

Colour blind crooks. Car returned on 5 October 2016

Two of the photos of the 20 pictures Noleggiare, Olbia, said they took of the (actually undamaged) car I rented from them and damaged so badly (except for the only {presumably identification} picture with our number plate, which shows no damage). It took us two months before Liba (not I) noticed the colour difference! We now realise the 20 photos were of at least three cars. Noleggiare kept the deposit of 1,000 Euros of Halifax (not our) credit card money to “repair” the very badly damaged car(s). There are pictures of bad damage on all four faces of the cars, justifying 1,000 Euros of repair work. But on which car(s)? The Halifax woman says the damage is really bad. A Halifax man later said this racket is going on worldwide. Ivor Catt 19 November 2016.



“In my opinion, I don’t see several vehicles being used to falsify a claim of your excess.” – Tom Kennedy, Rentalcars, 24 March 2017

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I got my Noleggiare car through <http://www.rentalcars.com> , the brokers. I told Rentalcars that Noleggiare Olbia (and elsewhere) were crooks. The woman in Rentalcars took it to her manager, who told me that they would look into it. That was some months ago. Rentalcars still today recommends Noleggiare at Olbia airport.

Ivor Catt 4 February 2017

Rentalcars still recommend Noleggiare on 23 March 2017. How many crooks are there?

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October 2016

CR Communication <CRC@rentalcars.com>

10/21
/16

to me

Dear Ivor Catt,

Thank you for your email.

I am sorry that you have unexpected charges on your rental.

I am investigating with Noleggiare and waiting for them to respond to my request, as soon as we have a response we shall contact you again with an update.

In the meantime if you can provide a bank statement showing the charge coming from them please send it in response to this email, along with any documents that you may have from them.

Thank you for your patience and apologies for any inconvenience caused

Alex Woods
Customer Relations

The World's Number 1 Online Car Rental Service

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24 March 2017

to me

Dear Mr Catt,

I write in reference to your repeated emails to Stacey who works on my team.

I recall quite clearly the telephone conversation that you and I had some time ago relative to this issue and when I mentioned about getting back to you with an update you declined this saying it was ok as long as we (Rentalcars.com) were going to look at the matter.

I duly looked at the matter (and through the images you attached to a previous email) and there was no agreement for me to contact you further.

Rentalcars.com has made its position clear when we originally dealt with the complaint about the supplier Noleggiare and the additional charges you faced. The final email regarding this was sent to you on the 28th November 2016 where we advised that you take up any further complaint with Noleggiare directly.

I am concerned that despite this direction you appear to remain unhappy and are directing some of your frustration to Rentalcars.com and in particular one of my advisors' own inboxes rather than our usual customer contact channels.

If you need to contact Rentalcars.com for any reason I would recommend this is done through our normal channels (phone, live chat and email) where the details can be found on our website.

After reviewing the images you had sent to us my opinion is that it is quite clear the vehicle had extensive damage which has resulted in the loss of the damage excess.

I understand your position of concern relative to the validity of the images and the potential of several vehicles being used to compile a collective set of images, however, this is an issue that would need to be addressed directly with Noleggiare.

As a side note, I do have experience of looking at vehicle damage having worked in motor insurance within an engineer support team in a previous role with another business where vehicles involved in accidents were assessed.

In my opinion, I don't see several vehicles being used to falsify a claim of your excess.

I do feel the vehicle has multiple scuffs and scratches across most panels /wheels and an interior that would require much more than a usual valet and this would be consistent with the loss of the damage excess subject to the repairs totalling or exceeding that amount which in this case is likely.

Finally, I ask that you remove any listing/posting of rentalcars.com material and/or accusations of being implicated in fraudulent activities on your personal website.

This case has been dealt with appropriately by us and although you remain unhappy you must liaise either with the suppliers Noleggiare directly or request that the customer service case we have is re-opened and looked at again (although the customer service case is likely to come to the same conclusion of directing you to Noleggiare).

There is also listings of employee details who work for Rentalcars.com on some of your website content, again, this needs to be removed as any listing of this sort has not had the proper permissions sought or granted.

Without the reassurance that you will remove all content from your website I will need to refer this matter further to our legal team for further advice.

We (Rentalcars.com) are more than happy to help our customers when things go wrong and we have done as much as possible with this scenario including myself having another look back in January and our position remains as it was back in November.

Thank you.

Tom Kennedy
Customer Contact Manager

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Rentalcars want me to get in touch with the crooks. The plot thickens.

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28nov16

Ivor Catt <ivorcatt@gmail.com>

to Andrea

Dear Andrea,

This is what I told you just now, and at other times.

Three Halifax Bank people said; "It's happening all over Europe"; "It's happening worldwide"; "We get a number of cases every month".

Yet Rentalcars, a rental broker, did not thoroughly study the 20 or 30 photos, and believed them. As with us for two months, it did not occur to them that the photos were of different cars. Why not? It is their job. We can be forgiven for not noticing for two months, because it is not our job.

The tail light of one car photographed is the wrong shape - horizontal rather than vertical. The second car, with the wrong colour of roof, had a different tail light. I think there is no black in its centre, but in the first photo there is black. (Or vice versa). Rentalcars missed all this.

Since I paid my money to Rentalcars at the start, not to Noleggiare, they will have taken their cut. So they are involved.

I think I told you that competition has reduced car rental to £4 per day, which is uneconomic,. This means the rental companies must be making their money out of scams, not out of the rental fee. Today they must make their money out of "damage" scams.

A Google search for Rentalcars gives rental in Olbia down to £4 per day. Has competition forced all car rental companies to make their money out of "damage" scams? Perhaps this only applies locally.

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“Hear and attend and listen; for this befell and behappened and became and was: O my Best Beloved, when the tame animals were wild.”

— **Rudyard Kipling, Just So Stories**

Just so.

I reported a burglary to the police, telling them I happened to know who the burglar was.

They replied that in that case it was not a police matter, and I should consult the burglar. —

Ivor Catt