

**Question for written answer E-006056/2016
to the Commission
Rule 130
Agnes Jongerius (S&D)**

Subject: Enforcement of consumer rights in connection with car rentals

On 15 July 2015, the Commission issued a press release (IP/15/5334) on an initiative to improve the enforcement of consumer rights in connection with car rentals. This was prompted by the increase in the number of complaints by consumers concerning hire cars booked in other countries – from 1 050 in 2012 to more than 1 750 in 2014.

1. Can the Commission indicate the state of play regarding this measure and whether fewer complaints are currently being received from consumers?
2. What progress has been made with regard to the four 'outstanding issues' mentioned in the press release?

In May 2016, the Netherlands Consumer Association stated that, despite the plans, little progress had so far been made with regard to information on insurance. For example, information is often not available in different languages, and it is not clear to people who rent cars what insurance is essential. Does the Commission agree with this observation, and what steps does the Commission hope to take in this regard in the near future?