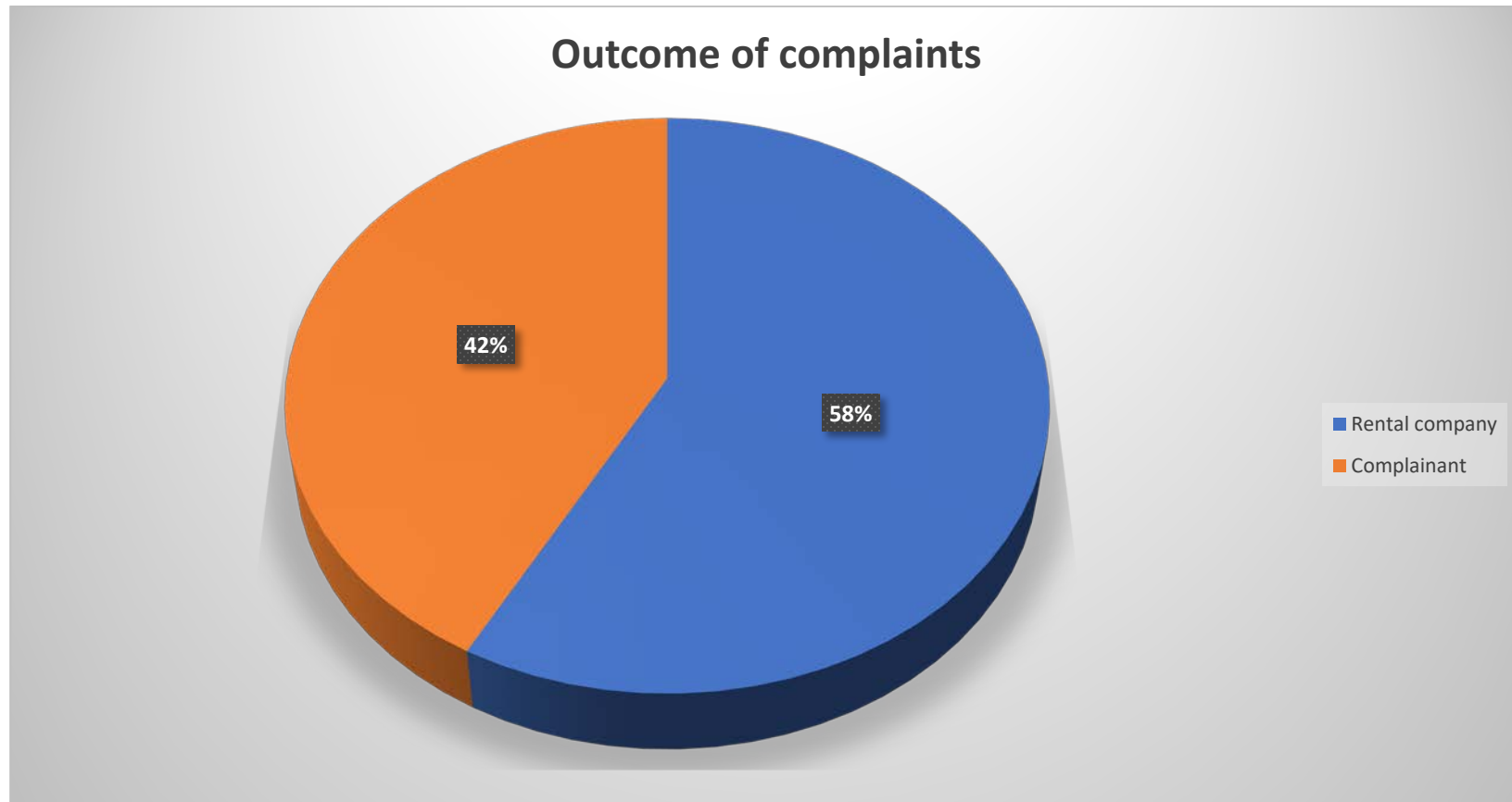
The graph above shows that the ECRCs complaints decreased significantly again this year because of the COVID-19 pandemic and lack of international travel in Europe in 2021.

Reasons for complaint



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

Outcome of Complaints



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	143
France	109
Germany	53
Netherlands	50
Spain	33
Belgium	30
Italy	18
Poland	16
Ireland	14
Portugal	12

Country of Rental (Top 10)

Country	Rental
Spain	134
Italy	118
Portugal	65
France	51
Germany	24
Croatia	23
Greece	21
Ireland	13
Austria	12
UK	10

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.

There has been a big increase in complaints relating to cancellation fees and refunds since the pandemic. The ECRCS follows the CMA guidance which said refunds should be issued if rental customers were unable to travel due to lockdowns or travel restrictions. Rental companies should issue refunds as soon as possible and not insist on customers accepting vouchers.

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.