

James and his bond - tourist delighted with FDRS intervention even though it was outside our jurisdiction

James, a tourist to New Zealand was asked to pay a refundable bond for a car rental. If the car was returned undamaged, the bond would be refunded. James made the payment on his credit card.

He duly returned the car undamaged, but despite repeated requests the rental company failed to refund the bond. He approached the credit card provider who advised that they could not refund the bond as they had not received the required faxed authorisation from the rental company. James contacted FDRS.

The rental car company was not a registered financial service provider, nor a member of FDRS. However, FDRS contacted the rental car company to get information for James about how he could make a complaint. These details were passed onto James who made a formal written complaint to the rental car company.

Three days later FDRS received a call from James advising that the rental car company had got back to him and that the funds were released that day. James was very grateful for FDRS's assistance and delighted with the outcome.