



## AVIS BUDGET GROUP ENHANCES CUSTOMER EXPERIENCE WITH TRANSLATED RENTAL AGREEMENTS

PARSIPPANY, N.J., May 16, 2013 — As part of its ongoing core strategy to “put the customer first,” Avis Budget Group, Inc. (NASDAQ: CAR) today announced that Avis Car Rental and Budget Car Rental customers can now receive their rental agreement translated into a more convenient language. Available as a courtesy to customers at participating airport locations across North America, international travelers can request a copy of their rental agreement in French, German, Portuguese or Spanish.

“International inbound customers are one of our fastest-growing and most profitable segments, so it’s important that we work to exceed these travelers’ expectations,” said Gina Bruzzichesi, senior vice president, customer experience, Avis Budget Group. “Providing these customers with rental agreements rendered in their native language, or a language that may be more convenient to them than English, is another step toward enhancing their customer experience and creating customer loyalty.”

The new offering is available at corporate Avis and Budget airport facilities located at the nation’s top international arrival cities, including Atlanta, Boston, Chicago, Dallas, Houston, Los Angeles, Miami, New York, Orlando, San Francisco and Washington, D.C. Customers are given the option to receive rental agreements in French, German, Portuguese or Spanish, in addition to the English version. The offering is a component of the Company’s “Customer Led, Service Driven” initiative, which helps ensure that the Company delivers a level of service that consistently meets or exceeds the specific needs, wants and preferences of Avis and Budget customers.

### **About Avis Budget Group**

Avis Budget Group, Inc. is a leading global provider of vehicle rental services, both through its Avis and Budget brands, which have more than 10,000 rental locations in approximately 175 countries around the world, and through its Zipcar brand, which is the world's leading car sharing network, with more than 790,000 members. Avis Budget Group operates most of its car rental offices in North America, Europe and Australia directly, and operates primarily through licensees in other parts of the world. Avis Budget Group has approximately 29,000 employees and is headquartered in Parsippany, N.J. More information is available at [www.avisbudgetgroup.com](http://www.avisbudgetgroup.com).

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