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**Enterprise Rent-A-Car Again Ranked Highest at Airports
for Customer Satisfaction by J.D. Power and Associates**

***Company tops industry for sixth time in seven years; leads in customer satisfaction
study that includes both leisure and business travelers***

ST. LOUIS, MO (Nov. 15, 2005) – Enterprise Rent-A-Car again ranks highest in customer satisfaction among airport car rentals, according to a nationwide study released today by J.D. Power and Associates.

It is the sixth time in the past seven years that Enterprise, the largest rental car company in North America, has ranked highest in the J.D. Power and Associates Rental Car Satisfaction StudySM. According to the 2005 study, which includes both leisure and business travelers, Enterprise is the industry leader in customer satisfaction, receiving the highest rating in four of the six categories measured. Enterprise scores highest for rates and value, pick-up process, return process, and shuttle bus/van service.

Enterprise is the fastest-growing rental car company in the airport segment, having expanded its industry-leading value and legendary customer service from neighborhoods to airports over the last 10 years. Enterprise has grown from one on-airport location in 1995 to more than 200 today.

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Enterprise Tops at Airports / add one

“This is validation that our customers recognize and appreciate our commitment to providing the best in personalized service, and reflects the dedication and hard work of all our employees,” said Andy Taylor, chairman and CEO of Enterprise Rent-A-Car.

The study, which draws from the evaluations of 6,244 people who rented an automobile at an airport location within a six-month period, is independent and a nationally representative measurement of customer satisfaction among U.S. rental car customers who rent at or near airports.

Enterprise has opened 39 on-airport locations in the last year and continues to add two to three on-airport locations each month. The company’s airport business is geared toward leisure travelers and value-minded business travelers.

“Our success in growing our airport business can be attributed directly to the highly personalized brand of customer service that we extend to each renter,” Taylor said.

“Whether it’s showing a customer specific features of the vehicle they’re renting, giving directions, or helping with luggage, we constantly strive to make it personal and positive.”

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Enterprise Tops at Airports / add two

About Enterprise Rent-A-Car

Founded in 1957, Enterprise Rent-A-Car has more than 6,500 offices in the United States, Canada, the U.K., Ireland and Germany, and operates more than 800,000 Rental and Fleet Services vehicles worldwide. Enterprise has more than 200 on-airport locations and its neighborhood branches are within 15 miles of 90 percent of the U.S. population. The company had \$8.2 billion in revenue in its 2005 fiscal year and opened nearly 500 locations. Enterprise is ranked No. 16 on the *Forbes* "500 Largest Private Companies in America" list. For more information visit www.enterprise.com.

For more information about the J.D. Power and Associates awards, visit www.jdpower.com [<http://www.jdpower.com/>](http://www.jdpower.com/) .

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