

Bulletin

All Members



Theft of Rental Cars - Completing This Survey Can Help Your Business

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What is the issue?

Members of the Victorian Vehicle Rental Industry Group (VVRIG) have approached VACC seeking clarity on how Victoria Police record instances of non-returned or stolen rental cars. This occurs where a customer has not returned a rental vehicle by a designated date and all attempts to contact the customer have failed.

VACC is seeking to support its Car Rental Industry members who are dealing with varying degrees (if any) of assistance from Victoria Police. Victoria Police often treat this issue as a civil matter. This can be frustrating. We must find a fair and practical solution.

How you can help

To lobby effectively, VACC needs hard evidence on the magnitude of this issue from its members that operate a car rental or leasing business. The electronic survey attached below will help compile this necessary evidence.

VACC previously used this information-gathering process to compile evidence based portfolios that enabled the retail fuel to industry avoid a similar catastrophic policy from government.

VACC will lobby to reduce the 28-day waiting period to a more reasonable timeframe of 7 days.

We encourage you to complete the survey (takes around 5 minutes).

[**Take the Survey!**](#)

What is the Victoria Police position on stolen rental vehicles?

Formal advice received from the Victoria Police Policy and Legislation Division is that Victoria Police only take a report when:

- They used fraud or deception in hiring or leasing the vehicle, or
- 28 days has passed since the expiry of the lease or hire contract between the respective parties.

What are the concerns with the Victoria Police policy?

It concerns rental Industry members that a 28-day period will allow for rental vehicles to disappear completely, be damaged indiscriminately, be utilised in criminal activities and reduce the earnings of many rental companies. Most Rental Industry participants either self-insure or have large insurance excesses, and many insurance companies do not offer insurance for stolen vehicles.

VACC will lobby to reduce the 28-day waiting period to a more reasonable timeframe of 7 days.

Your help to help overturn this policy is most appreciated.

[Take the Survey!](#)

Regards

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Industry Divisions

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