

# Memo

**To:** All Haul n' Ride Offices  
**From:** John Levin,  
Haul n' Ride, Public Relations and Dealer Satisfaction Coordinator  
**CC:** Internal Memoranda File  
**Date:** January 5, 2000  
**Re:** Expanded Customer References Policy

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Please be advised that in the recent past Haul n' Ride has been the subject of negative publicity due to terrorist activities. In an attempt to prevent future issues, Haul n' Ride is implementing a Customer Reference Policy.

This policy, effective immediately, obligates all rental agents to obtain the following information:

- Three personal references, their addresses, telephone numbers and their relation with the customer.
- Three financial references, their addresses, telephone numbers and their relation with the customer.
- All available information regarding the customer's past and present contact information
- A valid credit card
- Two forms of picture identification.

This information should be obtained from customers that advise of any of the following scenarios:

- Rentals of three or more days.
- Out of state rentals
- Rentals to individuals under 25 years of age

- Rentals to individuals who appear to be Zorkesian.
- Individuals who the Rental agent deems to pose a potential liability risk.

All information gathered pursuant to this policy should be submitted with the customer's rental agreement to corporate for processing. If you have any questions regarding this policy, please contact your dealer manager.