

5 Ronald Ave  
Freshwater NSW 2096  
Australia

(Mr. First Name, Surname)  
The Chief Executive Officer  
carrentals.com  
Floors 9-12, Sunlight House  
Quay Street, Manchester  
M3 3JZ UK

Dear Mr. (Surname)

**Letter of Demand to refund AUD\$258.93 that carrentals.com debited from Scott Thompson's credit card without authority 11 days after carrentals.com had debited the same credit card for \$1,911 as "Total Cost" to rent a 9 seater Ford Transit from Hertz at Milan Malpensa Airport, pursuant to rental voucher booking # 591166156 [3615376-1409992261]**

Annexure A [1 pg] is carrentals.com confirmation email sent on Friday, 4 April 2014 3:08pm to Syd van Ewyk who was one of the two nominated drivers on the same date that Scott Thompson's credit card was debited for AUD1910.77.

The below extract from Annexure A notes a "Total Cost of AUD1911" and "Special Requests: N/A".

Total Cost: AUD1910.77  
Flight number: EK101  
Requested extras: Additional Driver 1  
Special Requests: N/A

The writer of this Letter of Demand, Philip Johnston, was another passenger in the Ford Transit van. The writer copied the definition of Damage Excess Refund from your website and pasted it into Annexure B [1 pg].

Re the aforementioned "Special Requests: N/A" and the following extract from Annexure B, neither Syd van Ewyk, nor Scott Thompson, made any request to purchase Damage Excess Refund insurance.

*"rentalcars.com offers a Damage Excess Refund (DER) product which, if purchased prior to collection of the vehicle, offers reimbursement of the excess amount for the damage (excluding administration and immobilisation fees). Terms and conditions apply."*

Scott Thompson's Westpac MasterCard number \_\_\_\_ 1900 \_\_\_\_ 3411 was debited for AUD1910.77 on 4 April '14 as being the the "Total Cost" for the rental.

Eleven days after a second debit of \$258.93 appeared on his credit card dated 15 April 2012 which carrentals.com had instigated without authority from Syd van Ewyk or Scott Thompson. Based on the description of Damage Excess Refund, we all assumed that carrentals.com had taken a surety in case the vehicle was damaged by us. Again based on the description of Damage Excess Refund, we believed that should the vehicle be returned to Hertz undamaged at the end of the rental period, that Scott Thompson's credit card would be refunded \$258.93 for such a surety. The van was returned to Hertz at Milan Malpensa Airport undamaged on 1 September 2014.

The writer hereby iterates that neither Scott Thompson, nor Syd van Ewek (who received Annexure A), -

- (i) Agreed to purchase Damage Excess Refund insurance, nor
- (ii) received any email from carrentals.com which explained why carrentals.com had debited Scott Thompson's credit card for \$258.93 eleven days after debiting his credit card AUD1910.77 purportedly as the "Total Cost" of the van rental.

Annexure C [3 pgs] is a hard copy of Scott Thompson's emails with your office where he justifiably sought carrentals.com to return AUD258.93. Responses from your "English Customer Services" failed to comprehend the patently obvious that –

- I. neither Scott Thompson, nor Syd van Ewek, made any request to "...*purchase prior to collection of the vehicle*" Damage Excess Refund insurance; and
- II. carrentals.com without authority had debited Scott Thompson's credit card for AUD258.93 eleven days after it debited his credit card AUD1911.10 as being the "Total Cost".

For the afore-mentioned two reasons, I hereby demand that carrentals.com refund Scott Thompson's Westpac MasterCard AUD258.93 number \_\_\_\_ 1900 \_\_\_\_ 3411.

My niece, Carla, is a freelance journalist who previously worked for Vanity Fair in London. A close friend is a female lawyer who worked for Allen and Overy also in London and is now practicing law in Australia. I prepared Annexure D [1 pg] as I am determined to pursue all available avenues to "right this palpable wrong", including gaining the attention of either Matt Ilwright or Chris Hollins at BBC1's Watchdog's investigative team.

I view carrentals.com's –

- (i) Damage Excess Refund as an unethical product with a deliberately misleading descriptive title; and
- (ii) treatment of Scott Thompson's request for a full refund as patent evidences of fraudulent misconduct.

Yours sincerely



Philip J. Johnston

**C.C.**

Matt Ilwright at BBC1's Watchdog [watchdog@bbc.co.uk](mailto:watchdog@bbc.co.uk)

Watchdog, W1 NBH 07C, BBC New Broadcasting House, Portland Place, London W1A 1AA

Chris Hollins at BBC1's Watchdog [watchdog@bbc.co.uk](mailto:watchdog@bbc.co.uk)

Watchdog, W1 NBH 07C, BBC New Broadcasting House, Portland Place, London W1A 1AA