

Welcome to National and Enterprise

National Car Rental and Enterprise Rent-A-Car have been selected as the preferred provider for car rental services for **CFIG** business travelers. Our program allows you to rent at both brands under one Account Number and one loyalty program. You will receive the benefits of both brands, such as complimentary Emerald Club membership and Enterprise's *We'll Pick You Up* program.

Enter Account Number **XVC2Q58** on either brand's website to receive all the terms and conditions of your contract. Business rentals include Damage Waiver coverage.

Take Total Control

Once you are enrolled in Emerald Club, you will have access to the speed, choice, and privilege that accompanies your membership. We will even status match you from a competitor program into the appropriate Emerald Club tier.

Speed and Choice

Book a midsize car at National, bypass the counter and choose any vehicle from the Aisle — and only pay the reserved midsize rate.

Drop & GoSM

With convenient e-receipts, just drop off your undamaged car and go. Receipts are emailed within 24 hours.

Reward Choices

Choose free rental days, frequent flyer miles, or hotel rewards.

Emerald Club

- Speed and choice
- Drop & Go
- Reward Choices



Emerald Club Executive

- Premium access
- Guaranteed upgrades
- Faster rewards



Emerald Club Executive Elite

- Guaranteed car
- FBO service
- More free days



Start Your Tour of the Emerald Club

Tired of standing in line? Our virtual tour will show you how easy it is to bypass the counter and choose a vehicle from the Emerald Aisle®.

Tour the Emerald Aisle!

Ready to Enroll in
Emerald Club?
Click Here

Reserving at
National?
Click Here

Reserving at
Enterprise?
Click Here

If you have specific questions relating to your company's corporate car rental plan, please contact your in-house travel administrator. Emerald Club member services may be reached at 800-962-7070.

National and Enterprise Frequently Asked Questions

National Car Rental and Enterprise Rent-A-Car have been selected to provide car rental services for **CFIG** business travelers. Our program allows travelers to rent at both brands under one Account Number and one loyalty program. Renters will receive the benefits of both brands, such as complimentary Emerald Club membership and Enterprise's We'll Pick You Up program.

Enter **Account Number XVC2Q58** on either brand's website to receive all the terms and conditions of the **CFIG** contract.

What are the advantages of National?

- Complimentary membership in Emerald Club
- Counter bypass and car choice with Emerald Aisle service
- Members-only counters with pre-printed rental agreements
- Rewards — free rental credits
- Access to an exclusive Member Services hotline
- Special offers and travel discounts

Reserving at
National?
[Click Here](#)

What are the advantages of Enterprise?

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service off-airport needs.
- Free customer pickup and drop-off within local branch area with a 24-hour advance notice. Normal restrictions apply.
- Recognition — Emerald Club members are recognized at most U.S. Enterprise locations, and earn points toward free rental days.

Reserving at
Enterprise?
[Click Here](#)

How should a renter choose between brands?

- Use the National brand when renting at the airport.
- Use the Enterprise brand when renting off-airport or at suburban locations.

What is the Emerald Club?

- Emerald Club is the loyalty program of National, providing members with exclusive benefits and privileges to make renting faster and easier.
- At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle. There they may simply take any vehicle — midsize or larger.
- Regardless of the vehicle selected, a member pays only the midsize rate.
- Emerald Club allows members to accrue free rental days.

Ready to Enroll?
[Click Here](#)

How can a renter learn how to use the Emerald Aisle?

- Our virtual tour will show you how easy it is to bypass the counter and choose a vehicle from the Emerald Aisle ®.

Tour the Emerald
Aisle

Can a renter match status with other loyalty programs?

- Yes. We award equivalent Emerald Club status to competitor loyalty programs.
- Travelers have instant status with Emerald Club. Current Emerald Club members should request status match online at: <https://statusmatch.emeraldclub.com>

Emerald Club Membership Tier

Competitor Tier

Emerald Club

Hertz Gold
Hertz #1
Avis Preferred

Emerald Club
Executive

5 Star Hertz Gold
Avis Preferred Plus

Emerald Club
Executive Elite

Hertz President's Circle
Avis Preferred Plus
Premium

What is the National Car Rental App?

- The National Car Rental mobile app caters to all travelers, with additional features for Emerald Club members.
- The app features a Trip Tracker, which detects where in the rental cycle the member is and provides timely actions at each stage, from booking to returning the car.
- Make and search for reservations, and review location information. The app notification system will also provide alerts concerning upcoming trips.
- App technology expands Emerald Aisle service to our non-aisle stores through the Virtual Aisle feature
- Available for both Android and iOS

How does a renter download the National Car Rental App?

- Download the complimentary app at: mobileapp.nationalcar.com

Can a renter book personal travel with their Emerald Club Membership?

- Emerald Club membership is valid for all rentals with National whether for business or personal use.
- Personal rentals do not include coverage (Damage Waiver and liability protection).
- When making a personal reservation you must provide your personal credit card for payment.
- Be sure to reference **Account Number XVC2Q58**.

In what other circumstances would a renter choose to rent at Enterprise?

- Month-or-More rentals
- Off-airport rentals
- Specialty vehicles such as cargo vans, convertibles, and more
- Also available at most major airports

What is Enterprise's refueling policy?

- Many Enterprise locations are off-airport and typically do not have fuel stations on site.
- To avoid any additional fuel charges, return the vehicle with the same level of fuel received at the time of rental.
- Vehicles are usually provided with a minimum half-tank of fuel.

How does a renter earn Emerald Club rewards at Enterprise?

- Enter member's Emerald Club number as the loyalty number for Enterprise.
- Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise.
- Earn rental credits toward higher status and free rental days.
- At this time, any free rental days earned must be redeemed at a National location.

National Contact Information

- Emerald Club Member Services: **800-962-7070**
- Monday through Friday, 9 a.m. to 6 p.m. EST
- National Customer Service: **800-227-7368**

Enterprise Contact Information

- Enterprise Customer Service: **800-264-6350**
- Enterprise General Reservations:
1-855-266-9289

For other questions, travelers should contact their in-house travel administrator.

**24/7 Roadside Assistance
800-367-6767**