



May 22, 2020

To Our Loyal Customers,

We want to share some important steps we've taken to continue delivering an excellent experience and forge a strong path forward from the global coronavirus (COVID-19) pandemic.

Although travel has rapidly declined, our locations have remained open for customers, including essential workforces such as healthcare professionals, delivery services, and government and relief organizations. We have also enhanced our cleaning and sanitization protocols, including introducing our "Hertz Gold Standard Clean" sealed and certified vehicles so you can travel safely and with confidence.

While Hertz had entered 2020 with strong momentum and took a wide range of proactive steps to respond to the devastating adverse impact on travel demand, it became necessary to take further action in the face of the continued unrelenting effects of the pandemic.

On May 22, 2020, Hertz Global Holdings, Inc., the parent company of Hertz, announced that it and certain of its U.S. and Canadian subsidiaries are restructuring the Company's financial obligations by reorganizing under U.S. Chapter 11 proceedings. Hertz's principal international operating regions, including Europe, Australia and New Zealand, and Hertz's franchised locations, are not included in the Chapter 11 proceedings.

We are a strong and resilient business, and this action gives us a path to navigate the effects of COVID-19, while creating a stronger financial structure to better position our company for the future.

Most important, we remain here for you. Our locations around the world are open with best-in-class vehicles and caring employees who provide the exceptional service that made us #1 in Customer Satisfaction by J.D. Power. All reservations, promotional offers, vouchers, customer and loyalty programs are also continuing as usual.

Everyone at Hertz remains relentlessly focused on ensuring your care and safety when you're ready to travel. Your loyalty made us one of the world's most iconic companies, and we look forward to serving you now and in the future. Whenever or wherever you need to go, we're here to get you there.

Regards,

A handwritten signature in black ink, appearing to read "Paul Stone".

Paul Stone
President and CEO
Hertz Global Holdings, Inc.