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March 26, 2010  
Re: Mr. Bart Hermer

To Whom It May Concern:

This letter is to confirm that Mr. Hermer, his wife and daughter came into our office located at 2901 N. Central Expy, Suite 110 Plano, TX 75075 in June of 2009.

The Hermer's informed me they were going on vacation to visit his wife's family in London. They wanted to get both a weekly and monthly rate to rent the car thru December 2009, with a pro-rated amount if they returned the vehicle earlier. Mr. Hermer's wife wanted to be certain to include a car seat for their child and insurance on the rental.

Weekly Rate Quote: £140.00  
Monthly Rate Quote: £560.00  
Car Seat Rental: £8.00/Day

See below for rules/policies regarding the Loss Damage Waiver (LDW).

ENTERPRISE RENT-A-CAR PROVIDES DAMAGE WAIVER (DW) IN ITS RENTAL CONTRACT THROUGHOUT THE UNITED KINGDOM. DW REDUCES THE COSTS ASSOCIATED WITH DAMAGE AND/OR THEFT OF THE ENTERPRISE VEHICLE, SUBJECT TO TERMS AND CONDITIONS OF THE RENTAL AGREEMENT. DAMAGE AND THEFT RESPONSIBILITY FOR THE UK IS THE FULL VALUE OF THE VEHICLE.  
DW MUST BE PURCHASED, WHERE IT IS NOT ALREADY INCLUDED IN THE QUOTE, UNLESS ALTERNATIVE COVERAGE CAN BE VERIFIED AT TIME OF RENTAL. THE DW AMOUNT FOR THIS BRANCH IS 15.99 GBP / DAY OR LESS EXCLUDING VAT.

Even with the discounts, they mentioned the price was much higher than they were hoping to pay.

If you have any further questions regarding this matter, please feel free to contact me.

Regards,

Kyle Brusilow  
Branch Rental Manager  
Enterprise Rent-A-Car  
2901 N Central Expy  
Plano, Texas 75075

972-516-0097 tel  
972-509-5936 fax  
Kyle.D.Brusilow@erac.com