



Avis Car Rental Ranked Number One in Australia Car Hire Customer Satisfaction

PARSIPPANY, N.J., May 29, 2012 (GLOBE NEWSWIRE) -- Australian drivers have rated Avis Car Rental a cut above the rest, according to a new car hire customer satisfaction survey by Canstar Blue. Now in its second year, the independent study examined responses from nearly 600 customers who rented a vehicle in Australia in the last 12 months. Avis earned a five-star rating in six of the seven categories, including overall satisfaction, service, vehicle availability, booking process, cost and fee transparency and accessory availability, making it the top-ranked car rental company in the study.

"Avis has been telling the market that they 'try harder' for years and prides itself on providing a stress free, enjoyable car rental experience," said Vanessa Brennan, chief executive officer of Canstar Blue. "The results show this work has paid off according to their customers."

Avis is the leading car rental company in Australia, operating at more than 200 conveniently located rental facilities, including all major airports. Avis utilizes numerous feedback systems, including online customer surveys, to enhance the customer rental experience. Customer surveys are aggregated and delivered to field location managers in real-time to enable immediate response to customer suggestions.

"While Avis is the number one car rental company in Australia our goal isn't to be the biggest, but rather the best car rental company in the eyes of our customers," said Patric Siniscalchi, president, Latin America/Asia Pacific for Avis Budget Group. "We're honored to receive the Canstar Blue Customer Satisfaction Award."

"Canstar Blue's ratings give Australians confidence when making purchasing decisions," said George Proos, managing director, Avis Australia. "We appreciate the recognition and thank those who voted for us. We look forward to continuing to provide customers in Australia with an outstanding rental experience."

For more information on Canstar Blue's car rental customer satisfaction survey, visit www.canstarblue.com.au.

About Avis

Avis Car Rental operates one of the world's best-known car rental brands with approximately 5,200 locations in more than 165 countries. Avis has a long history of innovation in the car rental industry and is one of the world's top brands for customer loyalty. Avis is owned by Avis Budget Group, Inc. (Nasdaq:CAR), which operates and licenses the brand throughout the world. For more information, visit www.avis.com.

The Avis Car Rental logo is available at <http://www.globenewswire.com/newsroom/prs/?pkgid=11593>

About Canstar Blue

Canstar Blue was launched in July 2010 by Canstar, Australia and New Zealand's premier researcher of retail finance information for more than 350 institutions across the finance sector. Canstar Blue will release regular surveys to measure and track Australian consumer satisfaction to help consumers make the best purchasing decision for their needs. Canstar Blue customers are encouraged to use the database for competitor analysis as well as a means of disseminating their product range.

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