



## Frequently Asked Questions for Customers

---

**To view or make changes to your current or upcoming reservation, please visit: <https://www.hertz.com/reservations/lookup>. For additional support or questions about your reservation, please [send us a message](#), or [call us](#).**

### **1. What did Hertz announce?**

On May 22, 2020, Hertz Global Holdings, Inc., and certain of its U.S. and Canadian subsidiaries filed voluntary petitions for reorganization under Chapter 11 in the U.S. Bankruptcy Court for the District of Delaware. Hertz's principal international operating regions, including Europe, Australia and New Zealand, are not included in the Chapter 11 proceedings.

The filing became necessary following the sudden and dramatic impact of COVID-19 on travel demand, which resulted in an abrupt decline in the Company's revenue and future bookings. The reorganization process will provide Hertz with the time to put in place a new, stronger financial foundation to move successfully through the pandemic and best position the Company for the long term, while continuing normal business operations.

All of Hertz's businesses around the world, including its Hertz, Dollar, Thrifty, Firefly, Donlen and Hertz Car Sales subsidiaries, are open and serving customers.

### **2. What is Chapter 11?**

Chapter 11 of the U.S. Bankruptcy Code is a tool used by companies like ours to operate as usual while they restructure their debt and work to strengthen their financial foundation.

### **3. How does the financial reorganization impact customers?**

Hertz and all of our businesses 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 financing structure and well positioned as the global travel industry recovers. Our loyal customers have made us one of the world's most iconic brands, and we look forward to serving them now and on their future journeys.

### **4. Does this mean Hertz and/or any of its subsidiaries are going out of business?**

No. All of Hertz Global Holdings' family of brands – Hertz, Dollar, Thrifty, Firefly, Hertz Car Sales, and Donlen – are open and serving customers. The Chapter 11 reorganization will give us the time needed to navigate the challenging environment created by the COVID-19 pandemic and its impact on the travel industry and strengthen our financial foundation. We intend to emerge from this process as a stronger company, with a more robust financing structure and well positioned for the long term.



## Frequently Asked Questions for Customers

---

### **5. How long is the Chapter 11 process expected to take?**

We are committed to trying to achieve the best possible outcome as quickly as possible. However, given the unpredictability of the Chapter 11 process generally, it is too soon to say.

### **6. What does this mean for my rental reservation?**

Our Hertz, Dollar, Thrifty and Firefly locations are open and continuing to serve customers as usual honoring all reservations, promotional offers and vouchers. Customers can expect the same exceptional service, reliability and vehicle choices, with our enhanced cleaning and sanitization protocols to provide additional safety and peace of mind in response to the COVID-19 pandemic.

### **7. Is my loyalty membership (Hertz Gold Plus Rewards, Thrifty Blue Chip, Dollar Express Rewards) still in effect and will you honor my reward points?**

Yes. All loyalty programs and customer programs will continue as usual. Your Hertz Gold Plus Rewards, Dollar Express, Thrifty Blue Chip points and rewards will remain the same. For more information about our Hertz Gold Plus Rewards, Dollar Express, Thrifty Blue Chip loyalty programs, please visit:

Hertz: [www.hertz.com/RewardsOverview](http://www.hertz.com/RewardsOverview)

Dollar: [www.Dollar.com/Express](http://www.Dollar.com/Express)

Thrifty: [www.Thrifty.com/Bluechip](http://www.Thrifty.com/Bluechip)

### **8. Are you planning to change your prices?**

Our pricing will not change as a result of the Chapter 11 filing. We are planning to continue to offer competitive rates and promotions and flexible rental solutions.