

Sue Spencer

From: Goldcar Rental [noreply@goldcar.com]
Sent: 30 May 2018 18:59
To: sue.spencer@sapo.pt
Subject: Toll management fee. Contract: 13009509

Dear Customer,

Thank you for placing your trust in Goldcar when you hired a vehicle between 18/01/2018 and 08/02/2018.

We are hereby informing you that during the rental period you failed to pay the sum(s) required to use the toll roads you travelled on.

Pursuant to current legislation, we are required to send your data to the Highway Company. They will contact you in the next few days so you can pay the toll due or take whatever action you deem appropriate.

We further inform you that we will charge a €10,00 management fee to your account, as stipulated in the terms and conditions in the contract you signed with Goldcar on 18/01/2018.

The fee is only for the expense incurred by Goldcar as a result of the administrative proceedings carried out to identify the driver of the vehicle for the highway companies. It is not to be considered a partial or full payment of the outstanding toll, for which you are solely liable, as stipulated in the rental contract's terms and conditions.

Please do not reply to this notification. If you believe that the content herein is a mistake, you may express your disagreement by clicking on the Customer Services tab on the Goldcar website (www.goldcar.es).

Yours truly,

Goldcar Rental

Sue Spencer

From: GOLDCAR [noreply@goldcar.com]
Sent: 30 May 2018 23:26
To: sue.spencer@sapo.pt
Subject: GOLDCAR - Incidencias - Nº Expediente: 1615762

Dear SUSAN,

Thank you for contacting Goldcar Rental. Your query has been received and assigned the file number 1615762.

Details of your query:

- 1st level: Fines - Customer (speeding)
- 2nd level: Fines - Customer (speeding / parking etc.)
- Comments: Toll charges: I refer to your email of 30 May regarding toll charges in Portugal. The hire car was fitted with a transponder. On 8 February my credit card was debited by you with €50 for special cleaning. On 12 February my credit card was debited a second time with €92.90 by you. This amount was €42.90 for toll charges and a duplicate €50 special cleaning. This duplicate €50 was a mistake by you and you credited the €50 back to me on 20 February. The €42.90 for toll charges were paid on 12 February. You are therefore wrong in your email to say that we owe the toll charges. Please cancel the notification to Via Verde and credit my account with the €10 administration fee.

Our Customer Services Department will send you a reply as soon as possible.

You can consult the details and progress of your query at any stage on our webpage www.goldcar.es, in the Customer Access Section, supplying your customer or agency details and indicating the file number quoted above.

We would like to take the opportunity to thank you for using our services and we hope to see you again in the near future.

Regards,

CS @ goldcar.com

goldcar SLU

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