



ARI Office Closure Update: *ARI Canada is Operational*
February 4, 3:30 pm

As you know, a fire has forced the temporary closure of ARI's Canadian head office. Currently, ARI's Business Recovery Plan has been implemented and our core functions are fully operational. The following it meant to provide a brief update as to specific areas and functions within the organization:

Office Closure

The Mississauga office will be closed for the remainder of today as well as for Friday. We hope to open early next week, but will advise when a firm date has been established.

Client Service and FAP

ARI's Client Service Department and Fleet Assistance Program are fully staffed and functioning. All client service phone lines, including client specific FAP lines, have been redirected to secondary locations, although wait times may be longer than usual.

The ARI email system was unaffected. Drivers and clients can contact their ARI representatives via their individual email addresses in the usual manner.

Maintenance and Damage Management

All maintenance and Damage Management calls have been re-routed to our other North American locations. French language calls are being managed by seven bilingual Maintenance Technicians in our Laval, Quebec office.

Lost and Stolen Credit Cards

Lost or stolen credit cards can be reported via ARI *insights* or through your CSR. Reported cards will be disabled as per the norm.

Client Information, Data, and Systems

No client systems, data, files, or information were affected. As per our Business Recovery Plan, all client data was immediately backed up through our secondary servers.

Future Updates

We hope to provide only one further update, when we can advise as to the re-opening of our Mississauga office. All updates can be found at: www.arifleet.ca/info_consumer.html

If you have any questions or concerns, please feel free to contact your ARI representative. Again, we thank you for your understanding and concern.