



Fuel Theft Advice

Retail Loss Prevention

www.lossprevention.co.uk

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Retail Loss Prevention

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1. I have received a letter from the police advising me to contact you in relation to an incident at a service station

When the fuel was not paid for, a CCTV image was captured at the time to show the car and the registration plate of the car. These details were then reported to the police who found that the car is registered to you, hence their letter to you. We are acting on behalf of BOSS (British Oil Security Syndicate) and the Oil company involved to address and resolve this matter with you.

2. I bought other things and did not realise that I had not paid for the fuel that I had dispensed.

The onus is on the purchaser to ensure they pay for the goods obtained and to ensure that the correct amount is paid for the goods. Therefore your failure to pay for the fuel or failure to ensure that the correct amount was paid does not amount to a defence of this claim. If you believe that the incorrect payment occurred inadvertently and that you did not have any intention to gain an advantage, you must notify us in writing as soon as possible.

Our legal department will consider your representations and liaise with our client. Dependent upon the outcome of further investigations, the matter may be resolved on fuel payment, fuel plus an administration fee to cover the claims processing. It is only where there is no payment that further action may be taken.

3. I didn't know what I was signing when I forgot my purse/wallet

It is your responsibility to read the information before signing. You have signed a declaration accepting the terms and conditions of what in essence is a contract.

4. I have paid for this fuel, I do not understand

We have been advised by our client that no payment has been made to them. If you believe you have paid, we require some evidence from you showing when you paid and how much was paid.

5. It wasn't my vehicle

We require you to supply full details of your vehicle, make, model colour etc. so that we can match it to the information we have received from both the police and the service station. It may be that false plates have been made of your vehicle registration number, but we cannot ascertain this without your co-operation in supplying the information. If this proves to be the case, we will advise both you and the police officer who sent us the details of this incident. If you do not supply the information we cannot assist you.

6. It is a company vehicle, who is liable for this incident?

We need to know who the driver was at the time of the incident. If the company supply this information then we will pursue the driver. If the company does not supply this information for whatever reason, proceedings may be issued against the Company, as the Company is vicariously liable for its employees actions, during the course of their employment.

7. I was not the driver of the vehicle at the time of the incident, what do I need to do?

If you were not driving the vehicle at the time of the incident, you must provide the name and address of the person who was driving at the time. If you do not supply this information for whatever reason, the claim will continue against you as the owner of the vehicle. If your vehicle was stolen we require evidence of the report you made to the police.