

Annexure C

From: Scott Th [mailto:scott2468@hotmail.com]
Sent: Tuesday, 9 September 2014 8:07 PM
To: English Customer Services (customerservices-uk@rentalcars.com)
Cc: Phil Johnston; David P. - MrPix; David Johnston; Sydney van Ewyk; jean-loup Etienne
Subject: Re: 591166156 [3615376-1409992261]

Ryan,

Thank you for your reply.

Yes, we know, acknowledge and understand that we can decline your damage excess refund policy. We prudently and specifically did this.

Your 1st statement confirms this. Nine days later, Rentalcars.com decided to take my money without authority or approval. Again I ask, why did you do this?

Again I ask that you return this money that you took without approval. We did not want or book your damage excess refund policy.

Why was this fraudulent cost not on our initial 1st statement policy?

Why did Rentalcars.com then nine days later, take my money in a stealth, sneaky manner without approval? I state again, Rentalcars.com did this without my knowledge and without any form of communication.

Why is Rentalcars.com choosing to take such a sordid, unethical path and seriously jeopardising their once honorable reputation?

Before both Rentalcars.com replies to me, have you investigated and determined what is fact? Let me make it clear, Rentalcars.com took this premium without instruction and without approval. Do you understand this?

Please answer my questions separately, specifically and in detail.

More to the point, please return my money.

Sincerely,

Scott Thompson

On 9 Sep 2014, at 7:24 pm, "English Customer Services (customerservices-uk@rentalcars.com)" <customerservices-uk@rentalcars.com> wrote:



Dear Sydney van Ewyk,

Our damage excess refund policy can be removed from page 2 of the booking process (see attached screenshot)

You can also remove this policy from page 3 and 4 of the booking process

I must advise you how the Damage Excess Refund policy works. It is not a refundable deposit, it works in the same way that an insurance policy does. If you should damage the vehicle during your rental, the supplier will take the cost for the repairs out of the excess deposit, which is authorised on your credit card at the beginning of your hire. Because you purchased the Damage Exces Refund product, you would then would then have the opportunity to reclaim these costs from Travel Jigsaw, providing the damage is not to one of the areas of the vehicle which is not covered by this policy.

Once you have collected the rental vehicle, our policy is non refundable as you have had the benefit of the service

Unfortunately there is no refund due for this product

Kind regards,

Ryan Boothroyd

Customer Services - rentalcars.com

Floors 9-12

Sunlight House

Quay Street

Manchester

M3 3JZ

UK

e: customerservices-uk@rentalcars.com

f: 0161 836 6737

Hi Stacey.

When we booked this vehicle, we specifically decided not to take any excess damage insurance.

This was not billed by Rentalcars.com and it was stated there was no additional insurance on the original contract.

Nine days later, Rentalcars.com made the decision without my approval to bill me for \$266. Why was this done? No correspondence (in any form) took place between Rentalcars.com and myself in regard to this charge.

Please return my \$266 that Rentalcars.com took without approval or authority.

Kind regards,

Scott Thompson

> On 6 Sep 2014, at 6:31 pm, "English Customer Services (customerservices-uk@rentalcars.com)" wrote:

>

>

> Dear Sydney van Ewyk,

>

> Thank you for your email.

>

> When we opened your case, we noted that you believed that our 'Damage Excess Refund' (DER) product is an actual refundable product. This is not the case as DER is a peace of mind cover that allows the excess deposit authorised on your credit card when you collect the vehicle to be refunded through ourselves in the event of damage to the vehicle. Please see below our terms and conditions relating to DER:

>

> rentalcars.com Damage Excess Refund Product

> When collecting the vehicle you will be required to leave a deposit to the value of any insurance excess which may be charged by our car rental partner if the car is damaged during the rental. The maximum excess will be shown in the terms & conditions during the booking process.

> rentalcars.com offers a damage excess waiver product which, if purchased prior to collection of the vehicle, offers reimbursement for the damage (excluding administration and immobilisation fees) paid to the supplier as a result of a claim on the Collision Damage Waiver whilst renting your vehicle.

>

> In light of the above and your receiving the benefit of this product, we are not able to issue a refund.

>

>

>

> Kind regards,

>

> Stacey Lomax

> Customer Services - rentalcars.com

> Floors 9-12

> Sunlight House

> Quay Street

> Manchester

> M3 3JZ

> UK

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