

Rental Industry Standard Investigation Checklist



RA No. _____

Reg. No. _____

form ref: 225a 11

Stolen Vehicle Investigation Checklist

Use this checklist when following up overdue rentals. You can submit it to the Police, if appropriate, when reporting a stolen vehicle. It will form part of the evidential package.

Overdue Investigation Procedure – Best Practice

- Consistent customer qualification procedures are extremely important. If the rental agent has failed to obtain basic customer information at time of rental, the overdue rental investigations are made extremely difficult
- There is no implicit time scale for the investigation. Some items can be completed more quickly than others. It is important to identify any element of false information to make the case for criminal deception.
- Please do not delay reporting the loss to the police if there are reasonable grounds to believe that a criminal offence has been committed.

Action	Date check completed	Completed by: initial	State outcome: yes, ok, no, done
1. Check rental agreement for completeness and accuracy of renter's details	/ /		
2. Has renter hired on a previous occasion?	/ /		
3. Check customer driving licence details	/ /		
4. Check and compare renter's signature	/ /		
5. Is the driver NOT the renter?	/ /		
6. Check additional ID presented at time of rental, passport, utility bill etc.	/ /		
7. Check telephone contact numbers given: Home, Mobile, Business/Employer, Relative	/ /		
8. Check other branches in your organisation, has the vehicle been returned there?	/ /		
9. Check additional driver information	/ /		
10. Check car sales and turn-back areas - is the car there?	/ /		
11. Check local hotel car parks, airport car parks and other car pounds in your area. Has the vehicle been parked up and forgotten?	/ /		
12. Has it been illegally parked and towed away?	/ /		
13. Check with head office/central administration; is vehicle still on current fleet?	/ /		
14. Print photograph of the renter taken at time of rental	/ /		
15. Check with card issuer if payment by credit, or by charge card	/ /		
16. Call fraud department of your credit card Acquirer	/ /		
17. Interview the staff member who completed the rental. Ask the staff member to write down as soon as possible all that can be remembered about the renter. How did he/she look? What did he/she say? Where was he/she going? Was the renter alone? How was he/she dressed? Was there any luggage?	/ /		

If you have failed to make any contact with the renter,	/ /		
18. Check addresses given by making personal visit: Home, Contact, Employer, Relative	/ /		
19. Check with neighbours, referees (cash ID), other contacts, do they know whereabouts of the renter?	/ /		

If still no contact with renter - complete Stolen Vehicle Description Report, Stolen Vehicle Statement and report immediately to Police			
If you succeed in making contact with Renter and he/she appears to reside at an address now known follow action points 20 to 23 below			
20. Remind the renter of the terms and conditions of rental: specifically, the obligation to return the vehicle on the agreed date.	/ /		
21. Inform the renter in writing that if he/she continues to drive the vehicle without permission, all details will be forwarded to the police and he/she may be arrested.	/ /		
22. Advise the renter that if he/she breaks the rental contract, the rental company can give information to credit reference agencies, the Police, and any other relevant organisation including the BVRLA, who will circulate the details to its Members.	/ /		
23. Notify the renter that if he/she continues to drive without authority, he/she is unlikely to be covered by adequate insurance.	/ /		

If rental vehicle is still not recovered – Complete the evidential package which comprises Rental Industry Stolen Vehicle Investigation Checklist, Stolen Vehicle Statement. Report matter immediately to the Police.

Evidential package completed by: _____ Verified by: _____ (Senior Representative)
 Job Title: _____ Job Title: _____
 Date: / /