



Case Study

Industry

Car Rental Marketplace

Markets Served

2,500 Cities | 300 Airports

Key Benefits

- » All customers retained
- » Increased customer satisfaction
- » Reduced customer support time
- » No negative social media backlash
- » Feedback loop on terms of service

Summary

This leading peer-to-peer car rental marketplace revolutionizes the way private car owners use technology to rent their vehicles. Aiming to maintain a user-friendly marketplace in which both car owners and renters have confidence in the platform even when disputes arise, the customer turned to ArbiClaims to act as a neutral third party.

The company wanted to leapfrog awkward, drawn out negotiations with users and the time sink of small claims court. They assessed ArbiClaims as the best way to provide them with a simple solution for resolving disputes while mitigating social media backlash and increasing the company's overall responsiveness.

The Challenge

The customer experienced three challenges prompting them to use ArbiClaims:

1. The company compensates car owners and seeks reimbursement from the renter when they determine a renter is responsible for damage. Oftentimes, renters failed to pay the company, forcing them to invest significant time, money, and resources into further negotiation and collections.
2. Additionally, some car owners expressed dissatisfaction with the amount of money received for damages, which required more customer support time to resolve.
3. Further compounding the challenge was the social media backlash that occurred after car owners and renters became unhappy with results and blamed the company.

The customer sought a solution that not only objectively resolved disputes but also retained those customers that did not receive a desired result, while decreasing the amount of negative publicity associated with disputes.



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ABOUT ARBICLAIMS

ArbiClaims is an online dispute resolution platform designed to empower businesses and individuals to resolve conflicts quickly and easily.

Using video hearings and other online tools, the ArbiClaims provides a court-enforceable, binding arbitration decision in as little as 3 weeks for disputes involving \$15K or less.

For \$225-\$275, ArbiClaims helps enterprise businesses resolve conflicts without the hassle of dealing with small claims courts or protracted customer complaints.

The Solution

The company evaluated ArbiClaims and quickly decided to use the platform as a way to resolve disputes with car owners and renters. When seeking reimbursement from renters and working with unhappy car owners, the company refers disputes to ArbiClaims, which returns a final, binding decision in as little as 3 weeks. The company's users have consistently given ArbiClaims high marks, contributing to its Net Promoter Score on par with Netflix.

The Results

- Using ArbiClaims allows the company to focus on its primary business rather than investing time and resources in resolving protracted disputes.
- Support team members are no longer inundated with navigating the various procedures and processes of small claims courts in different states, which used to take time away from more important customer support activities.
- Offering an impartial method to get binding decisions means that the company no longer absorbs the negative publicity associated with unfavorable outcomes.
- With a clearly-defined dispute resolution process in place, the company retains customers that may have been lost due to prolonged resolution periods and perceived company responsibility for decisions.

Services in Use

Online Dispute Resolution Platform, Settlement Tools, Integrated Customer Service

