

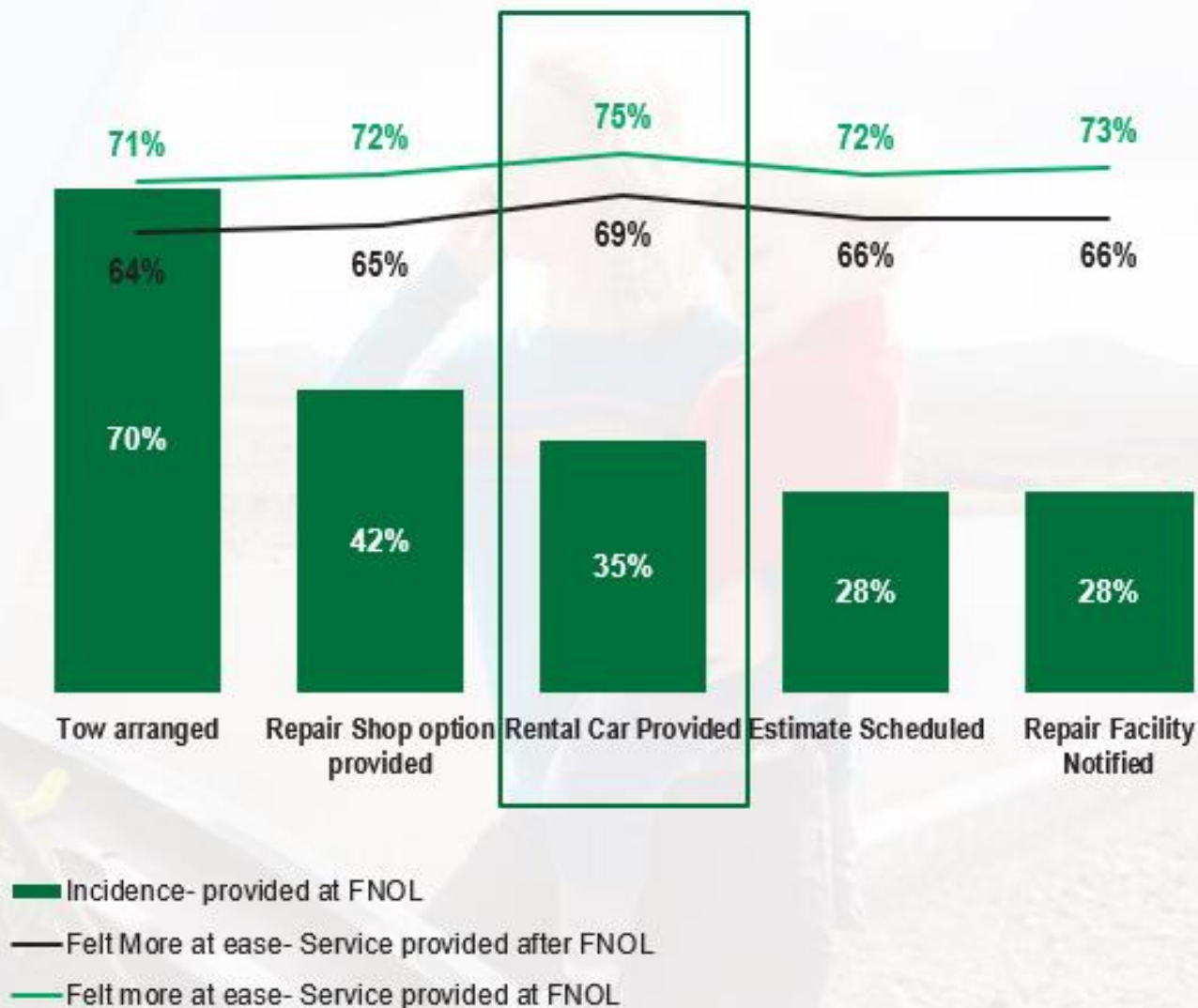


RENTAL REIMBURSEMENT

IMPROVING CUSTOMER RETENTION AND CSI

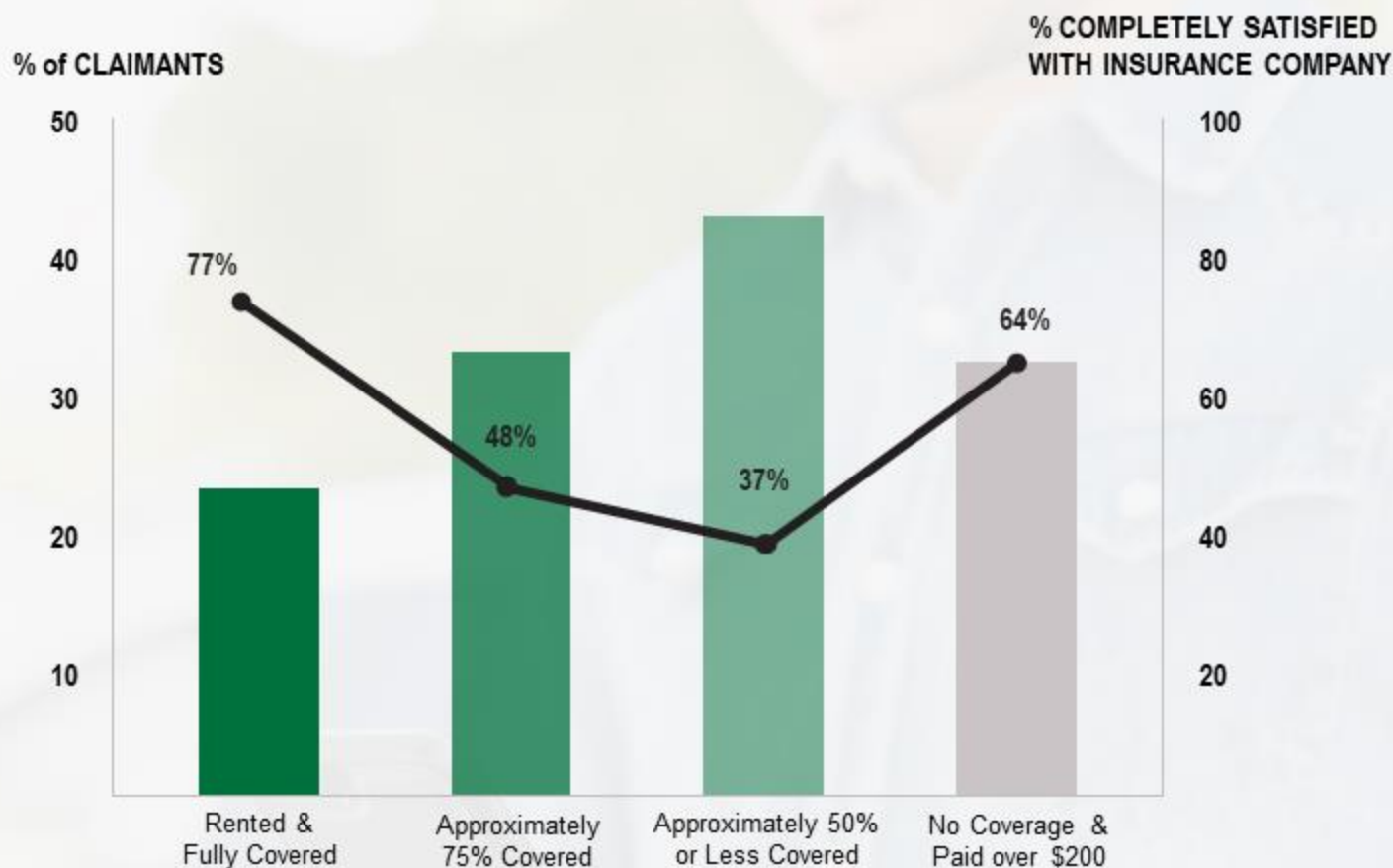
Consumers feel more at ease when rental services are secured at first notice of loss...

BUT RENTAL SERVICES ARE ONLY OFFERED 35% OF THE TIME.



Source: 2020 J.D. Power Auto Claims Satisfaction Study

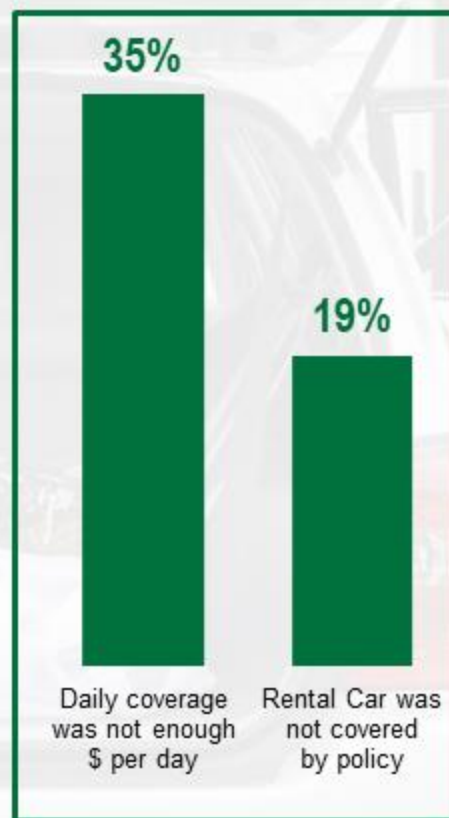
By adding rental coverage, you can
**POSITIVELY IMPACT
RETENTION & CSI.**



With Rental Reimbursement coverage,
SATISFACTION JUMPS FROM 37% TO 77%.

Source: Proprietary study conducted by J.D. Power and Associates, in conjunction with the syndicated J.D. Power and Associates 2012 Auto Claims Satisfaction Study (SM).

The average Rental
Reimbursement policy
**DOES NOT COVER AN
EQUIVALENT VEHICLE.**



REASONS CUSTOMERS PAID OUT OF POCKET FOR RENTAL EXPENSES

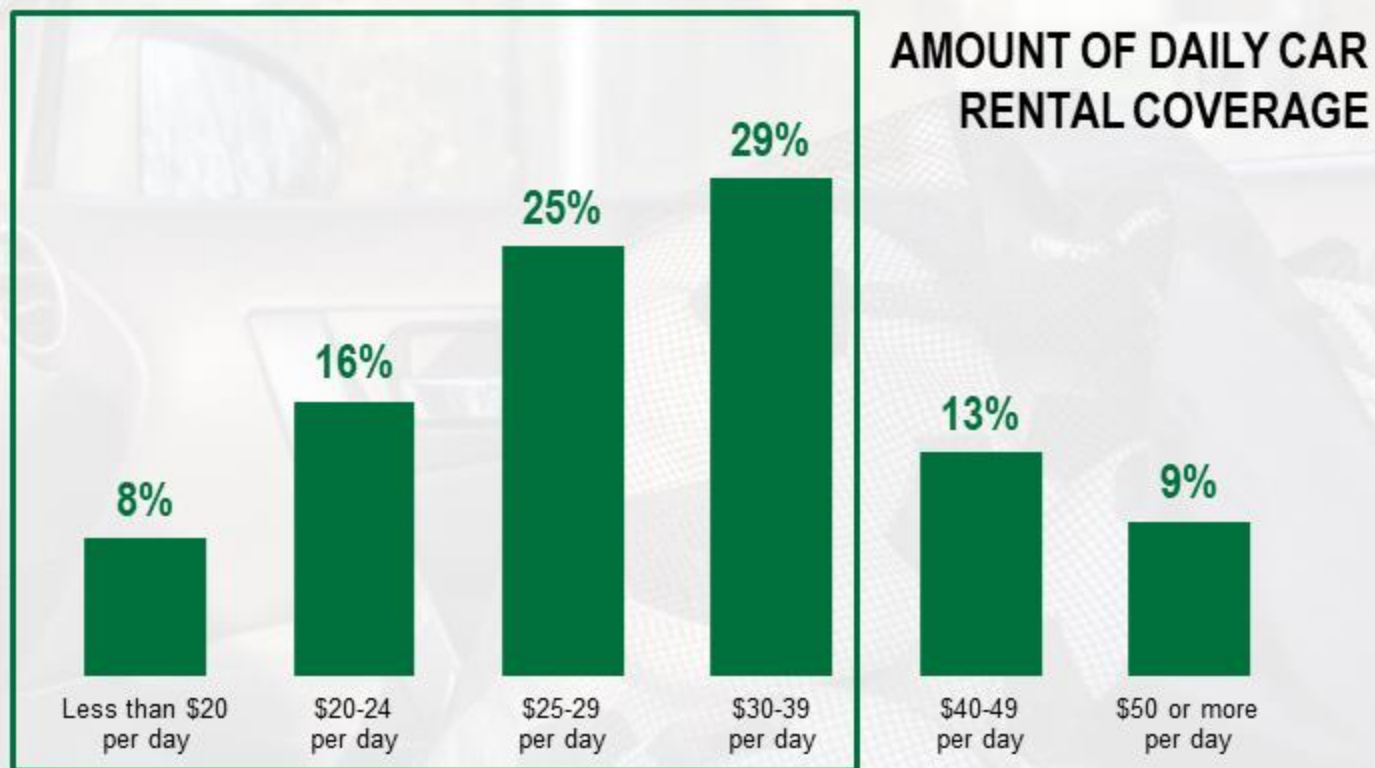


54% OF CONSUMERS

pay out of pocket for rental because they have
no coverage or not enough coverage.

Many customers don't have the right coverage for the vehicle they need,

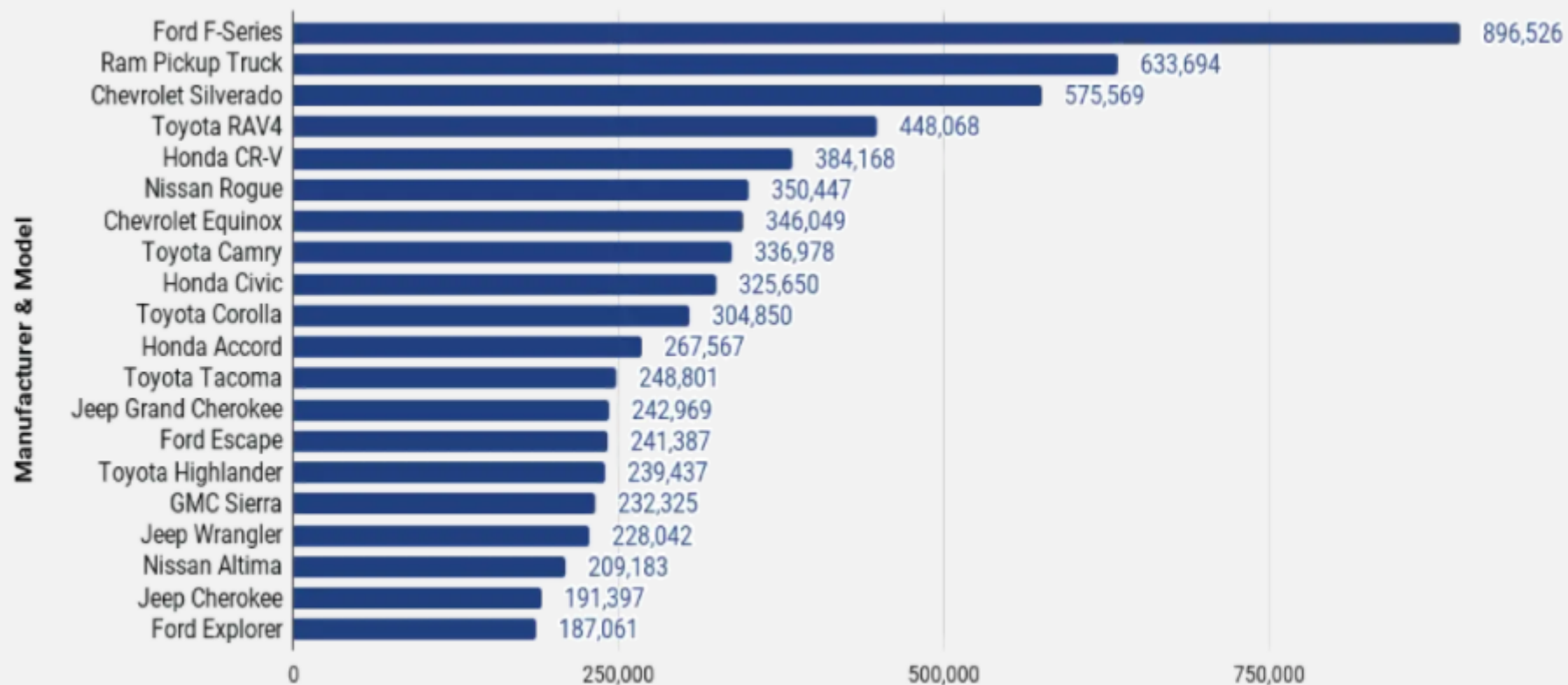
**MOST CARRY UNDER \$40/
DAY ON THEIR POLICY**



78% OF CONSUMERS WITH COVERAGE
have under \$40/day, enough coverage to pay for a full-size car

Policy coverage
and the types of
VEHICLES
CONSUMERS
ARE BUYING.

Vehicles Sold in 2019 by Manufacturer & Model (US Data)



Vehicles Sold in 2019



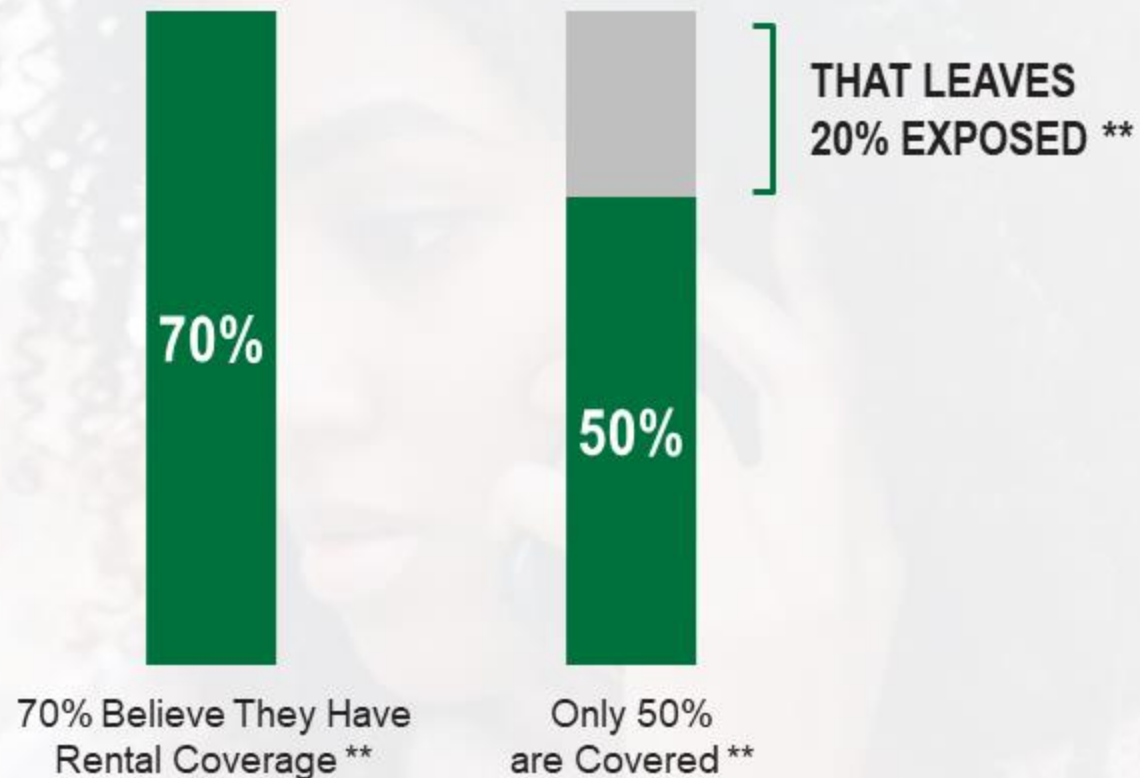
Many policyholders are
unaware they

**LACK SUFFICIENT
COVERAGE.**

Sources:

**2017 Enterprise Holdings General Population Rental
Reimbursement Study

*2017 Atomik Research U.S. Drivers Survey

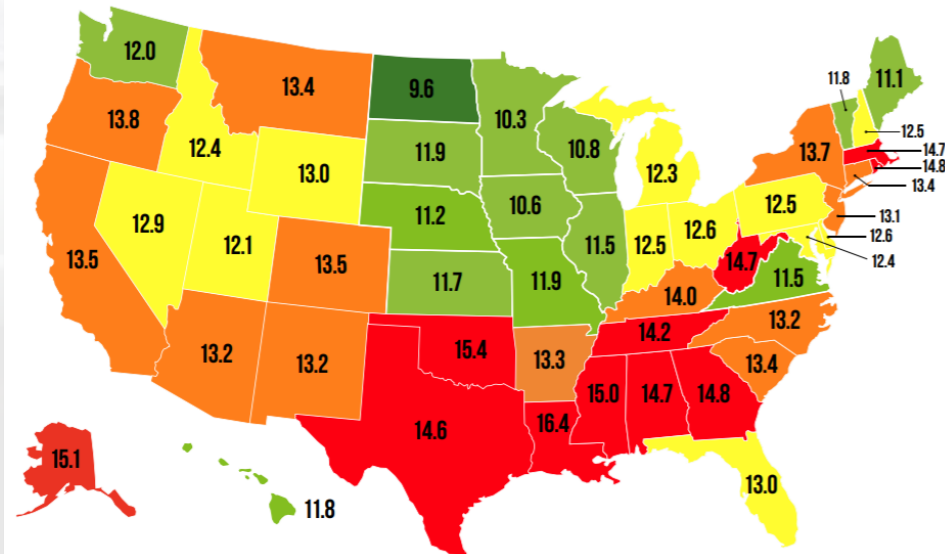


ONLY 3/10 DRIVERS indicate they are very confident
that they know everything included in their auto policy *

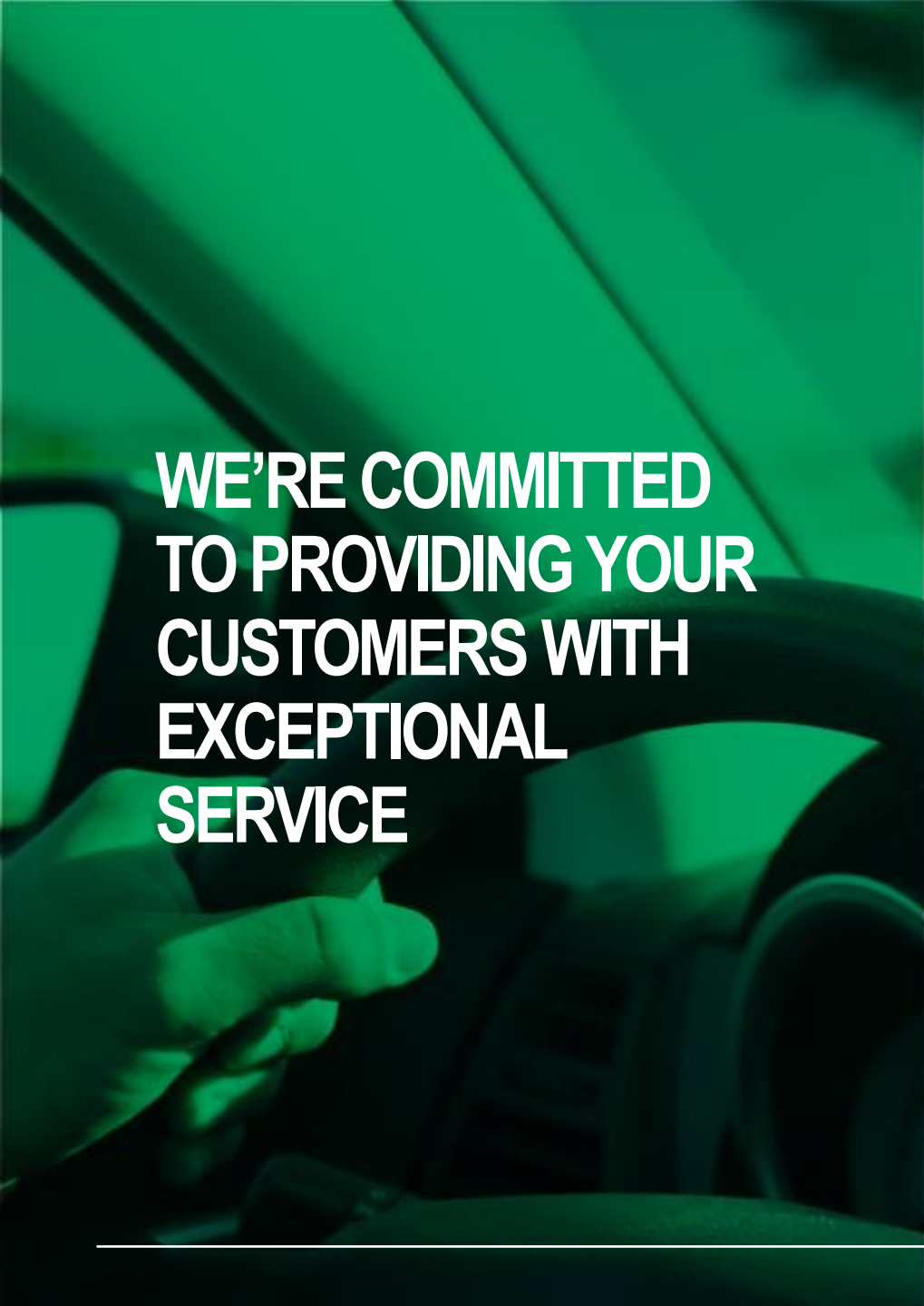
Considerations impacting claims,
collision repairs and
LENGTH OF RENTAL

- Materials and technology that make repairs more complicated
- Supply chain disruptions on new and used car availability
- Miles driven increasing
- Repair volume increasing
- Employee shortages

U.S. Length of Rental by State
Q2 - 2021



Source: Enterprise Rent-A-Car Quarterly LOR
Summary Q2 2021



**WE'RE COMMITTED
TO PROVIDING YOUR
CUSTOMERS WITH
EXCEPTIONAL
SERVICE**

NO COVERAGE?

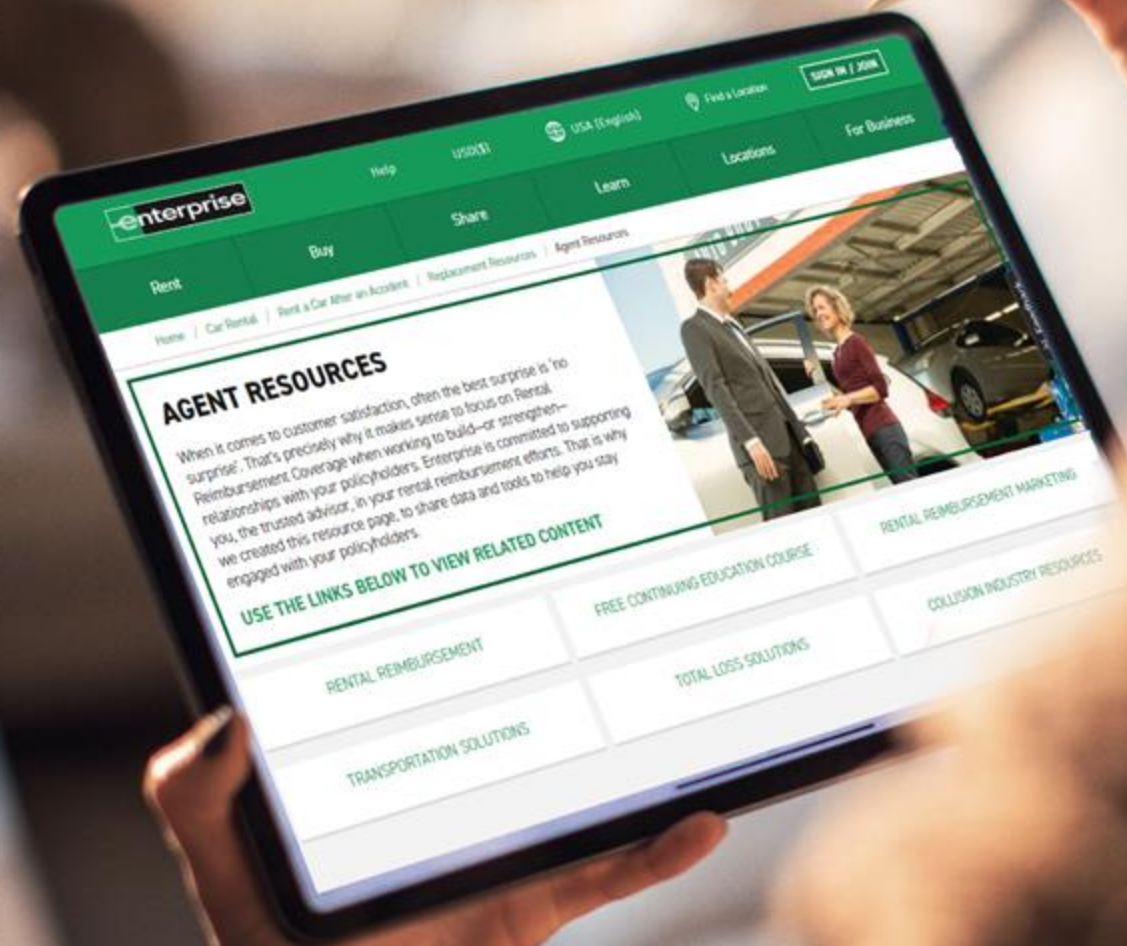
Your policyholders can be set up with your carrier's customer pay discount.

Call your local branch to set up a reservation on their behalf.

AGENT RESOURCES

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RENTAL REIMBURSEMENT CONTINUING EDUCATION



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for webinar dates



2 FREE CREDITS

enterprise

A blurred night scene of a city street. In the foreground, the hood and windshield of a dark-colored car are visible, with a driver's head partially seen through the window. The background shows a multi-lane highway with blurred lights from other vehicles and city buildings in the distance. The overall color palette is dominated by dark blues, greys, and warm yellow/orange light trails.

THANK YOU