

**Van:** CarTrawler Customer Care [mailto:customercare@cartrawler.com]

**Verzonden:** vrijdag 5 januari 2018 18:57

**Aan:**

**Onderwerp:** Message from CarTrawler Customer Care :Ref:

Dear Antonius,

Thank you for your query regarding the AXA cover you purchased with your recent car rental.

From our records, I can see that you purchased AXA cover at the time of booking. The AXA Damage Refund Insurance policy is an insurance against your excess. With this policy, an excess must be left at the rental counter in order for the rental car to be released. In the event of any accident/damage to the rental vehicle, you will lose your excess to cover the cost of repair. After your rental has ended, you can claim this back from AXA. Purchasing this insurance does not reduce the excess amount payable at the rental desk – it means you are insured against losing it.

Please note that the above information is stated within the Terms and Conditions of your insurance policy. You are required to agree to them prior to completing your booking.

AXA also advises that you refuse any additional insurance that is offered to you at the rental desk. This is because once you have the excess deposit amount required, no further insurance is necessary. As you know, there is no account of verbal discussions that occur on the day of pick up so we must rely on signed documentation only. Unfortunately, as you agreed to, and signed for, additional insurance at the rental desk, I am unable to refund you for this.

For further details on the AXA Damage Refund Insurance policy, please refer to the FAQ section.

We are committed to providing excellent customer service. Obviously, as such, we take customer feedback about our service or that of our car rental partners very seriously.

I would like to assure you that your comments have been passed to the car rental agents and our own management team to review. I would like to assure you that appropriate action will be taken to ensure that the necessary improvements are made.

Antonius, I do hope you will accept our sincere apologies for any inconvenience caused and I would like to thank you very much for bringing this matter to our attention.

Kindest Regards,  
Ryan

**Cartrawler Customer Care**

