

PRESS RELEASE

FOR IMMEDIATE RELEASE

Leaseurope's General Assembly adopts updated Code of Best Practice for the Car Hire Industry

BRUSSELS – 29 October 2013 – Leaseurope, the voice of the leasing and automotive rental industry at European level, has adopted an updated version of its Code of Best Practice for the Car Hire Industry at its General Assembly.

The Code sets out industry standards of behaviour and also serves as the reference text for the [European Car Rental Conciliation Service](#). The Code is intended to ensure that the customer who obtains rental facilities from a rental company subscribing to the code receives a level of service of the highest possible standard and integrity.

The revisions in the text reflect the industry's on-going commitment to further enhance the customer rental experience and takes into account new business practices and general expectations from the public, industry and legislators. The updated text can be found on Leaseurope's [website](#).

-End-

Leaseurope Contacts

For further information, please contact:

Anne Valette
Head of Communications
+32 2 778 05 65
a.valette@leaseurope.org

Richard Knubben
Senior Adviser in Automotive Affairs
+32 2 778 05 60
r.knubben@leaseurope.org

About Leaseurope

Leaseurope brings together 44 member associations representing the leasing, long term and/or short term automotive rental industries in the 33 European countries in which they are present. The scope of products covered by Leaseurope members' ranges from hire purchase and finance leases to operating leases of all asset categories (automotive, equipment and real estate). It also includes the short term rental of cars, vans and trucks. It is estimated that Leaseurope represents approximately 92% of the European leasing market and in 2012, total new leasing volumes worth €252.6 billion were granted by the firms represented through Leaseurope's members. More information at www.leaseurope.org