



October 16, 2013

Davis "Wingutenator" Theopolis
President, Wingnutty, Inc.
324 Wingnut Drive
Crescent City, CA 95531

RE: Complaint #101

Dear Mr. Theopolis:

ABG have received your complaint dated October 15, 2013 that you submitted via the corporate website expressing dissatisfaction with our new automated self-service phone system. Let it be clear, as a preferred member of The Avis Budget Group, your opinion is very important to us, and we take all complaints from customers very seriously and act promptly to rectify the problem.

The purpose of the IVR System (Interactive Voice Response) was to identify you (the caller) and access any records associated with you or your company, as well as, process many routine matters quicker than it would take for an agent to re-enter basic information into the system.

As an alternative, you do have the ability to opt-out of this service and speak directly to an agent by simply dialing "0" at any point during the greeting of the automated message. By doing this, you will be able to speak directly with a person. In addition, when using the opt-out method, the IVR system still expedite your request by using your Caller ID to locate any existing records, and then forward those records to an agent via on-screen portal.

As a preferred customer, ABG apologized for the inconvenience this new initiative may have caused you, and is issuing you a 10% savings voucher to be used at anytime.

Again, your opinion is very important to us, so if you have any further concerns please do not hesitate to contact us at 1-718-123-1234 Ext 111, and ask for Complaint #101.

Sincerely,

Genie Wint

cc: Jack Heartland