

# Fighting Fraud

Industry initiatives and best practices in the fight against fraud



# About Leaseurope



Leaseurope brings together 45 member associations in 32 European countries representing the leasing, long term and/or short term automotive rental industries. In 2010, these associations represented more than 2 000 leasing firms and more than 1 100 short term rental companies.

The scope of products covered by Leaseurope members ranges from hire purchase to finance leases and operating leases of all asset types (automotive, equipment and real estate) and also includes the rental of cars, vans and trucks. Leaseurope represents approximately 95% of the European leasing market.

Visit Leaseurope website at [www.leaseurope.org](http://www.leaseurope.org) for more information on the Federation's members and many activities.

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Our thanks also go to Professor Rüdiger Baron von Fölkersamb of Deutsche Leasing AG and Patrick Kennedy of Hertz Europe for sharing their knowledge and broad industry expertise in the foreword and introduction to this publication.

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# Foreword

Professor Rüdiger Baron von Fölkersamb, Chairman, Leaseurope

Welcome to the Leaseurope electronic publication on the leasing/automotive rental industry's fight against fraud. Inside you will find a selection of interviews with national trade associations and a number of articles by companies. As well as highlighting concrete initiatives taken by associations and firms in the fight against fraud, the contributions contained within bring together best practices in fighting fraud from across Europe.

The content, written by members of the leasing community, offers a unique overview of how lessors can fight against fraud across Europe. Information is also provided on the types of fraud encountered at national level and what is being done to counter them.

Mindful that fraud is a cost that can be ill-afforded in current economic times, Leaseurope hopes that the various initiatives and best practices described in this publication will be emulated in the future and raise awareness of what can successfully be done by industry participants.

# Introduction

by Patrick Kennedy, Vice President Field Operations, Hertz Europe

Sophisticated and well organised crime, including financial and insurance fraud, money laundering and the systematic theft of mobile and easily convertible assets are, today, unfortunate facts of our daily business lives. This is true for almost any industry in one form or another but it presents a special level of risk for those of us who work in the leasing/automotive rental industry.

Risk awareness and the management of these risks have become a significant challenge for our industry over the past 20 years. The individual opportunistic criminal has been replaced by well organised gangs, the financially weak customer has been replaced by companies established for the sole objective of fraud, risky drivers have given way to organised accidents, and credit cards, in excess of their credit limits, have been replaced by the most sophisticated card manufacturing operations backed up by identity theft.

All of us who work in the industry have been required to significantly increase our awareness of these risks and improve staff awareness at all levels of our organisations.

The only sustainable level of long term prevention is to operate rigorous review of credit approval and claims handling and the careful checking of identity and credit status both corporate and individual. The timely exchange of information about fraud and those engaged in fraudulent activities (within the constraints of our data protection laws) is also vital to fraud prevention and to the long term security of our assets.

On behalf of the Security Working Group within Leaseurope I welcome this timely and comprehensive review of national prevention activity among the members as a useful step in sharing best practice and I thank the various contributors for their proactive support in its preparation.



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