What Your Account Representatives Can Do For You

**Darlene Kerlee**
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M-F 8:00am – 5:00pm CST (Tulsa, OK)

- Emerald Club level upgrade requests/profile updates
- Emerald Club additions and deletions
- Assist with new account implementation
- Method of payment changes on open and closed rentals
- Rental extensions relating to direct bill rentals
- Change in return locations
- Booking at “Sold Out” locations for Elite Executive status members
- Adding an account or Emerald Club number to an open rental
- Customers that have been placed on “Do Not Rent” list
- Claims issues/Damage Recovery Unit
- Rental agreement invoices, information, or corrections
- High level service issues

**Hawaii Call Center**
Office: 808-924-5459
Fax: 844-505-9317
Hawaiires@ehi.com
M-F 8:00am – 5:00pm HST (Honolulu, HI)
Sat-Sun 8:00am – 1:00pm

- Immediate needs
- Specific rental needs
- Reservation help – “Sold Out” locations, please provide to following
  - Driver’s Name & Emerald Club #
  - Rental Brand & Pickup/Return Location
  - Pickup & Return Date/Time
  - Vehicle Size
  - Corporate Account # & Billing Account #
  - Billing Reference / PO#

For quicker responses, you can use the contact info below:

- **Rental Extensions or Return Location Changes:** [extensions@ehi.com](mailto:extensions@ehi.com)
- **Citation Questions:** [dlcitations@erac.com](mailto:dlcitations@erac.com) or call 800-935-0112
- **Toll Receipts:** [www.htallc.com/tollpass](http://www.htallc.com/tollpass)
- **Receipt/Rate Inquiries:** [corpcustsupport@nationalcar.com](mailto:corpcustsupport@nationalcar.com)
- **Claims/Accident:** 866-300-3239