

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

@ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @

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?

Still doing so on 28 May 2017 and 22 July 2017

@ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @

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

Tom Kennedy <TomKennedy@rentalcars.com>

4:03 PM (4
hours ago)

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

t: +44 (0)161 836 6700
e: tomkennedy@rentalcars.com

Sunlight House, Quay Street, Manchester, M3 3JZ, UK ([map](#))

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

@@@@@@@@@@@@@@@@

28nov16

Ivor Catt <ivorcatt@gmail.com>

11/28
/16

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.

@@@@@@@@@@@@@@@@

“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

[illegible]

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.

Tom Kennedy

Customer Contact Manager

t: +44 (0)161 836 6700 e: tomkennedy@rentalcars.com Sunlight House, Quay Street, Manchester, M3 3JZ, UK ([map](#))
The World's Number 1 Online Car Rental Service

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Rentalcars.com

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0161 836 6704

Strictly Private & Confidential

Mr I Catt
ivorcatt@gmail.com

18 April 2017

Sent by email

NOT FOR PUBLICATION

Dear Mr Catt,

Defamatory Webpage

We, TravelJigsaw Limited trading as Rentalcars.com ("Rentalcars.com"), are an online car hire reservation service that offers online and telephone bookings with car rental companies throughout the world. We introduce our customers to the car rental companies, and those car rental companies are the owners of the vehicles that are hired to our mutual customers. As is the case with all car rental companies, upon pick up of the car rental vehicle our mutual customers enter into a rental agreement directly with the car rental company that relates to the vehicle assigned to the car rental booking ("Rental Agreement"). Any additional fees and/or charges that arise in accordance with the Rental Agreement are charged by, and paid directly to, the car rental company.

We write in relation to a webpage entitled "*Colour blind crooks*" which refers to Rentalcars.com, and was initially published by you at <http://www.ivorcatt.org/x6bp2.pdf> on 19th November 2016 ("Webpage"). We attach copies of the Webpage as it currently appears online.

This letter is written in accordance with the Pre-Action Protocol for Defamation, a copy of which can be found at https://www.justice.gov.uk/courts/procedure-rules/civil/protocol/prot_def.

The Webpage – the defamatory words and their meaning

You have published a number of defamatory statements referring to Rentalcars.com on the Webpage.

The natural and ordinary meanings of the statements published on the Webpage include:

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

1. The defamatory meanings (underlined) are:
 - a. Rentalcars.com is a dishonest, and/or deceptive company.
 - b. Rentalcars.com uses fraudulent methods to generate income from its customers.
2. This statement is untrue and malicious. Rentalcars.com is not a dishonest or deceptive company. We are currently working closely with the Competition and Markets Authority



Registered Number: 05179829

Registered Address: 100 New Bridge Street, London, EC4V 6JA

VAT No. 855 3490 07

("CMA") in conjunction with our supplier partners around the world to make our car rental booking process simpler and clearer for all of our customers. Furthermore, Rentalcars.com is not, and has never been, involved in fraudulent activities, for financial benefit or otherwise.

- B. *"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."*

1. The defamatory meanings (underlined) are:

- a. Rentalcars.com had an obligation to act on your behalf and/or on behalf of Noleggiare with regards to this matter, including reviewing the photographs provided by Noleggiare to evidence the damage caused to the vehicle, and were negligent in doing so.
- b. Rentalcars.com has knowingly been involved in, and financially benefitted from fraudulent activities.

2. This statement is untrue and malicious. Noleggiare charged you for damage caused to the vehicle in accordance with the terms of the Rental Agreement. We are not a party to the Rental Agreement, and we have not financially benefited from any additional fees or charges that you have paid to Noleggiare directly. Rentalcars.com is under no obligation to become involved in issues that arise directly between a customer and a car rental supplier. We are always available to assist our customers with any issues that may arise with a car rental supplier because we value all of our customers and want to ensure that they always feel supported; not because we are under any obligation to do so. As explained in more detail below, one of our Customer Contact Managers reviewed a copy of the photographs that you kindly provided and was of the opinion that they are photographs of the same vehicle.

- C. *"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?"*

1. The defamatory meanings (underlined) are:

- a. Rentalcars.com is involved in a fraudulent business scheme to financially deprive its customers.
- b. Rentalcars.com makes a profit from fraudulent business practices, and deceiving its customers.

2. This statement is untrue and malicious. Rentalcars.com is not, and has never been, involved in fraudulent activities, for financial benefit or otherwise.

You were charged the sum of £1,000 (which was your excess deposit) by Noleggiare directly, for the damage that you caused to the vehicle during the rental period, in accordance with the terms of the Rental

Agreement ("Damage"). You contacted us to raise your concerns with regards to this charge, and a customer service case was opened by us on 14th October 2016. After completing our investigation, which included liaising with Noleggiare, we closed your customer service case on the 28th November 2016, advising you to speak with Noleggiare directly regarding your concerns.

Notwithstanding the above, you continued to contact our customer service agents by email directly. As such, one of our Customer Contact Managers spoke with you on 24th January 2017 and advised that he would investigate your complaint again and update you on the findings of his investigation. You declined his offer to update you, stating that you did not need to be updated as long as Rentalcars.com confirmed they were going to look into this matter.

Our Customer Contact Manager investigated this matter, and inspected a copy of the photographs that you kindly provided by email. After reviewing the photographs, our Customer Contact Manager was of the opinion that the photographs did not show evidence of Noleggiare using several vehicles to falsify its financial claim relating to the Damage. However they did show multiple scuffs and scratches across most panels and wheels of the vehicle and an interior that required much more than a standard valet. Our Customer Contact Manager believed that the sums charged to you, by Noleggiare, for the Damage were justified by the damage evidenced in the photographs. However as above, there was no agreement or understanding that he would contact you further.

We can confirm that our Customer Contact Manager has experience of assessing vehicle damage, having previously worked within an engineer support team in the motor insurance industry.

Notwithstanding your confirmation that you did not wish to be updated on the outcome of our investigation, our Customer Contact Manager contacted you to advise of these findings after he had been notified that you had continued to contact our employees directly and published further defamatory posts on the Webpage (as set out above).

The Webpage – personal details of our employees

Not only have you published defamatory statements about Rentalcars.com, you have also posted copies of the correspondence received from our employees on the Webpage, which include the name, email address and work address of our employees who have been assisting you with this matter without their consent, and in breach of:

1. data protection legislation; and
2. our disclaimer which clearly states that the contents of the messages sent to you (and any attached files) are confidential and/or privileged and are for the intended recipient, i.e. you, only.

We contacted you on 24th March 2017 to request that you remove the defamatory statements, personal details and contact details of our employees from the Webpage, but you have failed to do so.

Whilst we value all of our customers, and will always be on hand to assist with any issues that may arise between a customer and a car rental supplier, in so far as possible, in this case we have done as much as we possibly can. We are unable to comment on behalf of independent car rental suppliers or dictate how they run their business, therefore if you still have concerns about how Noleggiare have handled this matter you must contact them directly.

Damage to reputation

Fraud is an offence resulting from dishonest behaviour that intentionally allows a third party, in this case Rentalcars.com, to gain, or cause a loss to another, in this case you and our customers in general.

We must make it very clear that we do not take part in fraudulent activities, for a financial benefit or otherwise, and we take these defamatory allegations extremely seriously. We put our customers at the centre of everything that we do, and as explained above we are working closely with the CMA and our supplier partners around the world to make our car rental booking process simpler and clearer for all of our customers, which includes a full review of our terms and conditions.

The Webpage is likely to cause damage to both our reputation and our business. This may include financial harm; we are monitoring the impact of the Webpage.

Furthermore, the Webpage contains personally identifiable information of our employees in breach of data protection legislation, and could put their personal safety at risk. We take this breach of data protection legislation extremely seriously, and cannot allow our employees' personally identifiable information to remain on the internet for the world at large to see. Therefore, should you fail to remove this information from the Webpage, within 7 days of the date of this letter, we will have no other option but to inform the Information Commissioner's Office of this breach.

The Law

We could issue proceedings against you in the High Court of Justice seeking the remedies set out below:

1. The payment of damages to reflect the harm caused to Rentalcars.com.
2. An injunction to prevent you from publishing the same or similar defamatory postings of, or concerning Rentalcars.com in the future.
3. Your undertaking to ensure no repetition of the defamatory statements set out in the Webpage (whether electronic or otherwise).
4. Payment of the legal costs incurred in bringing proceedings.

We are not motivated by financial gain, but we cannot allow the Webpage with this content to remain on the internet for public viewing.

We are therefore prepared to refrain from taking any legal action in respect of the contents of the Webpage on the basis that you undertake to:

1. Remove the Webpage from the internet, and confirm in writing that you have done so.
2. Confirm in writing that you will never post any personally identifiable information of our employees without their direct and explicit consent.
3. Confirm in writing that you will never repeat the allegations complained of, or post any further defamatory comments of, or concerning Rentalcars.com.

We must however, advise that in the event you fail to agree to and/ or comply with the above undertakings we will have no other option but to pursue this matter further.

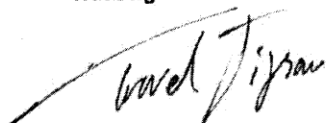
Please reply to this letter as a matter of urgency, and in any case by **25th April 2017**, confirming that you have removed the Webpage from the internet.

If you are unsure about the meaning or content of this letter we suggest that you seek independent legal advice.

In the meantime, we reserve all of our rights against you.

Yours sincerely,

TravelJigsaw Limited

A handwritten signature in black ink, appearing to read "TravelJigsaw", written over a horizontal line.

@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@

17 May 2017

Ivor Catt <ivorcatt@gmail.com>

May 17 (11 days ago)

to Tom

".... our Customer Contact Manager was of the opinion that the photographs did not show evidence of Noleggiare using several vehicles to falsify its financial claim" "

<http://www.ivorcatt.co.uk/x6bp2.pdf>

This tailspins into the courts.

Most of these scams will be obscure, but the Noleggiare-Catt case is very clear, and should be to you.

It is my public duty to try to stop you from recommending criminal activity.

This is likely to tailspin into the courts. To avoid this, I would welcome your representative in my home at your convenience. We would then discuss what Rentalcars has to do to get you off my websites. It is important for you to establish whether the whole of Noleggiare is criminal, or only their Olbia office. It is possible that only Olbia Noleggiare went rogue.

I am abroad in Cyprus from 10 June to 13 July.

@ @

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Exclusive: Car hire firms face fraud probe as 'half a million customers' hit by £30m Europcar scandal

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The Serious Fraud Office is now poised to take over an investigation of Europcar's grossly inflated repair charges CREDIT: BLOOMBERG FINANCE LP



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- **Katie Morley**, CONSUMER AFFAIRS EDITOR

16 JULY 2017 • 9:45PM

The car hire industry faces investigation over alleged "fraudulent" repair costs after Europcar disclosed that consumers are suspected of having been overcharged by at least £30m.