

Subject: **Driving a Stronger Future**

Dear Valued Donlen Customers and Partners,

I want to share with you some important steps we have taken to continue delivering an excellent experience and forge a strong path forward from the coronavirus (COVID-19) pandemic.

For nearly 10 years, Donlen has been fortunate to be part of the larger Hertz Global Holdings family. Through the years, we have built tremendous synergies as we collaborate to provide customers with comprehensive fleet leasing and fleet management solutions through investments in technology, creative rental programs, new remarketing channels with Donlen Dealer Direct, and flexible lease solutions like Hertz Value Lease. We are proud to be part of Hertz and look forward to continued joint success as the world recovers from the disruption of COVID-19.

We all know the tremendous impact the pandemic has had around the world. Donlen has managed to remain strong and resilient by providing you with the support needed to manage your fleet and will continue to do so. We have taken numerous actions, including implementing work-from-home for more than 95 percent of our workforce without any interruption in service. Plus, we have been delivering informational webinars on topics directly related to the needs of our customers.

Our parent company, Hertz, has been more dramatically affected by the pandemic as travel demand plummeted. Despite its best efforts to offset declining revenue by heightened cost management, U.S. and Canadian subsidiaries are restructuring the Company's financial obligations by reorganizing under U.S. Chapter 11 proceedings. This process has been used by many companies to positively position them for growth and success. For Hertz, this provides the pathway needed to create a stronger financial structure and best position the Company for the future.

Throughout the process and beyond, we will continue **business as usual**—which includes providing funding for new vehicle leases, fuel purchases and maintenance services, as well as all of our other fleet management services—while providing the high level of service our customers deserve and expect.

Donlen has been a trusted partner for our fleet customers for more than a half a century. We came into this year with incredible momentum having achieved record growth in 2019. Not only have we realized incredible growth, we have also received tremendous recognition for the culture we have created. Already this year, Donlen received the Best and Brightest Companies to Work for Award for the fifth consecutive year and was named one of the Top 100 Global Outsourcing Providers for the 14th year.

Please know that everyone at Donlen remains relentlessly focused on our customers' fleet leasing and fleet management needs. We sincerely appreciate your continued business and partnership.

Tom