



What Your Account Representatives Can Do For You

Darlene Kerlee

Account Development Rep.

Office: 918-401-6419

Fax: 918-401-8289

Darlene.C.Kerlee@ehi.com

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
- **Citation Questions:** dlcitations@erac.com or call 800-935-0112
- **Toll Receipts:** www.htallc.com/tollpass
- **Receipt/Rate Inquiries:** corpcustsupport@nationalcar.com
- **Claims/Accident:** 866-300-3239