

# Avis Budget Group

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We have received your letter and want to first let you know that we understand that you wish to speak to a real person, and you still can! However, we have switched to a program that will help us also better to server our customers, including you.

You have complained that you would rather speak with a real person and that option is still available to you when you:

- Are making a reservation

So though initially you will get a speech self service you may, as you seem to wish, be directed to a real person. When making a reservation with a person, our change has helped us because our software that we have switched to, let's us access any records pertaining to you, as the caller, from the company's database. And once you are speaking to an agent those records will be sent to the agent and aid in an efficient experience with our company. So, though greeted by an speech self service on the phone, you can still be direct to one of our agents.

## **When you would get a speech self-service:**

The reason we have chosen to use a speech self service program is like some other companies you have encountered, in this economy , this has been a solution to help our company to make better a profit. So when you would actually use it is:

- When canceling a reservation
- When confirming a reservation and,
- When changing a reservation

We hope that being greeted by a speech self service system is not too much of a hindrance. The new system allows us also to free up our agents so that you can be directed to one quicker with less wait. Those who need the and wish to use the speech self service system may. And those who wish for one of our agents can still be directed to one. Thank you for writing and we hope you see why such changes to the company were made and we can keep you as a customer and investor with our company.