



## Frequently Asked Questions for Suppliers & Business Partners

---

### **1. Why did Hertz file for Chapter 11?**

The impact of COVID-19 on travel demand was sudden and dramatic, causing an abrupt decline in the Company's revenue and future bookings. Hertz took immediate actions to prioritize the health and safety of employees and customers, eliminate all non-essential spending and preserve liquidity. However, uncertainty remains as to when revenue will return and when the used-car market will fully re-open for sales, which necessitated this action.

Our financial reorganization will provide Hertz a path toward a more robust financial structure that best positions the Company for the future as we navigate what could be a prolonged travel and overall global economic recovery.

### **2. Are Hertz's businesses in the U.S., Canada, and around the world continuing to operate and serve customers?**

Yes. Hertz and all of our businesses and franchises are continuing to serve customers at our locations around the world. We intend to emerge from this process as a stronger company with a more robust financial structure and well positioned as the global travel industry recovers.

### **3. Does Hertz have sufficient liquidity or plans to obtain debtor-in-possession (DIP) financing?**

As of the May 22<sup>nd</sup> filing date, we have sufficient cash on hand to support ongoing operations. This liquidity enables the Company to operate in the near term without seeking debtor-in-possession financing. Depending upon the length of the COVID-19 induced crisis and its impact on revenue, the Company may seek access to additional cash, including through new borrowings, as the reorganization progresses.

### **4. How do I know if I have a "pre-petition" or "post-petition" claim?**

The indicator is when the goods were delivered or services were rendered. "Prepetition" means before the filing for the Chapter 11. "Post-petition" means after the filing. We filed the Chapter 11 at or around 9:45 p.m. ET on May 22, 2020.

### **5. Will I be paid for goods and services delivered after your May 22<sup>nd</sup> Chapter 11 filing and during your restructuring process?**

Yes. All post-petition claims will be paid. Hertz can, will, and is required to pay in the ordinary course of business for all goods delivered and services rendered after the filing. As of the filing date, the Company has cash on hand sufficient to support its current operations. Depending upon the length of the COVID-19 induced crisis and its impact on revenue, the Company may seek access to additional cash, including through new borrowings, as the reorganization progresses.

**6. What should I do about any unpaid invoices for goods and services that I have provided to you after May 22, 2020 and going forward?**

Please submit all invoices for post-petition goods and services through the usual Procurement channels. Payments will be processed as usual.

**7. When will I be paid if I am due payments for outstanding balances on goods or services I provided to Hertz before your May 22<sup>nd</sup> Chapter 11 filing? Why can't you pay me what I am owed?**

Under the Bankruptcy Code, which is U.S. federal law, Hertz is prohibited from making any payments to suppliers, vendors or service providers for goods delivered or services rendered prior to the Chapter 11 filing absent Court approval. Treatment of these "prepetition" obligations will generally be determined at the conclusion of our financial restructuring.

**8. How can I file a claim for payment? Will there be a process for submitting claims for unpaid invoices?**

In due course, Hertz's claims agent (Prime Clerk) will provide you with materials that include instructions for how to submit your claim. In the meantime, court filings and information about the claims process are available at <https://restructuring.primeclerk.com/hertz>, by calling (877) 428-4661 (toll-free in the U.S.) or (929) 955-3421 (for outside the U.S.), or emailing [hertzinfo@primeclerk.com](mailto:hertzinfo@primeclerk.com).

**9. How does this affect suppliers, vendors and service providers who supply goods and services to Hertz's businesses outside of the U.S. and Canada? Are your franchises or operations outside of the U.S. and Canada included in the filing?**

The operations of Hertz's subsidiaries and franchises outside the United States and Canada are NOT part of these U.S. Chapter 11 filings. Invoices for those businesses will continue to be processed as usual.

**10. Who may I contact for information if I have additional questions?**

For information about Hertz's financial reorganization, including access to court documents and claims information, please visit <https://restructuring.primeclerk.com/hertz>. You may also call (877) 428-4661 (toll-free in the U.S.) or (929) 955-3421 (for parties outside the U.S.) or email [hertzinfo@primeclerk.com](mailto:hertzinfo@primeclerk.com).