

## **Excerpt, Enterprise Statement to Go Public**

We know we aren't always going to get it right 100% of the time, however customer satisfaction is our top priority and that's why we have a rigorous investigation process. We take each customer's case seriously and the outcomes may change as additional facts are presented. 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.

[Re:] Timing – In some cases, damage is not always noticeable immediately. A vehicle assessment is always done to determine the condition of the vehicle before we send notice of a claim, and then a bill for damages is not sent out until repairs are complete. This can take several weeks. However, in most cases, the branch makes contact with the customer prior to that to inquire about the damage.

- In Ms. Abbott's case, she should not have received an invoice for the damage. This was not fraudulent, it was an error on our part. This was a complex mechanical issue, and during the vehicle assessment process, while working with the dealer to determine the cause of the engine failure, there was miscommunication on our end causing the claim to be written and sent out. It was also noted this vehicle had a recall placed on it, which we took into account during our investigation. However, it's important to note that the recall was initiated after the customer rented the vehicle. Once we performed our internal investigation prompted by her concern, the claim was immediately dropped.
- Ms. Chick's claim has been closed, and we apologize for the miscommunication on our end. While customers are responsible for hail damage while the vehicle is in their possession, after investigating further, we were unable to conclusively determine if the vehicle was damaged while in Ms. Chick's possession and therefore it appears in this case the wrong renter was likely held responsible. We are working with Ms. Chick to resolve this situation.

**Lisa Martini**  
**Director of Communications, Enterprise Holdings**