

Ho et al. v. Hertz Corporation et al., Case No. 3:24-cv-01066-MMC (N.D. Cal.)

NOTICE OF PROPOSED SETTLEMENT OF CLASS ACTION LAWSUIT

United States District Court, Northern District of California
Ho, et al. v. The Hertz Corporation, et al.
Case No. 3:24-cv-01066-MMC

ATTENTION: ALL POTENTIAL HERTZ CUSTOMERS WHO NEED HAND CONTROLS TO DRIVE A VEHICLE DUE TO A DISABILITY

**PLEASE READ THIS NOTICE CAREFULLY.
YOUR RIGHTS MAY BE AFFECTED BY LEGAL PROCEEDINGS IN THIS CASE.**

WHAT IS THE PURPOSE OF THIS NOTICE?

The purpose of this notice is to inform class members of a proposed settlement in a pending class action lawsuit, *Ho, et al. v. The Hertz Corporation, et al.*, brought on behalf of people who have disabilities, use hand controls to drive, and would like to rent a vehicle from Hertz.

This notice gives a summary of the terms of the proposed settlement agreement in this case, explains what rights class members have, and helps class members make informed decisions about what action to take.

HOW DO I KNOW IF I AM PART OF THIS SETTLEMENT?

If you are a person with a disability who needs hand controls to operate a rental vehicle, and who will potentially rent a vehicle from Hertz, then you are part of this settlement.

WHAT DO I DO NEXT?

If you are a class member, read this notice to understand the settlement and decide whether you are satisfied with the proposed settlement.

If you are satisfied with the proposed settlement...

Do Nothing: If the Court approves the settlement, you will be bound by the settlement.

If you are not satisfied with the proposed settlement...

Object: Tell the Court why you don't like the settlement. If the Court approves the settlement, you will still be bound by the settlement.

Please read on to understand the specifics of the settlement and what each choice would mean for you.

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WHAT IS THIS LAWSUIT ABOUT?

Two individuals who have disabilities that result in the need for hand controls to drive a vehicle (called “Plaintiffs”) filed a lawsuit on February 22, 2024 alleging that The Hertz Corporation and related companies (called “Defendants”) violated federal and California state anti-discrimination laws by (1) only placing hand controls in a limited set of vehicles, (2) effectively adding a surcharge for individuals who require hand controls, and (3) imposing a more difficult reservation process on individuals who require hand controls. Defendants deny that they violated any laws or did anything wrong.

This case is a class action. In a class action, one or more people, called Class Representatives, sue on behalf of people who have similar legal claims. This group of people are called a “Class” or “Class Members.” One court resolves the issues for all Class Members. A judge from the United States District Court for the Northern District of California is presiding over this class action.

WHY IS THERE A SETTLEMENT IN THIS LAWSUIT?

The parties have reached an agreement to resolve the lawsuit, and both sides want to avoid the risk and expense of further litigation. The settlement is on behalf of the Plaintiffs who filed the lawsuit, and all potential Hertz customers who use hand controls to drive due to a disability. The Court has not decided any part of this case in favor of either side.

WHAT DOES THE SETTLEMENT PROVIDE?

Under the settlement, which will last for eighteen months (the “Term”), the following things would happen, but only if the Court approves the settlement:

1. Left-Side Hand Controls in 20 Dedicated Minivans

Hertz will provide 20 minivans (“the Vans”) with left-side hand controls that will only be available to Hertz customers who need hand controls. Hertz will guarantee that the Vans will be available on a first-come, first-served basis for prepaid, round-trip reservations that are made with a minimum 7 days’ advanced notice.

The Vans will be distributed to 20 select U.S. Hertz airport locations (“Hub Locations”), which are listed in Appendix B to the full settlement agreement, and will be reservable for pick up at any corporate-owned location within a 200-mile radius of a Hub Location. Hertz will reassess placement of the Vans at least every 6 months based on reservation information.

2. Left-Side Hand Controls in other Vehicle Categories.

Hertz will continue to provide left-side hand controls in the following vehicles as long as they are manufactured without knee bolster airbags: (i) Kia K4, (ii) Chevrolet Equinox or GMC Terrain, (iii) Chevrolet Tahoe or GMC Yukon. If any of these vehicle models are changed during the Term of the agreement such that they are manufactured with knee bolster airbags or any other modification that impacts the safe installation of Left-side hand controls, Hertz will keep 80 vehicles of an earlier model year that does not have knee bolster airbags. At least two of these vehicles will be stationed at each Hub Location. Hertz will guarantee that these vehicles will be

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available on a first-come, first-served basis for prepaid, round-trip reservations that are made with a minimum 7 days' advanced notice.

Hertz will continue to provide these hand controls for reservations that are made with 8 hours' notice at the airport locations listed in Appendix A to the full settlement agreement, and with 24 hours' notice at other corporate locations.

3. Right-Side Hand Controls in Various Vehicle Categories.

Hertz will continue to provide right-side hand controls in the following (or similar) vehicles: (i) Nissan Altima, (ii) Chevrolet Malibu, (iii) Chevrolet Equinox or GMC Terrain, (iv) Chevrolet Tahoe or GMC Yukon. Hertz will also begin providing right-side hand controls in certain minivans in its fleet.

Hertz will continue to provide these hand controls for reservations that are made with 8 hours' notice at the airport locations listed in Appendix A to the full settlement agreement, and with 24 hours' notice at other corporate locations.

4. Additional Information on Availability of Hand Controls When Making Reservations.

Under the settlement, Hertz will continue to ensure that customers can reserve a rental vehicle with hand controls on its website, by phone, and in-person.

Hertz will change its Accessibility Webpage (<https://www.hertz.com/us/en/products-and-services/value-added-services/united-states/car-rental-services-for-people-with-disabilities>) to add a list of the vehicles that can be rented with left-side and/or right-side hand controls. The Accessibility Webpage will include all information necessary to identify those vehicles on the "Select Vehicle" page within the online booking process.

A Hertz employee will be responsible for ensuring the information on the Accessibility Webpage is accurate and up-to-date. If there are any changes to the list of vehicles that can be rented with left-side and/or right-side hand controls, Hertz will update the Accessibility Webpage with current information within 30 days of any changes.

Hertz will also change its "Accessibility Options" dropdown menu so that a hyperlink to the Accessibility Webpage is displayed when the selected vehicle does not have left-side and right-side hand controls available for selection within the "Accessibility Options" dropdown menu.

5. Hand Control-Related Training for Customer Support Representatives.

Hertz will train Customer Support Representatives who answer the main Customer Support phone numbers (877-599-8916 or 800-654-3131) to ensure they understand what hand controls are and that they should promptly transfer customers requesting hand controls to Special Services.

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6. Updated Reservation Systems and Policies.

Hertz will update its reservation system and/or policies to ensure that the need for hand controls is specifically communicated to the pick-up location and if a customer has reserved a vehicle with hand controls within the necessary timelines, but the vehicle is not ready at the requested pick-up time, installation will be prioritized and the customer will receive a discount.

Hertz's policies will be updated to reflect that management (or a designated staff member) should contact the customer via phone or e-mail when a reservation for a vehicle with hand controls appears on the reservation manifest.

If Hertz cannot install hand controls on the cheapest vehicle available for rent at a given location for the desired date and time, Hertz will ensure that the cheapest vehicle at that location for which it can install hand controls is offered at then-current "Compact/Economy" rate, or the lowest rate available for a non-electric vehicle, which will be reflected at checkout.

7. Hand Control Assistance and Feedback

Hertz will continue to maintain a centralized process for customers to request assistance and/or lodge complaints about reservation of vehicles with hand controls.

The process for getting assistance with reservation of vehicles with hand controls will be included on Hertz's Accessibility Webpage.

Hertz's Special Services team will continue to address customer requests for help and complaints relating to reservation of vehicles with hand controls. In addition, Hertz will keep a log of customer assistance requests and complaints. The log will include: (a) the nature of the request or complaint; (b) the date it was received; (c) the steps taken to resolve it; and (d) the date it was resolved.

WHAT HAPPENS NEXT IN THIS LAWSUIT?

Because the settlement of a class action decides the rights of all members of the Class, the Court must determine whether the settlement is fair and should be approved. The settlement will only take effect if the Court decides that it is fair and approves it. The Court will hold a hearing to decide whether to approve the settlement. This hearing is called a Fairness Hearing. The Fairness Hearing will be held at:

Where: United States District Court for the Northern District of California, 450 Golden Gate Avenue, Courtroom 7 (19th Floor), San Francisco, CA 94102

When: August 21, 2026 at 9:00 a.m. PT

The date of the hearing may change without further notice to members of the class. To confirm the hearing date, go to <https://dralegal.org/class-notice/ho-v-hertz/>.

You do not have to attend the Fairness Hearing, but you may attend the hearing. You may also ask the Judge for permission to speak at the Fairness Hearing and express your opinion about the

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settlement. If you wish to do so, you need to make that request by July 13, 2026. To make a request, follow the instructions below for making an Objection.

If the Court approves the settlement, all class members will be bound by the terms of the settlement. If the Court does not approve the settlement, the settlement agreement will be void and the lawsuit will continue.

DO I HAVE A LAWYER IN THIS LAWSUIT?

In a class action, the court appoints some class members as representatives of the class, and appoints lawyers to work on the case and represent the interests of all the class members. For this case, the Court has appointed lawyers from a nonprofit organization called Disability Rights Advocates as the lawyers for the settlement class. These lawyers are called “Class Counsel.” The lawyers who have been appointed as Class Counsel are the lawyers who negotiated this settlement.

The lawyers from Disability Rights Advocates do not represent your individual interests, they only represent you as a member of the settlement class. If you want to be represented by your own lawyer, you may hire one at your own expense.

DO I HAVE TO PAY THE LAWYERS IN THIS LAWSUIT?

You will not have to pay Class Counsel for their work on the lawsuit.

To date, Class Counsel have not received any money for their work on this case or for the expenses that they have incurred for the case. To pay for their work and compensate for the risk in bringing this case without any guarantee of payment unless they were successful, Class Counsel will request that the Court approve a payment of \$630,000 in attorneys’ fees and costs. This amount covers the work that Class Counsel has done since late 2023 to represent the Plaintiffs in filing this lawsuit, undertaking litigation, and negotiating a settlement. This amount also covers the work that will be required to monitor implementation of the settlement agreement. Any such award will be paid by Defendants. You will not be required to pay any portion of such award.

Disability Rights Advocates’ fees and expenses will only be awarded if approved by the Court as a fair and reasonable amount. You have the right to object to the lawyers’ fees even if you think the settlement terms are fair.

WHAT CAN I DO IF I WANT MONETARY COMPENSATION?

This settlement does not include monetary compensation for settlement class members. This means that if you are a settlement class member, you will not receive monetary compensation as part of this settlement. If you believe that you may have a claim for monetary compensation against The Hertz Corporation, this settlement does not prevent you from filing a lawsuit seeking monetary compensation only.

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WHAT IF I DON'T AGREE WITH THE SETTLEMENT?

If you disagree with any part of the settlement, you may submit an “objection” in writing. You have the right to ask the Court not to approve the settlement. You must give reasons why you think the Court should not approve the settlement. The Court will consider your views. The Court can only approve or deny the settlement — it cannot change the terms of the settlement or exclude you from the settlement. You may hire your own lawyer to help you with this process, but you do not have to.

To object, you must submit a letter that includes **all** of the following information:

1. the case name and number: *Ho, et al. v. The Hertz Corporation, et al.*, Case No. 3:24-cv-01066-MMC;
2. your full name and the county where you live;
3. the name of your lawyer, if you have one;
4. the reasons for your objection;
5. whether your objection applies to just you, a part of the class, or the entire class;
6. whether you and/or your lawyer want to appear at the Fairness Hearing; and
7. your signature.

You can submit a written objection in one of three ways:

1. **In Person:** Take your written objection to any location of the United States District Court for the Northern District of California. Those locations can be found on the Court’s website: <https://cand.uscourts.gov/about-court/court-locations>. You must deliver your letter in person by July 13, 2026.
2. **By Mail:** Mail your written objection to the Office of the Clerk, United States District Court for the Northern District of California, 450 Golden Gate Avenue, P.O. Box 36060, San Francisco, CA 94102. The envelope must be postmarked by July 13, 2026.
3. **Electronically:** E-mail your objection to HertzObjections@dralegal.org by July 13, 2026. Class Counsel will file with the Court any objections received via e-mail.

You are not required to appear at the Fairness Hearing, and will only be allowed to appear at the Fairness Hearing if your objection clearly states that you wish to do so. If you appear through your own attorney, you are responsible for hiring and paying that attorney.

IF YOU DO NOT MAKE A WRITTEN OBJECTION WITHIN THE TIMELINES ABOVE, YOU WILL WAIVE YOUR ABILITY TO OBJECT AND WILL NOT BE ABLE TO MAKE ANY OBJECTION TO THE SETTLEMENT.

IF YOU DO NOT OPPOSE THIS SETTLEMENT, YOU NEED NOT APPEAR OR FILE ANYTHING IN WRITING.

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FURTHER INFORMATION

This notice only summarizes the terms of the proposed settlement agreement. The complete settlement with all its terms can be found at: <https://dralegal.org/class-notice/ho-v-hertz/>. To get a copy of the settlement agreement or get answers to your question:

- contact Class Counsel at (510) 529-3417, HertzSettlement@dralegal.org, and/or by mailing a letter to:
Disability Rights Advocates
ATTN: Meredith Weaver
2001 Center Street, Third Floor
Berkeley, CA 94704-1204
- visit the following website: <https://dralegal.org/class-notice/ho-v-hertz/>;
- access the Court docket in this case, for a fee, through the Court's Public Access to Court Electronic Records (PACER) system at <https://ecf.cand.uscourts.gov>;
- visit the office of the Clerk of the Court for the United States District Court for the Northern District of California, located at 450 Golden Gate Avenue, 16th floor, San Francisco, CA 94102, between 9:00 a.m. and 1:00 p.m., Monday through Friday, excluding court holidays. Please do not call the Court or the Court Clerk's office to ask about this settlement or the objection process.

To obtain a copy of this Notice in an alternative accessible format, please contact Class Counsel.