

2024 RENTAL CAR PROGRAM



Welcome,

Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for business travelers of your company. To review the Program Benefits, Frequently Asked Questions, and Rates available to renters from your company, please click on the corresponding sections below.

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WELCOME TO ENTERPRISE AND NATIONAL



Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for business travelers of your company.

➤ HOW TO BOOK

ENTERPRISE RENT-A-CAR	NATIONAL CAR RENTAL
➤➤ Click here for Enterprise Rent-A-Car business use rentals.	➤➤ Click for National Car Rental business use rentals.

➤ HOW TO START

EMERALD CLUB	
➤➤ Ready to get started? Click here to enroll in Emerald Club or to update your Account Number on an existing profile. If already enrolled: Step 1: Click here and select "Enroll Now." Step 2: Sign in with your EC Number and password. Step 3: Review the company name listed and select "Update."	➤➤ Tired of standing in line? Click here for a tour of the Emerald Aisle. Reserve a midsize car at participating locations in the US or Canada. Bypass the counter and go directly to the Emerald Aisle where you can select any vehicle and go.

➤ HOW TO CONTACT

If you have specific questions relating to your company's corporate car rental plan, please contact your in-house travel administrator.

Emerald Club member services may be reached at 800-962-7070.



WELCOME TO EMERALD CLUB



Welcome to Emerald Club! Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network. Once you are enrolled in Emerald Club, you will have access to the speed, choice, and control that accompanies your membership.

EMERALD CLUB.

» Ready to get started? Click here to enroll in Emerald Club or to update your Account Number on an existing profile.

If already enrolled:

Step 1: Click here and select "Enroll Now."

Step 2: Sign in with your EC Number and password.

Step 3: Review the company name listed and "Update."

» Tired of standing in line? Click here for a tour of the Emerald Aisle.

Reserve a midsize car at participating National Brand locations in the US or Canada. Bypass the counter and go directly to the Emerald Aisle where you can select any vehicle and go.

BYPASS THE COUNTER

With a midsize reservation at National Car Rental, go directly to the Emerald Aisle at more than 50 major airports in the U.S. and Canada.

CHOOSE YOUR VEHICLE

Just choose any car from the Emerald Aisle and be on your way.

EARN REWARDS

Choose free rental days at participating Enterprise and National locations or points toward your favorite frequent traveler program.

Two Great Brands, One Global Business Rental Solution.

+ THE COMBINED POWER OF



Through our industry leading business rental program, Enterprise Rent-A-Car® and National Car Rental® provide customized car rental programs and comprehensive transportation solutions that deliver exceptional customer service, access to the largest network of vehicles and locations, plus reporting and tools to help you fulfill duty of care.

WHY BOOK

<ul style="list-style-type: none"> Convenient neighborhood and airport locations 	<ul style="list-style-type: none"> Emerald Club® members bypass the counter
<ul style="list-style-type: none"> Delivery and collection service at select locations 	<ul style="list-style-type: none"> Emerald Aisle access
<ul style="list-style-type: none"> Mileage reimbursement alternative 	<ul style="list-style-type: none"> Free rental days or partner rewards
Exceptional customer service	

HOW TO BOOK

<p>➤ 7 1 8 0 0 4 2 2 3 3 for Enterprise Rent-A-Car Vi g b Y g g i g y f y b h U g</p>	<p>➤ 7 1 8 0 0 4 2 2 3 3 for National Car Rental Vi g b Y g g i g y f y b h U g</p>
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HOW TO ENROLL

EMERALD CLUB	Benefits Include:
<p>Renters can enjoy expedited service and status across the globe. Don't forget to use your Emerald Club number when booking with either brand.</p> <p>➤ Click here to enroll in Emerald Club or to update your Account Number on an existing profile.</p> <p>If already enrolled:</p> <p>Step 1: Click here and select "Enroll Now." Step 2: Sign in with your EC Number and password. Step 3: Review the company name listed and select "Update."</p>	<ul style="list-style-type: none"> Faster rentals. Your completed member profile offers a faster transaction at the time of pick-up. Rewards. Earn and redeem Free Days at both Enterprise and National. To redeem at participating Enterprise locations in the United States and Canada, call 844-643-5085. Terms and conditions apply. Emerald Aisle. Reserve a midsize car at participating locations in the US or Canada. Bypass the counter and go directly to the Emerald Aisle where you can select any vehicle and go. 7 1 8 0 0 4 2 2 3 3 t c h U _ Y U t c i f

Contact Details:

For assistance with Emerald Club, invoices, damage claims, reservations, or general program questions, please contact your Account Manager.



Frequently Asked Questions.

+ THE COMBINED POWER OF



Which brand should I book?

We recommend to book National Car Rental at our airport locations and Enterprise Rent-A-Car at our local branches. Don't forget to use your Emerald Club number when booking with either brand.

What is the lead time when I need to rent?

Enterprise Rent-A-Car and National Car Rental will always strive to get you a vehicle. While the best practice is to book 2 weeks in advance, we ask that, at a minimum, you book at least 72 hours in advance. If this is not possible and you encounter a "sold out" situation, please contact your Account Manager for options.

What should I do if I need to amend/extend/cancel a booking?

Should you need to amend/extend or cancel a future reservation please use the same channel you used to book. Should you need to amend/extend or cancel a live rental, please contact the rental branch.

What car class do I book?

Enterprise Rent-A-Car and National Car Rental are able to offer a selection of vehicles. Please refer to your Company Travel Policy to ensure you are compliant.

What about fuel?

A traveler will not be charged an additional fee if the rental vehicle is returned with the same level of fuel as originally provided. Additional refueling options may be available and will vary by location.

What if I require a rental to begin outside of working hours?

If mutually agreed and at participating locations, we will pre-deliver the vehicle the working day before and this may be subject to additional charges. Please be aware that it will only be insured to be driven from the time requested on your reservation.

What if my vehicle breaks down or I get a flat tire?

Emergency Road Assistance is available in all countries. Contact details for this service will be provided from the rental branch. Roadside assistance is provided with the rental free of charge in case of mechanical breakdown, not due to driver negligence or willful misconduct, in which case additional charges will apply.

What if I have an accident or damage my vehicle?

You are required to immediately report the incident to the police and notify the rental branch. A copy of the police report and fully completed incident report must be submitted to the rental branch.

Do I have to sign for the vehicle?

You always have to sign the rental agreement except in the following cases:

- You are an Emerald Club member who has signed a Master Rental Agreement renting in a participating location.
- You have requested a car delivery where you do not have to be present.

If you have not signed for the vehicle, please ensure you check the vehicle condition against the rental agreement prior to driving.

Will I be charged an underage fee?

Our program includes a waived underage fee. If you are renting between the ages of 21-24 you will not be charged an additional fee.



We promise to put renters first, with exceptional customer service and vehicles that are maintained and cleaned to our high-quality standards. We're continuously innovating to help move the world forward – including new ways to go the extra mile, so renters can get on the road with confidence.

NORTH CENTRAL ACCOUNT SUPPORT



The Account Support Team provides local and global customer support to our accounts by handling the following:

SUPPORT

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Do Not Rent customers
- Global rental customer support

DAMAGE CLAIMS

- Claims inquiries

BILLING

- Billing and invoicing inquiries
- Method of payment changes
- Receipt requests

EXISTING RESERVATION SUPPORT

Support Teams do not book reservations but can assist with reservations for high-profile customers with special requests.

- Changing rental return locations
- Long-term rentals
- Extending open rentals
- Vehicle availability
- Assist with open and closed rental needs
- Booking at sold-out locations for elite executives

TIPS WHEN CONTACTING YOUR SUPPORT TEAM

- Provide the account name or account number
- Reference the rental agreement (RA) number or reservation number
- Include the renter's name
- Avoid adding Personally Identifiable Information ("PII")
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if the renter is at the counter for immediate assistance

Hours of Operation: Monday - Friday, 8:00am - 5:00pm CST
Phone Number: 833-369-1278

» [Click here](mailto:NorthCentralAccountSupport@em.com) to contact the Support Team via email at NorthCentralAccountSupport@em.com

This is a brief overview that explains the accident reporting process and emergency road service for Enterprise Rent-A-Car and National Car Rental.

➤ ACCIDENT REPORTING

If a renter is involved in an accident, please ensure all renters are safe and proceed with the following directions:

1. Notify the police and file a report. The rental location must be notified within 24 hours of the accident. When reporting the claim to the branch the vehicle was rented from (brand specific), contact Roadside Assistance at the numbers below if the branch is unavailable.
2. The rental branch or Emergency Road Service will create an Incident Report.
3. Renter will receive a call from the Damage Recovery Unit which will verify information, ask any additional questions, and gather information for additional proceedings.
4. Return the vehicle to the rental office as soon as possible.
5. Provide every summons, complaint, and paperwork pertaining to the accident to the rental branch or Roadside Assistance, including insurance information.
6. Be aware that this process can take up to a few months depending on the information and the extent of the accident.

➤ ROADSIDE ASSISTANCE

Renters in need of emergency road service may call a multilingual, dedicated roadside assistance line available 24/7. Instructions for contacting the roadside assistance line are included in the rental agreement. For Emerald Club members who choose to proceed directly to the vehicle, the instructions will be located on the driver's-side visor.

Renters using the Enterprise and National apps can press the in-app Roadside button. This allows them to call 911 or be connected with our Roadside team for assistance with items such as flat tires or lockouts.

Enterprise and National will leverage the HERO platform to quickly and digitally dispatch a service provider to where the breakdown has occurred, and request service.

➤ DAMAGE WAIVER

If included in contractual terms, Damage Waiver covers damage to the vehicle, the cost of glass replacement, and the cost to repair/replace a flat tire (excluding service fees and towing, and unrelated to an accident). *Certain types of damage may not be covered when damages occurred while the driver engaged in any prohibited uses or violations in the rental agreement.*

United States

Enterprise: 800-307-6666
National: 800-367-6767

To follow up with our Risk Department, call 314-512-2417 with claim information or email RiskManagementHelpDesk@ehi.com

To follow up with our Damage Recovery Unit, call 800-327-0421 or email DRU1@ehi.com

Canada

Enterprise: 844-556-4930
National: 800-268-9711

To follow up with our Damage Recovery Unit, call 877-719-8818 or email canadiandamageclaimcenter@ehi.com