



Valued Self-Storage Customers:

This message is to inform you that U-Haul is correcting a billing issue that occurred Jan. 26 and involved customers at U-Haul Self-Storage Affiliate locations.

U-Haul International, Inc., in conjunction with its partners, handles billing for its independently owned and operated Storage Affiliates, and accordingly accepts responsibility for this billing issue. U-Haul Storage Affiliates who own and operate the facilities with affected customers are not at fault in this situation, and in no way, shape, or form made any mistakes nor are benefiting in any way as a result of this error.

Affected customers were mistakenly double-billed for their rental units as a result of human error, which has been immediately identified and addressed. No fraud occurred. Every customer's information remains absolutely and completely secure. Customers can expect this issue to be permanently fixed.

The process of refunding excess rental charges is happening now. Customers can expect to see refunds posted to their bank accounts as soon as end of business Monday, Jan. 30, and no later than end of business Wednesday, Feb. 1.

For customers whose billing is not corrected by end of business Wednesday, Feb 1, or who have received an overdraft charge due to the billing issue, U-Haul will make all customers whole and cover any fees associated with this matter. These customers should go to www.uhaul.com/billing and fill out the form, including a brief description of their situation's specifics.

If customers have additional questions, they can call toll-free 1-844-367-7661 or visit www.uhaul.com/billing.

U-Haul International offers its most sincere apologies to its valued Storage Affiliates and the customers they serve. We look forward to the opportunity to resolve all issues and resume earning your trust, partnership, and patronage.