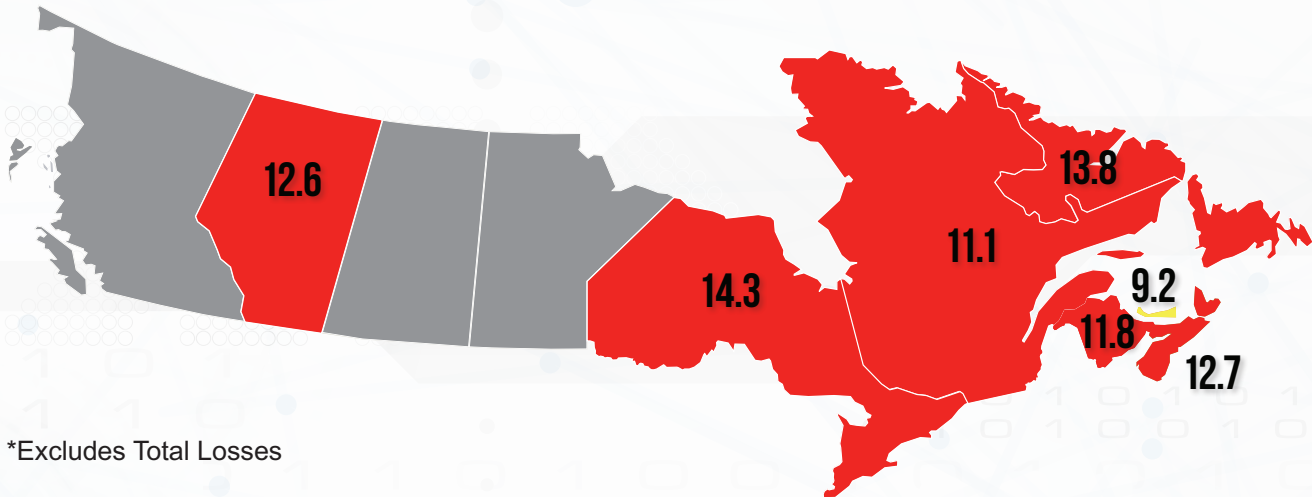
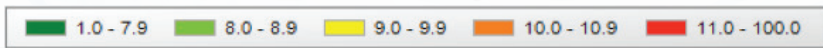


Canada Average Length of Rental by Province Q1 - 2020



*Excludes Total Losses



Average Billed Days for Canada		
Q1 2019	Q1 2020	Change
13.3	12.7	-0.6

Province Avg Billed Days for Canada			
Province	Q1 2019 LOR	Q1 2020 LOR	Change
Alberta	13.5	12.6	-0.9
Ontario	14.1	14.3	0.2
Quebec	11.3	11.1	-0.2
Newfoundland and Labrador	12.1	13.8	1.7
New Brunswick	12.4	11.8	-0.6
Nova Scotia	12.5	12.7	0.2
Prince Edward Island	10.1	9.2	-0.9

Year over year change

* Source: Enterprise Rent-A-Car. Includes ARMS® Insurance Company Direct Billed Rentals; Excludes Total Loss Vehicles.

* Data excludes the private carrier provinces of BC, Manitoba and Saskatchewan.

Canada Length of Rental - Q1 2020

The Canadian average repairable length of rental (LOR) for Q1 2020 was 12.7 days. Six of the ten provinces saw lower rental days compared to same quarter in 2019. Newfoundland and Labrador saw the largest increase in LOR compared to Q1 2019 which was related to the January Blizzard, rising 1.7 days on average. Saskatchewan experienced the largest decrease compared to Q1 2019, falling 1.9 days on average. The net for Q1 2020 for all recorded Canadian provinces is that overall LOR was down .6 of a day compared to Q1 2019's average of 13.3 days.

In the U.S. as well as Canada, there is a significant difference between "average" and "best in class" results. Collision centers that invest in an effective scheduling strategy, extensive employee training and proper utilization of the ARMS® Auto suite of products should expect to outperform their market average.

Q1 Length of rental commentary is provided by Greg Horn, Chief Innovation Officer for PartsTrader. Length of Rental Data provided by Enterprise. Enterprise provides collision repair facilities with free cycle time reporting with market comparisons, free text/email capability to update their customers on vehicle repair status, and online reservations. More information is available at armsautosuite.com or by contacting Dan Friedman at Daniel.Friedman@ehi.com.