

The Account Support Team provides both local and global customer support to our car and truck rental accounts:

Support

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Do Not Rent customers
- Global rental customer support
- Enterprise Truck Rental support

Damage Claims

- Claims inquiries

Billing

- Billing & invoicing inquiries
- Method & payment changes
- Receipt requests

Ready to assist with car and truck rental needs

Existing Rental Reservation Support

- Changing rental return locations
- Long-term rentals
- Extended open rentals
- Claims inquiries
- Assist with specialty requests for our top tier Emerald Club members

For support with new reservation requests, visit [Enterprise.com](https://www.enterprise.com), [NationalCar.com](https://www.nationalcar.com), or [EnterpriseTrucks.com](https://www.enterprise-trucks.com)

Tips When Contacting Your Support Team

- Provide name or account number
- Reference the rental agreement (RA) number or reservation number
- Include the renter's name
- Avoid Personally Identifiable Information (PII)
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if renter is at the counter for immediate assistance

How to Contact

Hours of Operation: Monday – Friday | 8:00 a.m. – 5:00 p.m. ET
Phone number: **833-364-0198**

[Click Here](#) to contact the Support Team via email