

## FTC, FL AG Bondi, and Senator Rubio's Legislative Staff Receive Details of Unfair Practice Perpetrated by EHI and Alamo

National Car Rental victim David Howe suffers punitive treatment at Enterpriseowned Alamo after reservation denied at rental counter, SubscriberWise confirms

WASHINGTON, DC, USA, November 30, 2017 /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 federal and state governmental complaints against Enterprise Holdings and Alamo following an unfair and punitive reservation denial at the Fort Lauderdale Hollywood International Airport

(http://www.businesswire.com/news/home/ 20171129006330/en/Enterprise-Retaliates-Crime-Victim-SubscriberWise-Founder-Acknowledges)

"Today, as previously promised, I notified the Federal Trade Commission, the Florida Attorney General, and several legislative representatives at United States Senator Marco Rubio's Washington Office about the

LINITED STATES OF AMERIC FEDERAL TRADE COMMISSION November 30, 2017 David Howe Dear David Howe: RE: FTC Ref. No. 82014905 Thank you for contacting the Federal Trade Commission (FTC). The FTC has been directed by Congress to act in the interest of all consumers to prevent fraudulent, decep and unfair business practices in the marketplace. Contacts from consumers and businesses are very import our work as they are often the first indication of a problem in the marketplace, and may provide the initial evidence to begin an investigation. Before you start relaxing to the sound of the waves or skiing the slopes, do some smart travel shopping first not only to end up with a great trip and a good deal, but also to avoid a seam. Deal with businesses you trust, get a copy of the company's cancellation and refund policies, and ask "What if...?" If someone says you have won a "free" vacation but need to pay, just walk away. When you book a hotel room online, you expect that the rate you see is the rate you will pay. However, extra costs, often called "resort fees" for services like fitness facilities or internet access, can add to the per night cost of your stay. More important, the fees are mandatory; you must pay them regardless of whether you use the services. Many people do not find out about the fees until they arrive at the hotel, or worse, when they check out. You cannot compare rates for different hotels unless you know all the fees. If you are not sure whether a website is showing you the total price, call the hotel and ask about a "resort fee" or any other mandatory charge. You can find more information about travel and vacations on our website at the following link: umer.ftc.gov/articles/0046-travel-tips While the FTC is not able to intervene in individual disputes, the information you have provided has been write the Tr. It is to care on intervene in this vacant by the same of civil and criminal law enforcement apprecise to a contribution of the contr Once again, thank you for contacting the FTC. Sincerely Consumer Response Center

FTC Complaint Filed Against Enterprise for Unfair Practices

unfair and harmful treatment I was subjected to yesterday at the Hollywood Fort Lauderdale International Airport," confirmed <u>David Howe</u>, SubscriberWise founder and <u>National Car Rental 2016 crime victim</u>.



In other words, never remain silent against injustice -- no matter how insignificant or inconsequential the issue may be seen or perceived"

David Howe, SubscriberWise founder and America's child identity guardian

"The unfair business practice involved the denial of an existing rental reservation with Alamo agency that was booked through Priceline earlier in the day.

"The harm that followed included a substantial price increase from a competitor agency based on limited supply and higher one-way fees. Priceline assigned Alamo as the rental agency as part of its pre-negotiated rates.

"For the record, both the rental agent and the manager at Alamo Fort Lauderdale who assisted me were professional,

courteous, and, most importantly, empathetic about the mistreatment and retaliation imposed by Enterprise's 'Damage Recovery Unit'.

"And yes, this is the same 'Damage Recovery Unit' that made a \$500.00 money demand for a vehicle that was subsequently damaged after the rental termination -- allegedly by an Enterprise-owned garage according to a National manager who shared this information 'off the record' and based on 'conjecture'.

"Unfortunately, and most certainly consequential as evidence yesterday, the photographic evidence of the post-rental damage was ultimately attached to my file and driver license," Howe stated.

"To further clairify, the subsequent damage was the very reason SW FL Port

Authority police launched a criminal investigation the very moment they were presented with the remarkable evidence. Initially the nearly-invisible

(http://www.businesswire.com/news/home/20161212006296/en/U.S.-Credit-Czar-SubscriberWise-Founder-David-Howe) 'ding' – which was almost certainly pre-existing – was ultimately proved nothing more than normal 'wear and tear' by the company's own internal protocols which were, conveniently, never made aware or available to me when the incident took place in 2016.

"It's the very same damage that was displayed to a National manager and immediately dismissed when asked whether it must be reported: <a href="https://www.youtube.com/watch?v=7Mhzk3FZDak">https://www.youtube.com/watch?v=7Mhzk3FZDak</a>

Related: See the evidence from the crime scene -- and beyond -- as it was presented to the Florida Attorney General Bondi's office last year: <a href="https://www.docdroid.net/cf1mnDX/national-car-rental-scam-findings-of-fact-presented-to-fl-aq-office-by-crime-victim-david-howe.pptx">https://www.docdroid.net/cf1mnDX/national-car-rental-scam-findings-of-fact-presented-to-fl-aq-office-by-crime-victim-david-howe.pptx</a>

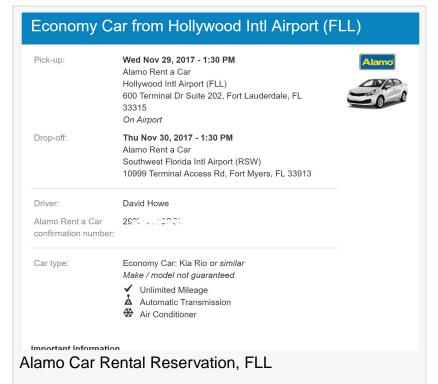
"But to be clear, the agent, and manager in particular, yesterday made every attempt to authorize the previously reserved rental but were unsuccessful," acknowledged Howe.

"According to the United States Federal Trade Commission, this type of alleged bad behavior constitutes an 'UDAAP' or Unfair Deceptive Abusive Act or Practice. And it's illegal.

"In my case, it was also retaliatory behavior for exposing the predatory financial scheme at the Fort Myers International Airport in late 2016," Howe insisted.

"For the record, Enterprise Holdings immediately dropped the money demand associated with the financial scheme the very same day local media and law enforcement became engaged with the criminal investigation. Earlier in the year, a Sanibel couple was featured by Wink News after they became ensnared in the scheme (<a href="https://www.winknews.com/2016/02/29/sanibel-couple-charged-for-under-car-damages-to-rental/">https://www.winknews.com/2016/02/29/sanibel-couple-charged-for-under-car-damages-to-rental/</a>)

"I hope my voice and actions motivate victims everywhere," continued Howe. "In other words, never



remain silent against injustice -- no matter how insignificant or inconsequential the issue may be seen or perceived.

"As the Federal Trade Commission announces so eagerly and conspicuously, consumer complaints help the FTC and other law enforcement agencies bring scam artists to justice and put an end to unfair and misleading business practices. If you have a complaint, file it online (<a href="https://www.ftccomplaintassistant.gov/#crnt">https://www.ftccomplaintassistant.gov/#crnt</a> ) or call 1-877-FTC-HELP.

"Yes, you can make a difference. You can make the world a better place!", Howe concluded.

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