



FOR IMMEDIATE RELEASE

For more information, contact:
Christy Conrad, Enterprise Rent-A-Car
314.512.2706

BusinessWeek Announces List of ‘Customer Service Champs’
Enterprise Rent-A-Car Among Top 10

NEW YORK, NY, February 22, 2007—Enterprise Rent-A-Car ranks in the top 10 of BusinessWeek’s first-ever list of “Customer Service Champs.” The BusinessWeek ranking lists the best providers of customer service, and digs into the techniques, strategies, and tools they use to deliver great service.

For these companies, great customer service is much more than just a job for the front lines or the call centers. It takes coordination from the top, bringing together people, management, technology, and processes to put customers’ needs first. That’s true today more than ever. Technology is leveling the barriers between alpha companies and also-rans, making great customer service one of the few ways companies can distinguish themselves.

To launch the process of finding the best providers of customer service, BusinessWeek created a list based largely on brands in J.D. Power & Associates’ database. In addition, 3,000 readers were polled, generating a pool of names most associated with treating customers well. BusinessWeek then asked J.D. Power, which is also owned by The McGraw-Hill Companies, to survey customers about the brands that were nominated by readers but not already in their database.

(More)

BusinessWeek's List of "Customer Service Champs"

| Rank | Brand/Industry |
|-------------|---|
| 1 | USAA Insurance |
| 2 | Four Seasons Hotels Hotels |
| 3 | Cadillac Auto |
| 4 | Nordstrom Retail |
| 5 | Wegmans Food Markets Supermarkets |
| 6 | Edward Jones Brokerage |
| 7 | Lexus Auto |
| 8 | UPS Shipping |
| 9 | Enterprise Rent-A-Car Car Rental |
| 10 | Starbucks Restaurant |

About Enterprise Rent-A-Car

Founded in 1957, Enterprise Rent-A-Car has more than 7,000 offices in the United States, Canada, the U.K., Ireland and Germany, and operates more than 878,000 rental and fleet management vehicles worldwide. Enterprise has more than 230 on-airport locations and its neighborhood branches are within 15 miles of 90 percent of the U.S. population. Enterprise is ranked No. 21 on the *Forbes* "500 Largest Private Companies in America" list. To make your Enterprise Rent-A-Car reservation, visit www.enterprise.com.

###