



HEY, CAN YOU FIX THIS FOR
US? MAYBE USE THE CASE
STUDY THAT WE GOT LAST
MONTH FROM DIANE'S
OFFICE?

----- JACK

P.S. CC ME AND CORPORATE
COMMUNICATIONS.



Yesterday, I telephoned AVIS Car Rental Company, to book a vehicle for an upcoming trip to Lake Tahoe for the Wingnut Mania 2012 convention next week. Imagine my surprise whenever a stupid computerized voice greeted me. I am not a person who likes to deal with robo-voices. I want a real person to talk to, not a computer, and I thought you were the last corporation in the USA that gave your customers that courtesy.

I have been a loyal AVIS customer for more than 15 years. I book approximately 20 luxury rentals per month with AVIS, and one of the reasons I have been so loyal is that I have always gotten a human voice on the other line every single time.

Did I mention that I'm the premiere Wingnut reseller on the west coast? Did I also mention that I have 3,500 shares of stock in AVIS Budget Group? I realize that might be small potatoes to you corporate honchos, but it shows how much I have valued your brand and how you conduct your business.

Your company used to provide a personal touch. Now I'm forced to rethink my investment options and my choice of car rental company. You can be sure that I won't be recommending your service at Wingnut Mania!

Sincerely,

Davis "Wingnuttenator" Theopolis
President, Wingnuttty, Inc.
324 Wingnut Dr.
Crescent City, CA 95531