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New Europcar web tool utilises innovative technology to deliver premium customer experience

Europcar Assistance provides customers with instant access to a suite of tools for breakdown, incident and vehicle support

Committed to continually improving its customer service tools, technology, staff and training, Europcar Mobility Group UK has introduced an innovative new web-based customer assistance tool. The Europcar Assistance web tool, available to all customers hiring a vehicle from the company, provides access to incident support and breakdown assistance. It also offers vehicle support, such as definitions of warning lights and information on the specific make and model of the vehicle they're driving.

"We want to make vehicle rental as simple and convenient as possible," commented Evelyn Tourish, Customer Experience Manager, Europcar Mobility Group UK. "This new web tool puts all the information our customers need in the palm of their hand as well as giving them a simple way to instantly report damage, breakdown or an incident. In the unlikely event that a customer experiences a breakdown or incident, we believe this instant support will make a significant difference and ensure the customer gets assistance as quickly as possible."

Customers can scan a QR code or type in a web address on their mobile or desktop device to gain access to the suite of tools. Once reminded that they must be in a safe place before accessing help, they can get assistance if they are involved in an incident or breakdown or have issues with tyres or glass, such as a cracked windscreen. They can also use the tool to report damage that was unrecorded prior to the start of the rental.

Customers can also access the Europcar FAQs for help with the vehicle collection and return process as well as information to understand the specific make and model they're renting and troubleshoot dashboard warning lights. Plus the tool can be used after the rental to report and reclaim anything that has been accidentally left in the vehicle or rental location.

"We wanted to move with the digital age and deliver the information that we have always previously provided in print or email attachment in an easier way to navigate," added Evelyn Tourish. "Providing our customers with this web tool, we are simplifying the rental process while ensuring they still have access to all the information and support they want and need before, during and after they hire a vehicle.

"Our goal is to provide a superior customer experience and we are delighted to have launched this first phase of the Europcar Assistance web tool. We look forward to hearing what our

customers think and working on the next phase of development to further improve every customer's rental experience.”

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Notes to Editors

About Europcar Mobility Group

Europcar Mobility Group is a global mobility services provider with a leading position in Europe. In the coming years, the Group's ambition is to become a leader in sustainable mobility services, driven by data, technology and people.

Europcar Mobility Group offers to individuals and businesses a wide range of car and van rental services, be it for a few hours, a few days, a week, a month or more, on-demand or on subscription, relying on a fleet of more than 250.000 vehicles, equipped with the latest engines including more and more electric vehicles.

Its brands address differentiated needs, use cases and expectations: Europcar® - a global leader of car rental and light commercial vehicle rental, Goldcar® - a frontrunner at providing low-cost car rental services in Europe, Fox-Rent-A-Car®, one of the main players in the car rental market in the US, with a "value for money" positioning, Buchbinder®, one of the most important players in car and light commercial vehicle rental in Germany, and Ubeeqo® – one of the European leaders of car-sharing (BtoB, BtoC).

Customers' satisfaction is at the heart of the Group's ambition and that of its more than 8,000 employees, everywhere Europcar Mobility Group delivers its mobility solutions, thanks to a strong network in 140 countries (including 16 wholly owned subsidiaries completed by franchisees and alliance partners).

More information: www.europcar-mobility-group.com