

Excerpt of emails sent from Enterprise Rent-A-Car Corporate Communications

Re: Customer Samuel Wardlaw

- 1) Per the terms in our rental agreement, customers are responsible for all damage regardless of fault or negligence until an employee checks in the vehicle. However, in this case, the local team has decided not to pursue the claim. The local team connected with the customer this morning to inform them of this decision.
- 2) We apologize to Mr. Wardlaw for the confusion. It's important to us that our customers are satisfied, so we are pleased that we were able to provide him with a solution in this case. Sometimes customers mistakenly believe if they didn't personally cause or witness any damage – for example, a “hit-and-run” incident in a parking lot – that they are not responsible. This is one of the most common misconceptions about rental vehicle damage. In fact, customers are financially responsible for any damage or theft that occurs during a rental transaction, regardless of fault or negligence – just as if they owned the rental vehicle themselves. This is stated in their rental contract, and it's also why rental customers are made aware of optional protection coverages they can consider that relieves them of damage responsibility, and/or protects them, their passengers and their personal items during the rental. This is always based on the customer knowing what coverage he or she might already have from their own insurance as well.

Re: Customer Stuti Narula

- 1) Customers are typically present when a damaged vehicle is returned, and acknowledgement is routinely obtained. However, it's not always practical for customers to be present when the agent inspects the vehicle. Out of convenience for the customer, they may drop off a vehicle after hours or at a location other than the rental office, overnight, or circumstances may not permit them to wait for the agent to inspect the vehicle. In those cases, we inspect the vehicle as soon as possible and follow up with the customer if any damage is discovered. It is important to understand that the rental transaction is not complete until the vehicle has been inspected. This is the case with Ms. Narula, and she responsibly paid for the damages. As for receiving photos or additional information, I'm unclear if she requested these, but if she had questions, concerns or disputed the charges, she should have been able to receive these.

General information:

- 1) It's important to note that our employees, both in the rental locations and in our Damage Recovery Unit (DRU) office, are focused on getting the facts right and maintaining a customer's long-term loyalty, so when a customer is concerned and he or she immediately contacts us, we will do everything we can to properly investigate and resolve the claim as quickly as possible. We investigate each situation thoroughly, and carefully review our internal documentation, as well as any documentation provided by the customer. Though unfortunate, damage claims are a reality – whether on owned or rented vehicles. However, the vast majority of claims are resolved with no issues. Over the past year, less than .2% of all rentals in Canada resulted in a claim where the customer had a concern with the way the claim was handled, and the majority of those were resolved to the customers satisfaction.