



6 Sylvan Way  
Parsippany, NJ 07054

Mr. Davis Theopolis  
324 Wingnut Dr.  
Crescent City, CA

Date: October 11, 2013

Dear Mr. Theopolis,

I understand why you may be upset and Avis Budget Group thanks you for your cooperation and patience. Thank you for notifying us of your concerns regarding our new automated self-service phone center. At AVIS we make customer needs our first priority. So, in order to improve our service we achieved a new self-service calling center. This new system will make transactions faster and more efficient for customers. The self-service option is good for both the company and the customer. There are customers that don't need to speak with agents in order to change, confirm, or cancel reservations and rather do it themselves. We hope that we can give you all the benefits of our company and continue to be our valued customer. The system will present the following to you:

- The prompts will guide you through the automated system. This will enable you to get to the specific area you need assistance.
- You have the ability to speak with a customer service representative at any time during your call.
- The representative will be able to greet you by name by using caller identification system.

We have noted that you have been a loyal AVIS customer for more than 15 years and that you have 3,500 shares of stock in Avis Budget Group. We would like to give you both a 10% savings voucher on gas and a free car rental. We hope that you continue to be our valued customer.

Best,

Michelle Bistrova  
Customer Service Agent

Cc: Jack Heartland, Senior Business Accounts Manager  
AVIS Corporate Communications