



To Our Valued Customers and Partners:

I want to share with you, as an important Hertz business partner, some important steps we have taken to continue delivering an excellent experience and forge a strong path forward from the coronavirus (COVID-19) pandemic.

As the No. 1 ranked rental car company for Customer Satisfaction by J.D. Power, we take tremendous pride in the service we provide to our customers. Although travel has rapidly declined during this global crisis, our locations around the world have remained open for customers, as well as essential workforces such as healthcare professionals, delivery services, government and relief organizations. We have also enhanced our cleaning and sanitization practices at our locations around the world to protect the safety of our employees and customers.

While Hertz had entered 2020 with strong momentum and took a wide range of proactive steps to reduce costs and respond to the devastating adverse impact on travel demand, it became necessary to take further action in the face of the continued unrelenting effects of the pandemic.

On May 22, Hertz Global Holdings, Inc., the parent company of Hertz, announced that it and certain of its U.S. and Canadian subsidiaries are restructuring the Company's financial obligations by reorganizing under U.S. Chapter 11 proceedings. You can view the press release [here](#). Hertz's principal international operating regions, including Europe, Australia and New Zealand, and Hertz's franchised locations, are not included in these Chapter 11 proceedings.

This process has been used by many companies to positively position them for future growth and success. For Hertz Global Holdings, Inc., it provides us the pathway to navigate the continuing effects of the pandemic, maintain our operations and provide the high level of service our customers expect—while we actively prepare to accelerate our business as travel volumes return. Our company pioneered the car rental industry more than 100 years ago, and we plan to emerge even stronger for our next 100 years.

**Be assured, our locations are open for business and serving customers.** All reservations, promotional offers and vouchers are expected to continue as usual, as is our Hertz Gold Plus Rewards® loyalty program points and rewards. Customers can also expect the same high level of service and reliability, with our [Hertz Gold Standard Clean](#) sanitization protocols to provide additional safety and peace of mind.

We sincerely appreciate your continued business and partnership and look forward to getting your travelers on the road again.

Regards,

A handwritten signature in black ink, appearing to read "Paul Stone", is written over a light grey rectangular background.

Paul Stone  
President and CEO  
The Hertz Corporation

