We would like to hear about your rental experience

We welcome any feedback you have, so please don’t hesitate to elaborate on your answers.

1. Login at hertzsurvey.com
2. Please enter your Rental Record Number and Access Code located on the bottom of your invoice.
3. Please answer the questions regarding your experience with Hertz. All your information is kept confidential.

Thank you for your feedback

PLEASE REFER TO HERTZ TERMS AND CONDITIONS FOR A MORE COMPREHENSIVE EXPLANATION

Accident Excess Reduction (AER)
Accident Excess Reduction reduces the amount you are potentially liable to pay for damage to the rental vehicle or any damage to any other vehicle or property with which the rental vehicle collided.

Maximum Cover (MAX)
Maximum Cover will reduce Accident Damages Excess to zero ($0.00). It is available at participating locations and includes Single Vehicle Accident Excess buy out. This is capped at 10 days per 30 day rental period.

Location Fee
The Location Fee applies where the renter collects the vehicle from a location including, but not limited to, airport and downtown locations. These Hertz locations have additional costs of operating at the particular location. The location fee varies by location and is levied as a percentage of other charges as shown on the rental record.

Vehicle Registration Recovery (VRR)
Vehicle Registration Recovery (VRR) is a charge associated with each State and Territory. This recovery reimburses Hertz for Vehicle Registration and Compulsory Third Party Insurance imposed by the various State and Territory Vehicle Registration Authorities. VRR is charged as a daily rate and applies to all rental days. For ‘extra hours’ charges, the VRR will be charged as a full day.

Administration Recovery
Administration Recovery applies to rentals commencing in Australia. The Administration Recovery relates to administrative functions undertaken in respect to your rental.

Refuelling Options
Hertz provides you with a full tank of fuel at time of rental and convenient options are available for replacing the fuel you use.

1. FUEL PURCHASE OPTION (FPO)
Selected locations allow you to pre-purchase the tank of fuel at a discounted, competitive price at the time of rental. This option eliminates the need to refill the tank before returning the vehicle. Please note that there is no refund for unused fuel.

2. HERTZ REFUELLING SERVICE (FSC)
A refuelling service is offered for your convenience when FPO is declined and you choose to return the vehicle with less than a full tank of fuel. Hertz will refuel the vehicle for you and the refuelling service charge will be added to the cost of the rental. The charges may vary by location.

One Way Fee
One way rentals are those defined as vehicles collected at one location and returned to another location. Availability is based on location restrictions and the vehicle type rented. Fees for one way rentals can vary and will be assessed at the time of booking.

Credit Card Surcharge
A surcharge will apply to qualifying rentals when paying by credit card.

Excess Kilometres
Kilometre allowance varied by metropolitan, country and remote pick up locations:
Metropolitan location of unlimited km
Country first 200km free
Remote first 100 free
Note: prestige vehicles have 200 limited kms per day

For more information or to make a booking visit hertz.com.au
YOUR INVOICE
EXPLAINED

Any questions?

Brief explanations of the rental charges are provided on the other side. If you have any further queries, please consult with a Hertz staff member.

HERTZ AUSTRALIA PTY LTD
MELBOURNE AIRPORT
3045
TAX INVOICE
A.B.N. 31004407087
RENTAL RECORD 61111111
CUST#: 1AB23CDMR
JOHN SMITH
COMPLETED BY: S01234
RENTED: MELBOURNE AIRPORT
RENTAL: 16-04-11 1000
RETURN: 20-04-11 1038
KLM IN: 29800 OUT: 29200
VEH REG: 1
DED- 791
KLM DRIVEN: 600

**CHARGES**

<table>
<thead>
<tr>
<th>Hours</th>
<th>0 Hrs @ 60.00</th>
<th>60.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>03-04</td>
<td>4 days @ 120.00</td>
</tr>
</tbody>
</table>

TOTAL T & K  540.00
SLD RATE (DS)  3.500 Pct  32.42
VRR  ... GST APPLIED  115.62
TOTAL CHARGES  1271.85

LESS AMT PF  -1271.85
BALANCE DUE  0

VISPAID BY:  CREDIT CARD #: 1234*1234

ALL CREDIT CARD/ CASH ENQUIRIES TO BE
DIRECTED TO AUS
HERTZCUSTREL@HERTZ.COM
A COPY OF YOUR RECEIPT CAN BE FOUND AT
WWW.HERTZ.COM.AU BY CLICKING ON CUSTOMER SUPPORT.

HOW WAS YOUR EXPERIENCE?
WE WOULD LIKE YOUR FEEDBACK. LOGIN AT
WWW.HERTZSURVEY.COM
RENTAL RECORD NUMBER: 61111111
ACCESS CODE: AUMEL50