



**MEDIA RELEASE
1 MARCH 2018**

**AFIA INTRODUCES NEW AUSTRALIAN CAR RENTAL
CODE OF PRACTICE**

The Australian Finance Industry Association (AFIA) – Fleet & Rental Division has today released a new national Car Rental Code of Practice. AFIA Rental Group members make up a significant proportion of the Australian car rental industry and have committed to delivering enhanced protections for their customers.

As the Australian body for car rental companies, AFIA developed the Code to provide greater transparency and enhanced consumer confidence around car rental practices, on a national scale. The Code ensures an industry standard is set and met on a wide range of issues including: transparency of pricing and credit card charging practices, rental contract terms and damage assessment and billing. This is supported by a clear process to allow customers to raise complaints with our members where they should be resolved in a timely and fair manner. On those occasions where customers may want further consideration following a member’s decision, a further conciliation process is provided.

AFIA spokesperson and Chairman of the Fleet Leasing & Rental Division, Mr Spiro Haralambopoulos, (Managing Director, LeasePlan Australia) said AFIA members welcomed the Code, with key industry players such as Avis, Budget, Hertz, Europcar, Thrifty, East Coast Car Rentals / Sixt, Bayswater Car Rental and Redspot / Enterprise showing their support for this important industry framework.

“AFIA Rental Group members make up a significant proportion of the Australian market. Our members fully support the Code, and welcome greater transparency and consistency in practice across the industry, to provide enhanced service to customers and strengthen the industry’s reputation,” said Mr Haralambopoulos.

Users of car rental services can hire from AFIA Rental Group members with confidence knowing that those organisations have committed to complying with these national standards, including accurate representation of products and services, clear pricing and contract terms, and fair and reasonable action for any damage to a vehicle.

“AFIA, together with its Rental Group members, see the Code as key to reinforcing consumer confidence by ensuring the industry undertakes open, fair and honest dealings with customers, providing assurance that they can expect the highest level of professionalism and integrity when using an AFIA member,” he said.

The new AFIA Code of Practice will be implemented nationally from 1 March 2018. For a copy of the Code and further information we encourage you to visit: <https://www.afia.asn.au/fleet-leasing-and-rental-divison/>

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For more information or media enquiries, please contact:

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About AFIA:

The Australian Finance Industry Association (AFIA) is the leading industry advocate for Australia's finance sector working to finance Australia's future. AFIA works with Government, regulators and key financial stakeholders to ensure that members can actively participate in a stable, competitive and accessible finance market to the benefit of their customers and the broader Australian economy.