

Recent Success Stories

1. A member of the public noticed a young man on a bike repeatedly looking into a Renault New Traffic van, parked in Chelsea. As he watched, the youth smashed one of the side windows and made-off with a bag from the front of the vehicle. The witness immediately rang the ISR 24/7 contact number displayed on the windscreen and the ISR operator at once contacted the registered owner, who was working in a block of flats nearby. The victim, who had travelled down from East Anglia earlier that day and had yet to book into overnight accommodation, was on the scene within a few minutes and the local police arrived shortly afterwards. The suspect had made-off with a bag that had been left in the front of the van containing overnight personal possessions, credit cards and other documentation.

As a result of both the victim and the police being promptly alerted police were able to recover footage of the crime being committed from a local CCT unit and shortly afterwards the suspect was arrested and the property recovered. The owner of the van was very pleased with the speedy service and assistance provided by Retainagroup; he rang back a little later to express his thanks. At the time of writing the owner is waiting at the scene for the broken glass to be replaced and he has already requested an etching kit to mark the new glass with Retainagroup's code and contact phone number.

2. An auto electrician was called out to a Ford transit that "failed to proceed" in East London. He identified that the fault was the fuel pump and fitted a new unit; a process that involved electronically accessing the ECU in order that the ECU would 'recognise' the new pump. On doing so he noticed that the VIN stored on the ECU differed from that displayed on the vehicle and contacted the ISR. A check showed that the VIN held on the ECU related to a stolen '03' Transit missing since March 2004 from Farnborough, Hampshire. The vehicle was displaying false plates and VIN ID; Hampshire police have been informed and are dealing.
3. Lancashire police raided a vehicle dismantler and amongst the items found were various parts from a Fiat - including the doors bearing Retainagroup's glass etch code. A check on the ISR showed that the vehicle was reported stolen in 2002; however, there was no stolen report on the PNC as PNC stolen records are automatically time-deleted after five years. Consequently Retainagroup's record was the only source of information regarding the original theft and as a result we were able to provide the officer dealing with the details of the date and police station dealing with the original theft.
4. The manager of a Council Vehicle Compound in Ealing (West London) noticed that the visible VIN had been removed on a 04 plated Mazda RX-6 brought in by removal officers. She was sufficiently concerned to check with police and therefore phoned the local police station. An enquiry against the VRM displayed showed there was no police interest in the vehicle on the Police National Computer, however the officer dealing advised her to phone Retainagroup. This she did and, by checking the glass-etch code, she was able to establish that the vehicle was on false plates and was actually an 06 registered vehicle, stolen in Exeter some seven days earlier.

The manager in question was so impressed with the service provided by the ISR that she asked for further information about the International Security Register. Following discussion with a Retainagroup staff member the Vehicle Compound Manager has now been added to the ISR's list of authorised on-line users.

5. A member of the public, living in suburban Enfield, North London became increasingly concerned about an '05' Toyota Avensis being parked outside of his house. On seeing a passing police foot-patrol he stopped the officer and explained his concern. A check on the Police National Computer showed that the registration number

displayed was, indeed, issued to an Avensis. Still not satisfied the officer then contacted the ISR and, using the glass etch code displayed as a search parameter, identified the car as a stolen "04" vehicles, displaying false plates and stolen some seven months earlier in Edmonton.

The officer was extremely pleased with the service provide and thanked the ISR operative for the assistance provided.

6. We received a call from a lady stating that a Mazda vehicle had been parked outside her property since mid December 07. It was bearing the registration number LV06ZHG. I got her to check the Etch Code which determined that the vehicle was STOLEN in Croydon in September 2007 and on false plates. The caller advised that she had contacted the police on many occasions previously but had been told that it was DVLA's responsibility as the Tax Disc was still in date. The DVLA were also contacted but they didn't want to take responsibility either. We informed the caller that the vehicle has a Police interest report against it and that we would take the next steps by contacting the police to confirm that it was, in fact, still recorded as stolen. Police were informed the same day and three days later we were informed, by the police station dealing with the original theft report, that the vehicle was still currently outstanding. The ISR was checked daily and on 11/2/08 a "POLICE RECOVERED" status was received from the PNC.

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