 Senior Business Accounts Manager

Jack Heartland

AVIS Budget Group

Business Accounts Department

Parsippany, New Jersey 27000

Davis “Wingnuttenator” Theopolis

President, Wingnutty, INC

324 Wingnut Drive

Crescent City, CA 95531

Dear Mr. Davis Theopolis:

We are displeased to be informed that your introduction to our new automated self-service phone center wasn’t a pleasant one. Our company understands that you prefer a human voice to answer your calls but it was in our company’s best interest to make this change. Our decision to use the automated self-service was made to benefit every customer experience. Customers are able to cancel, confirm, and change their reservations on their own, which saves time for the company agents and the customers. Our new solution helped the AVIS Budget Group maintain its efforts to cut costs. The Tellme and Voxify solution is an interactive voice response that will increase customer satisfaction.

Our company values your loyalty to us for the past fifteen years. Mr. Theopolis our company is aware that you’re a very frequent and loyal customer. We hope that our minor solution doesn’t hinder your investment of shares of stock in the AVIS Budget Group. Our company is thankful that you have valued our brand and how we conduct our business. The AVIS Budget Group decision was implemented to allow agents to spend sufficient time with new customers that are less knowledgeable about how our company operates.

The value of our new telephone system was taken into consideration before the decision was made. Calls handled by the self-service solution rather than agents saved the company $1.5million in its first year. A financial benefit the solution is providing for AVIS Budget Group is it helps to increase revenues. The company is now increasingly successful in deflecting non-sales call away from agents. Our interactive speech self-service solution is a win-win for our customers and for our company.

**We apologize for any inconvenience this may have caused you. Our company hopes that you will continue to be a loyal customer to us and we will continue to improve our customer satisfaction.**