

# EVIDENCE DESTROYED by National Car Rental While Agent Asserts Enterprise Holdings' Damage Liability Threat to Renters

*Company repeatedly notified to secure booth surveillance but purposely destroys while National agent effectively acknowledges the risk\$\$\$ waiting for renters.*

MIAMI, FLORIDA, UNITED STATES OF AMERICA, May 20, 2018

/EINPresswire.com/ -- [SubscriberWise](#), the nation's largest issuing CRA for the communications industry and the leading protector of children victimized by identity fraud, announced today the presumably intentional destruction of video booth surveillance by Enterprise Holdings' National Car Rental. The company notified the Lee Clerk of the Court that they do not have evidence that was directly and repeatedly requested as part of an investigation related to a 'ding and dent' scam at the SW FL Fort Myers International Airport in October 2016. SEE THE STUNNING



Renters easily implicated by \$200 'stain' cleaning fee stamped to contract. Stain preexisting.

'SPOILIAGE' ADMISSION CONTAINED ON THE OFFICIAL FILING WITH THE LEE CLERK OF THE COURT:

<https://plus.google.com/u/0/117645418177777883930/posts/KHkUmrh7Vy4>

“

In the last 18 months after more than 100 hundred rentals, I've had only two vehicles that I could find no concern or minimal damage that warranted written and photographic evidence to prove condition”

*David Howe, National Car Rental crime victim*

In addition, National Car Rental crime victim David Howe has produced audio from a conversation with a National agent who explains the company's 'expedient' rental process (listen now to agent: <https://soundcloud.com/user-370781554/national-agent-admits-liability-in-waiting>) that places the car renting population at incredible financial risk related to the virtually unlimited instances of minor 'wear and tear', as well as more apparent preexisting damage that has successfully ensnared millions of consumers from here and

around the world.

Related: CBC News: 'Agents Say Scam is Systemic'

“Tomorrow I'm going to earnestly investigate what remedies and what sanctions are indicated for this intentional and, perhaps illegal ([http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0900-0999/0918/Sections/0918.13.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0900-0999/0918/Sections/0918.13.html)), destruction of critical evidence regarding proof of whether vehicle damage – which was ultimately determined to be nothing more than normal 'wear and tear' by

Enterprise owns standards – was preexisting at the time of rental origination,” said David Howe, National car rental fraud victim and America’s identity guardian for babies for girls and for boys.

“Within days of the predatory encounter at SW FL Fort Myers International airport and immediately after receiving notification of the financial extortion attempt, I made direct and repeated requests to obtain video booth surveillance to unequivocally determine the vehicle condition at the moment I obtained the rental.

“I ultimately was told to return to Miami where the rental originated. In fact, that’s exactly what I did,” continued Howe. “And when I arrived at the rental location, of course, no one was aware that I was coming despite multiple calls to agents and even to the Manager on duty, ‘Ricardo’. For the record, and the call to prove it is recorded and in my Ohio office, Ricardo specifically stated to ‘come here and a manager would assign you to the person who has access to the video’. In addition, Lee Port Authority Police made multiple calls to the Miami office but reported on the official police report that ‘as of the date of this report those calls have not been returned’.

“That is an outrage,” exclaimed Howe. “And if any one has any doubt about how outrageous this really is, then I defer to the nearly 8-million-dollar Chipotle jury verdict that was rendered last week in favor of an employee who was accused – based on apparent video surveillance of her accessing a safe – but who was otherwise never offered the opportunity to view the footage that was used to implicate her (<https://www.inc.com/bill-murphy-jr/chipotle-fired-this-valued-employee-offered-her-1000-to-go-away-instead-she-sued-for-millions-and-won-heres-story.html>)

“In many ways, this is the very same thing,” Howe argued. “The company was told in no uncertain terms, repeatedly, to have the video for my review. Moreover, the company was told to expect litigation as a result of this entire predatory behavior. And not only from me did agents and management hear my drum beat of pending civil litigation. In fact, the police detective who investigated the crime evidence, ultimately concluded – in writing and documented in the official police report – that this case should ultimately be pursued as a civil matter. That, to be certain, would



Preexisting damage; driving light missing means \$\$\$ for renter



Preexisting damage; significant scrape means \$\$\$ for renter



mean to any reasonable person that ALL evidence, including in particular one of the most critical items of evidence -- namely the booth surveillance, should be protected, safeguarded, duplicated, and preserved.

“Of course we now know, based on the response to the [subpoena duces tecum](#) and filed with the Lee Clerk of the Courts, that effectively Enterprise Holdings’ National Car Rental destroyed the evidence. In other words, they engaged in ‘Spoliation of Evidence’. And they should be sanctioned severely for this predatory and outrageous abuse.



Preexisting damage; under car damage means \$\$\$ for renter

“So today, I’m asking -- I’m urging -- Congress to listen to the words of a representative at National explain the company’s ‘expedient’ method of renting vehicles to consumers who otherwise expect the ‘good faith and fair dealing’ covenant: listen now to agent: <https://soundcloud.com/user-370781554/national-agent-admits-liability-in-waiting>. I’m asking Congress to acknowledge the remarkable risk that such a method exposes for the renting public. In other words, the current method is truly a ‘liability in waiting’ for millions of renters who simply get in a rental car and drive down the road without any indication that preexisting damage is their financial liability. And Congress must understand that the industry isn’t eager or willing to change the method because it’s so lucrative and it’s so easy to implicate honest people and their insurance companies.

Related: BBB issues nationwide warning about Payless Car Rental --

<https://abcnews.go.com/US/bbb-issues-nationwide-warning-payless-car-rental/story?id=47585004>

“Need proof,” Howe asked? “Then here’s one video among myriads of similar examples I’ve been collecting since my own criminal victimization on October 29, 2016: <https://www.youtube.com/watch?v=Ege4fhzPuKM>. And in virtually every single instance of this financial extortion scheme, there’s not a shred of evidence of liability; instead, the renters trust with the agency combined with the lack of photographic evidence of vehicle condition at the time of rental is exactly why consumers are routinely and easily victimized financially by the car rental industry.

“In the last 18 months after more than 100 hundred car rentals, I’ve had only two vehicles that I could find no concern or minimal damage that warranted written and photographic evidence to prove the vehicle condition at the time of rental. While remarkable, it’s true. And in one very recent and very predatory situation, I was handed a rental agreement with a stamp conspicuously placed on the contract that specifically indicated that ‘vehicles returned with stains to the interior would incur a \$200.00 cleaning fee’ (see photo of stained seat contained with this news). And like all customers, I simply initialed and signed where told. When I went outside and opened the door – SURPRISE – the vehicle has a very obvious stain on the driver-side front seat.

“That, Congress, is a LIABILITY IN WAITING,” declared Howe. “And the car rental industry is literally banking on said liabilities, despite their desperate lies to the contrary. Yes, had I not been a victim of a ‘ding and dent’ scam, I would have likely have not even noticed or thought about the stain. I would have simply driven away assuming when I returned the vehicle with the very same stain, the agency would not attempt to collect \$200.00 based on the language that was stamped on the contract and

otherwise legally implicated to me by my initials and/or signature. Of course, my predatory encounter at RSW changed all of that and I took photos and documented the stain to protect myself from a similar scam.

“And that’s why Congress MUST act to enforce predictable and uniform standards for this under-regulated industry. It’s the reason also that Congress must require predatory arbitration clauses greedily pursued by the car rental industry unlawful,” Howe concluded.

Related: Enterprise Holdings and Canadian Car Rental Scandal: Christopher Elliott and His Prophetic Article in the Chicago Tribune Could Not Have Been More Precise --

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