

BRIAN E. FROSH
Attorney General

ELIZABETH F. HARRIS
Chief Deputy Attorney General

CAROLYN QUATTROCKI
Deputy Attorney General



WILLIAM D. GRUHN
Chief
Consumer Protection Division

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

Writer's Direct Dial No.

410-576-7942
Fax: 410-576-7040

December 31, 2019

The Honorable Dereck E. Davis
House Office Building, Room 231
6 Bladen Street
Annapolis, MD 21401-1991

The Honorable Delores G. Kelley
3 East Miller Senate Office Building
11 Bladen Street
Annapolis, MD 21401-1991

Dear Delegate Davis and Senator Kelley:

Pursuant to Chapter 852 – 2018, and § 2-1246 of the State Government Article, the Consumer Protection Division of the Office of the Attorney General (the Division) submits this report to the Senate Finance Committee and the House Economic Matters Committee on the number and nature of complaints received related to peer-to-peer car sharing programs received by this office.

The Division has received two complaints concerning peer-to-peer car sharing, neither of which was mediated because supporting documents for the complaints were not provided by the complainants despite a request to do so.

The first was a complaint filed June 11, 2018 against Maven Gig asserting that the driver of the vehicle was charged for three extra days when he was not using the vehicle. The driver stated that he returned the vehicle after hours due to the need to perform an oil change prior to returning the vehicle, but had been given permission to do so in advance.

200 Saint Paul Place ♦ Baltimore, Maryland 21202-2021

Main Office (410) 576-6300 ♦ Main Office Toll Free (888) 743-0023

Consumer Complaints and Inquiries (410) 528-8662 ♦ Health Advocacy Unit/Billing Complaints (410) 528-1840

Health Advocacy Unit Toll Free (877) 261-8807 ♦ Home Builders Division Toll Free (877) 259-4525 ♦ Telephone for Deaf (410) 576-6372

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The second complaint was filed August 13, 2019 against Turo complaining about the claims handling process of the business when a customer damages the vehicle. The consumer stated the customer accepted responsibility for the accident, but Turo denied the consumer's claim.

Please let me know if I can provide any additional information regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Straughn', with a large checkmark at the end.

Karen S. Straughn

cc: Sarah Albert