

**Question for written answer P-006043/2016  
to the Commission**  
Rule 130  
**Emma McClarkin (ECR)**

Subject: Rental car insurance

I am writing on behalf of constituents who have experienced severe problems when renting cars overseas.

The issue arises when individuals physically collect their rented cars and are advised that the insurance purchased is not sufficient. These individuals are then told that they must purchase new insurance at the car pickup desk (often at an extortionate price), or they will be unable to hire the car.

It is my understanding that the Commission has engaged with the car rental industry in recent years to tackle such complaints; I therefore ask whether it has followed up on the agreement reached in July 2015 whereby the top five companies would improve their service approach, and added fees at the desk would not be sold?

Can the Commission also outline what further actions it will be taking to improve the situation for consumers, who often find themselves in a high-pressure situation when arriving in a foreign country and requiring a rental car in order to continue their holiday?