

**Question for written answer E-009602/2014  
to the Commission**  
Rule 130  
**Syed Kamall (ECR)**

Subject: Vehicle cover

One of my constituents is having problems with compensation and credit card payments with the car hire company Firefly, his rental provider on a recent trip to Seville.

My constituent tells me that in the UK, he booked a car and purchased insurance through Holiday Autos. In Seville, he claims that Firefly ignored this insurance and his supporting paperwork.

My constituent tells me that his rental vehicle was in poor condition, with a mileage over 84 000 km; that he purchased a second super collision damage waiver for EUR 131 from Firefly and that the car broke down, resulting in a lost day of holiday while they waited for assistance and replacement.

Subsequently, my constituent says that Holiday Autos has confirmed the inclusion of full breakdown cover in their original contract. My constituent tells me that he has emailed Firefly four times but has received no response.

Finally, my constituent tells me that his credit card payment was collected in sterling, without his knowledge, at a rate lower than his credit card provider, despite their commission.

Can the Commission confirm:

1. what action can be taken to ensure reimbursement and compensation?
2. what action can be taken about this credit card payment?