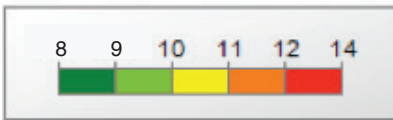
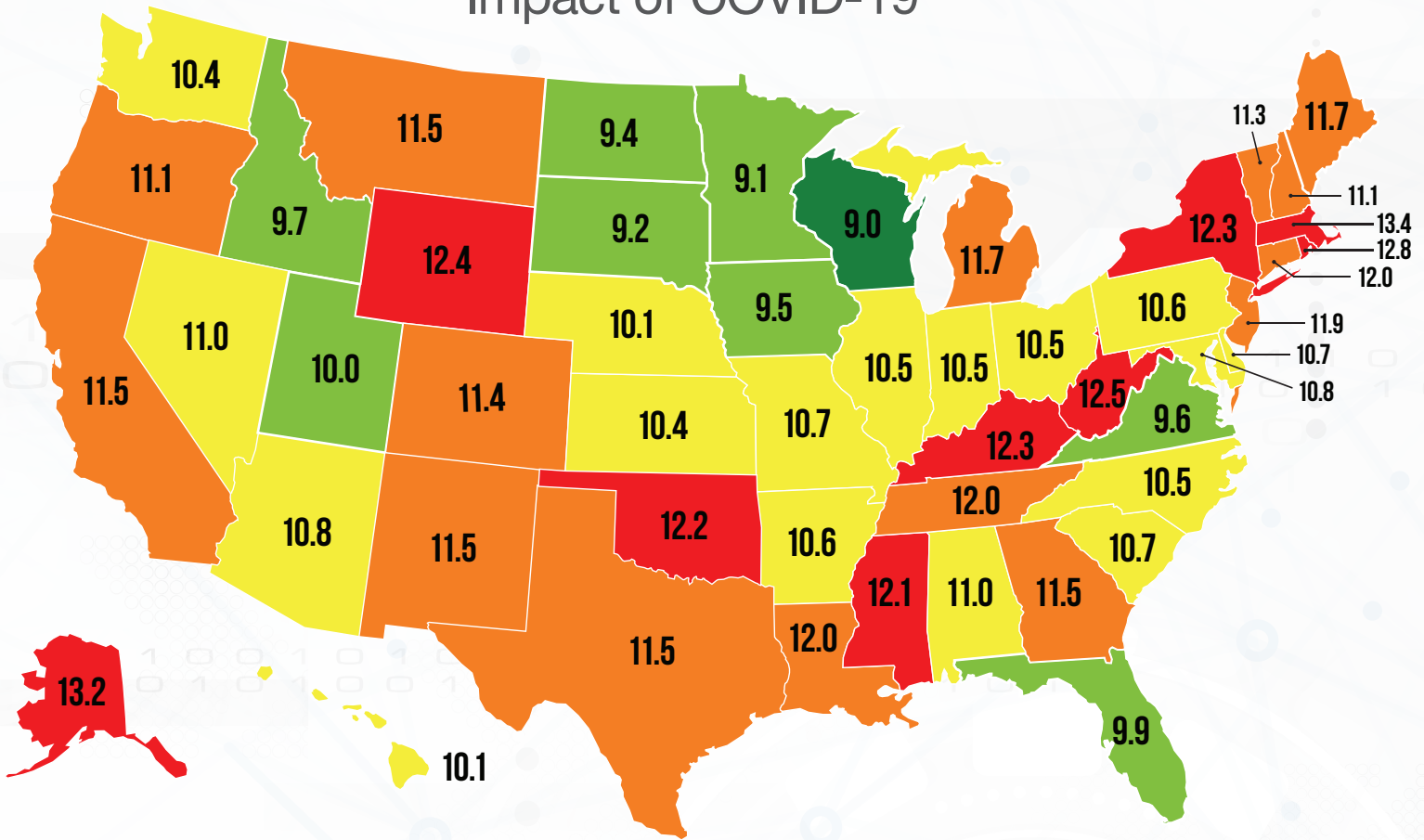


US Length of Rental by State May 2020

Impact of COVID-19



Average Billed Days for US		
May 2019	May 2020	Change
11.7	11.0	-0.7

Average Billed Days for US by State			
State	May 2019 LOR	May 2020 LOR	Change
AK	12.8	13.2	0.4
AL	12.2	11.0	-1.2
AR	10.9	10.6	-0.3
AZ	12.0	10.8	-1.2
CA	12.4	11.5	-0.9
CO	13.5	11.4	-2.1
CT	11.5	12.0	0.5
DC	9.3	8.8	-0.5
DE	10.5	10.7	0.2
FL	11.5	9.9	-1.6
GA	12.6	11.5	-1.1
HI	10.8	10.1	-0.7
IA	9.4	9.5	0.1
ID	9.7	9.7	0.0
IL	10.1	10.5	0.4
IN	11.0	10.5	-0.5
KS	10.7	10.4	-0.3
KY	12.5	12.3	-0.2

Average Billed Days for US by State			
State	May 2019 LOR	May 2020 LOR	Change
LA	12.6	12.0	-0.6
MA	13.1	13.4	0.3
MD	11.3	10.8	-0.5
ME	9.7	11.7	2.0
MI	11.1	11.7	0.6
MN	9.9	9.1	-0.8
MO	10.5	10.7	0.2
MS	12.3	12.1	-0.2
MT	12.0	11.5	-0.5
NC	11.3	10.5	-0.8
ND	9.0	9.4	0.4
NE	9.8	10.1	0.3
NH	10.8	11.1	0.3
NJ	11.3	11.9	0.6
NM	12.2	11.5	-0.7
NV	12.1	11.0	-1.1
NY	12.6	12.3	-0.3

Average Billed Days for US by State			
State	May 2019 LOR	May 2020 LOR	Change
OH	11.0	10.5	-0.5
OK	12.2	12.2	0.0
OR	11.5	11.1	-0.4
PA	10.8	10.6	-0.2
PR	14.8	49.3	34.5
RI	14.3	12.8	-1.5
SC	11.6	10.7	-0.9
SD	10.4	9.2	-1.2
TN	12.2	12.0	-0.2
TX	12.7	11.5	-1.2
UT	10.8	10.0	-0.8
VA	10.3	9.6	-0.7
VT	9.7	11.3	1.6
WA	10.7	10.4	-0.3
WI	9.2	9.0	-0.2
WV	12.5	12.5	0.0
WY	13.0	12.4	-0.6

Year over year change

* Source: Enterprise Rent-A-Car. Includes ARMS® Insurance Company Direct Billed Rentals; Averages Exclude Total Loss.

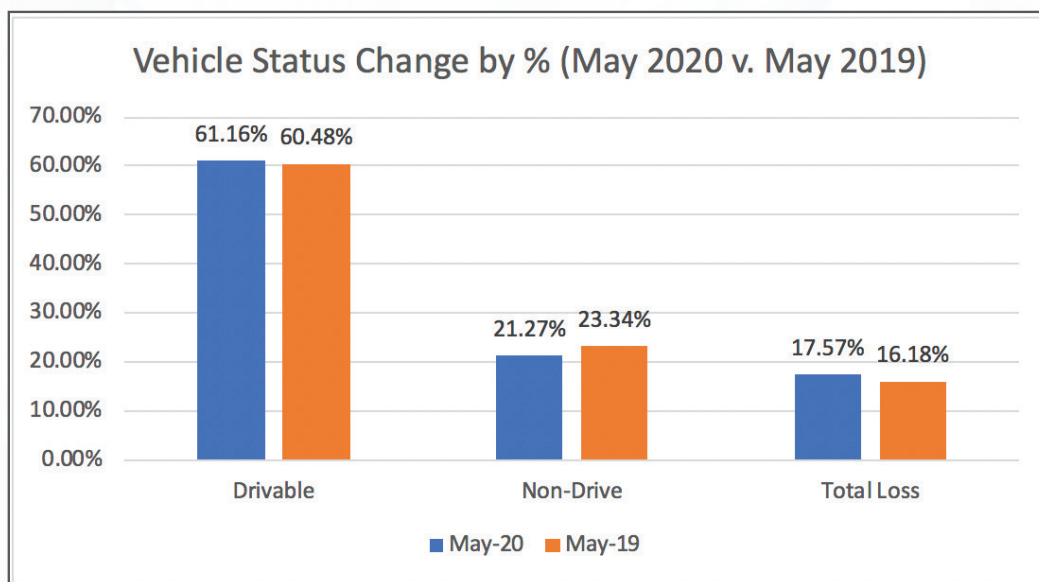


U.S. Length of Rental - May 2020

The collision industry was affected in many ways by the COVID-19 pandemic – repair volume, transportation shutdowns, customer concerns, and process disruptions. In April 2020, Enterprise Rent-A-Car analyzed these impacts on its Length of Rental (LOR) across the three main vehicle statuses: Drivable, Non-drivable and Total Loss. This analysis, assisted by PartsTrader results, showed a marked increase in LOR across the board, though the percentage of rentals attributed to each vehicle status was relatively static when comparing April 2020 to April 2019.

Enterprise has evaluated May 2020 results to determine if the industry is still experiencing disruptions reflected in LOR. While April 2020 showed an increase year-over-year of 2.1 days, May 2020 showed a decrease of a half-day versus May 2019. Eight states (AZ, CO, FL, MN, RI, SD, TX and WY) showed a decrease of 1 day or greater year-over-year, while 10 states (AK, CT, DE, IL, MA, ME, MI, NH, NJ and VT) saw an increase in LOR by at least a half-day.

We also analyzed the overall percentages of Drivable/Non-drivable/Total Loss for any change in Non-drivable and Total Loss claims, given that April 2020's results were historically static. May 2020 was the same; each status' percentage in May 2020 was relatively static to that of May 2019. LOR results by state by vehicle status also returned to normal patterns. A notable outlier was Hawaii, where Non-drivable LOR went down by 3 days and Total Loss LOR went up by 2.6 days. A regional outlier was the Northeast, where Total Loss LOR increased by at least 1.5 days in MA, NJ, NY, PA and VT.



Greg Horn, Chief Innovation Officer at PartsTrader, indicated their data showed a similar trend: there is no significant difference from May 2020 to April 2020 and from May 2020 to May 2019 in PartsTrader's supply; the bids per part are approximately the same on each part, so there is no change in availability in the parts supply. The number of parts per estimate quoted has remained the same from April 2020 to May 2020, aligning with the lack of change in the Drivable/Non-drivable/Total Loss mix Enterprise observes.

Conclusion

As impactful as the pandemic was on LOR in April, historical trending returned in May. Our conclusion is that with reduced claims counts observed nationally, repair facilities were able to turn a smaller amount of repairs around more quickly. Newer processes such as touchless contact, remote authorizations, and remote pickup and delivery were refined as shops adjusted to customer demands and requirements. We also attribute the LOR reduction to remote claims processes used by the insurance carriers; as April saw disruptions in legacy processes, May's results suggest some 'settling into' the new normal.

Each of our insurer partners has unique processes, policyholders and needs, and our repair facility partners have initiated new, innovative ways to contact and serve their customers. In either case, the Enterprise team stands ready nationally and locally to assist in supporting these processes with a focus on your goals, results, and customer experience.

May 2020 Length of Rental commentary is provided by Greg Horn, Chief Innovation Officer for PartsTrader. Length of Rental Data provided by Enterprise. Enterprise provides collision repair facilities with free cycle time reporting with market comparisons, free text/email capability to update their customers on vehicle repair status, and online reservations. More information is available at armsautosuite.com or by contacting Dan Friedman at Daniel.Friedman@ehi.com.