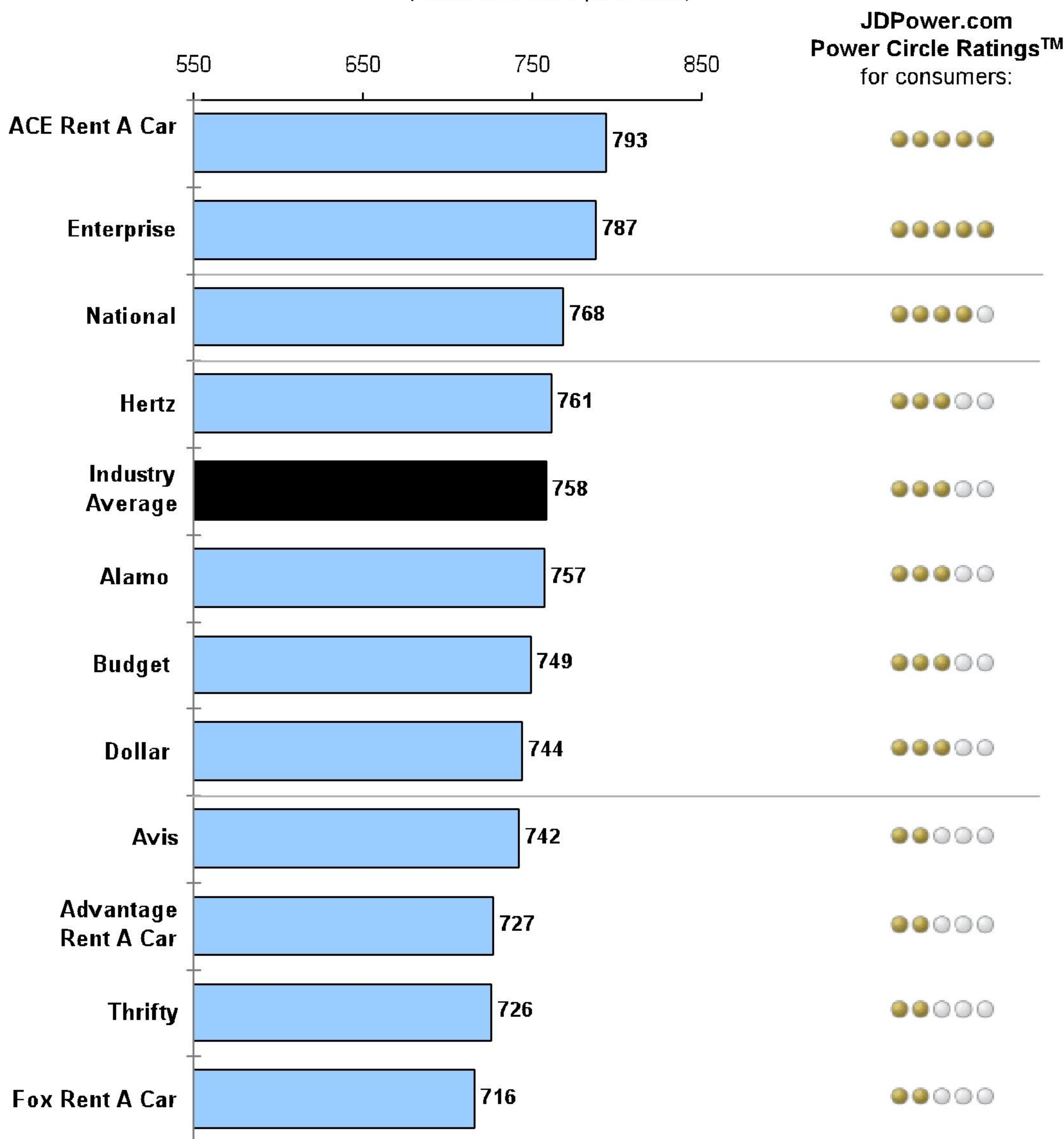


J.D. Power and Associates 2011 North America Rental Car Satisfaction StudySM

Overall Satisfaction Index

(Based on a 1,000-point scale)



NOTE: Payless is included in the study but not ranked due to small sample size.

Source: J.D. Power and Associates 2011 North America Rental Car Satisfaction StudySM

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2011 North America Rental Car Satisfaction StudySM as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle RatingsTM are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates survey results without the express prior written consent of J.D. Power and Associates.