



Dear Valued Partner:

First, I want to personally thank you for your continued trust, support and partnership. It means a great deal, especially as COVID-19 continues to significantly impact people and businesses around the world. As we persevere together, you can count on Hertz—and all of our brands—to continue supporting you and your customers.

I am inspired by the deep commitment of our teams as they are faced with obstacles which would have seemed unthinkable just a few short months ago. They are committed to ensuring every customer feels safe when renting our vehicles—and we in turn are taking necessary precautions to keep our employees healthy.

- Our facilities are cleaned and sanitized multiple times daily. This includes doors, doorknobs, desktops, counter-tops, keyboards, phones and more.
- We are cleaning and sanitizing every vehicle with an approved disinfectant, with a focus on high touch areas.
- Employees and customers are required to wear face coverings at all of our locations in North America.
- Employees must complete daily health assessments at all Hertz, Dollar and Thrifty locations. Any employee who is experiencing cold or flu-like symptoms is required to stay home and self-isolate.

In addition to taking the necessary steps to help ensure the health and safety of your customers, we continue to make decisions to ensure the strength and growth of our business. It goes without saying that some of those decisions are difficult ones, but we remain confident they will position our company for greater success in the long run.

- Adjusting our fleet to align with current demand and market realities. This allows us to have the right cars in the right place to continue servicing your travelers.
- Delivering a touchless/contactless rental experience matters now more than ever and we have accelerated our technology to serve customers in new ways during COVID. In addition to low-touch pickup and return options for loyalty members, we also have numerous touchless pilots underway to support the safety of our employees and customers—and expect to launch in more locations soon.
- Our Ultimate Choice vehicle pick-up option and digital app for adding supplementary products and services allows renters to bypass the counter for a contactless experience.
- Enabling fully connected fleet, making driving safer and enhancing the travelers' experience.

The COVID-19 pandemic has presented a challenging moment in the world, but it is one we will get through together. Again, thank you for your partnership and if there is anything you need, please don't hesitate to reach out directly to me or my team.

Regards,

A handwritten signature in black ink, appearing to read "R. J. Stuart", is written in a cursive style.

Robert J. Stuart
Executive Vice President, Global Sales
The Hertz Corporation