



Dear Davis Theopolis,

The others and I at the Avis Budget Group are saddened by your complaint, but according to the feedback from our consumers; they are highly satisfied with the self service automated system because it allows them to reserve cars and or cancel their reservations. I feel your pain, but did you know that about 650,000 calls were taken by our agents and more than 14 million customers chose the operated system. And, upon calling AVIS car rental, you are given the option of speaking to an agent or using our self service option. The system has also been able to save the information of new customers so when they return they're credit card and driver's license information will already be there.

A study of our communications system found that our agents were handling 16 - 20 million calls every year. A majority of those calls involved collecting data to store in our databases. We found a way to cut back on that by implementing two systems, Tellme and Voxify, the industry's leading animated robotic speech providers. The system has saved Avis more than 1.5 million in its first year. The self-service system increases revenue, which then raises the value of our stocks which means you get more money.

We value all consumers' opinion on our new services, but we cannot convert back to the old days because our satisfactory ratings are like no other. Imagine what this will do for your stocks. I hope that we can sustain the relationship that we have had so many years. Do tell how your trip to the West Coast was, I hope that you will see the effects of this new system (financially) in the long run. It was nice speaking with you.

Sincerely,

Jack Heartland
Avis Budget Group
Parsippany, New Jersey