

Leisure Rental Guidelines for Emerald Club Members

The team at Enterprise and National is excited by the opportunity of providing car rental services to **ExxonMobil**. As part of our agreement, you can benefit from special rates for leisure and personal rentals.

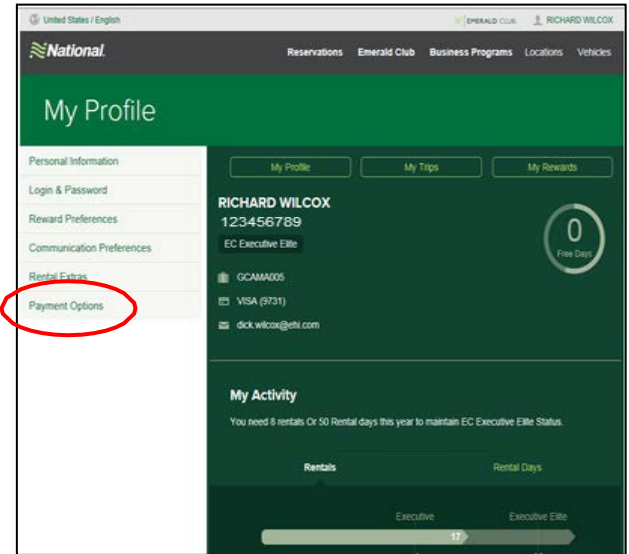
These special instructions have been developed to ensure your personal credit card is billed for non-business rentals and avoid accidentally billing personal car rental charges to your corporate credit card. There are also instructions on the various ways leisure rentals can be made.

Add a Personal Credit Card to Your Emerald Club Profile

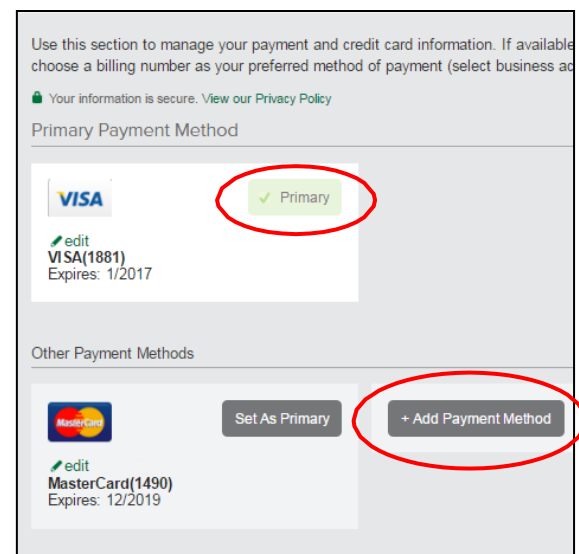
Before Making any Leisure Reservation:

Your personal method of payment must be in your Emerald Club profile to select when reserving.

1. To add a personal use credit card to your profile, sign into your Emerald Club account at nationalcar.com, and click on the Payment Options link on the My Profile screen.



2. Click on the "+ Add Payment Method" button to add credit card information for the new method of payment.
3. Once you have established multiple payment options, you can choose the appropriate option the next time you make a reservation.
4. You can also designate which payment option is your primary method of payment.



Booking Leisure Rentals

Reserve Online

- At enterprise.com, reference Contract ID **XZ06M37** and your Emerald Club membership number to receive special negotiated rates. No additional coverage is provided at Enterprise Rent-a- Car for personal use rentals.
- At nationalcar.com, reference Contract ID **XZ16039** and your Emerald Club membership number to receive special negotiated rates. Damage waiver coverage and liability coverage are automatically included for personal use rentals (in the USA only using XZ16039) at National Car Rental.
- Ensure that a personal credit card has been added to your Emerald Club profile before making reservations.
- At the time of exit or rental pick-up, present your personal means of payment to the agent.

Selecting a Method of Payment

- When booking, you must select the correct method of payment for your leisure travel.
- Unless otherwise directed, the account designated as Primary will be used for payment.
- During the reservation process, select a secondary method of payment if it differs from your primary method of payment. Selecting "Pay at Counter" will usually result in your Primary Card on file being charged.

Booking Leisure Rentals

Reserve via Telephone Directly with Enterprise or National

- Establish a personal use credit card in your Emerald Club profile. The reservation agent cannot accept credit card information over the phone.
- Book your reservation directly with Enterprise at 844-362-0816 or National at 844-377-0185
- Provide your Emerald Club number and the appropriate ExxonMobil Account Number (Enterprise **XZ06M37** and National **XZ16039**) to the reservation agent.
- At time of vehicle pickup, present the appropriate method of payment first to the gate or counter agent.
- If you only present your Emerald Club card, it will default to your primary means of payment, which might not be your personal use credit card.

Reserve Through a Travel Agent

- Provide your Travel Agent with your Emerald Club number, the appropriate ExxonMobil Account Number, and the credit card that has been established in your profile for leisure travel and should be charged for personal travel.
- The Travel Agency will enter your Emerald Club number, the ExxonMobil account number, and the personal credit card number in the "guarantee field" in the reservation.

Final Confirmation of Correct Payment

Rentals in North America

- At the time of rental, advise the Exit Booth Agent that you are renting for leisure travel and provide your personal method of payment.
- Upon returning, have the Return Agent verify the method of payment to be charged before completing the rental agreement.
- Check your receipt to confirm the Card type being charged (e.g., MC = MasterCard) and the last 4 digits from the account number. Contact an agent on site or the main help number if there are any issues

Rentals Outside of North America

- Rental agreements are printed prior to a traveler's arrival time. The primary method of payment in a driver's profile will be charged if a secondary credit card has not been chosen at the time of reservation. Notify the counter at the time of pick-up if your personal method of payment was not selected in the reservation.
- Present your personal method of payment to the Counter Agent to update the account to be charged.

Contact Information

- Enterprise General Reservations: 844-362-0816 or enterprise.com
- National General Reservations: 844-377-0185 or nationalcar.com
- Emerald Club member services may be reached at 800-962-7070