



Better Business Bureau® Serving Eastern Oklahoma  
4937 S 78<sup>th</sup> E Ave  
Tulsa, OK 74145

May 24, 2017

The Honorable Xavier Becerra  
Attorney General, State of California

The Honorable Pam Bondi  
Attorney General, State of Florida

The Honorable Mike Hunter  
Attorney General, State of Oklahoma

The Honorable Christopher Porrino  
Attorney General, State of New Jersey

Better Business Bureau serving Eastern Oklahoma is informing the Attorneys General of California, Florida, New Jersey, and Oklahoma of our investigation into **Payless Car Rental** of Tulsa, Oklahoma, a subsidiary of **Avis Budget Group** of Parsippany, New Jersey. In the past three years, consumers across the United States have filed over 830 complaints with BBB; more than ten percent of the complaints have been from consumers in California and Florida. All complaints to BBB are processed by BBB Serving Eastern Oklahoma (also known as BBB Tulsa). The company current has an [F rating](#).

BBB Tulsa found a pattern of complaints for Payless Car Rental concerning Sales Practice Issues, Billing and Collection Issues, and Contract Issues, specifically:

Sales Practice Issues: Consumer complaints have established a pattern of issues regarding the misrepresentation of options such as extra insurance, loss damage waivers, and upgrades. The terms and agreement section listed on Payless Car Rental's website indicates that additional insurance is not typically required and consumers are able to utilize their own policies; complaints allege that sales representatives misrepresent the necessity of the optional insurance.

Billing and Collection Issues: Several complaints have alleged unnecessary charges ranging from special equipment (i.e. GPS, travel tabs), optional insurance, and deposits that were never reimbursed. It was only after the consumer filed a complaint with BBB that they were able to recover those funds. Consumers have also alleged the company charges for unavoidable upgrades therefore leading to the next issue, regarding contracts.

Contract Issues: There is a significant failure to honor the rental price reflected online at the time of booking. When consumers reserve their rental on the website, they are under the

impression that they will be paying that amount once the vehicle is picked up. Generally, upon arrival consumers are being informed that the reserved vehicle that was booked is not available and they are obliged to pay for an upgrade and therefore an additional fee. In small print on the reservation screen online it states:

"Renter must meet standard age, driver, and credit requirements in order to qualify for rental. Please refer to individual Location Policies for qualifying conditions, (including but not limited to) insurance requirements, local and non U.S. renter requirements, geographical restrictions, and payment information. The above noted rate is an estimation only and may differ at time of rental. Some fees and surcharges may be taxable. Taxes and surcharges are not within our control and may change without notice. Any changes to the date, time, and vehicle type for this reservation could result in a price change."

Payless Car Rental has not addressed the pattern of complaints brought to their attention by BBB Tulsa twice in the past three years.

In addition to Payless Car Rental, Avis Budget Group owns Avis Rental Car, Budget Rental Car, Budget Truck Rental, Dollar Rental Car, and Thrifty Car Rental. BBB Tulsa processes complaints for these companies, as well. All have a similar history of complaints and failure to address a pattern of complaints.

BBB is requesting that the Attorneys General investigate the rental car industry, specifically the Avis Budget Group. We can make available to you copies of the complaints we have received to date, as well as other information about our investigations.

Sincerely,

A handwritten signature in cursive script that reads "Amie E. Mitchell".

Amie E. Mitchell  
President/CEO  
Better Business Bureau serving Eastern Oklahoma