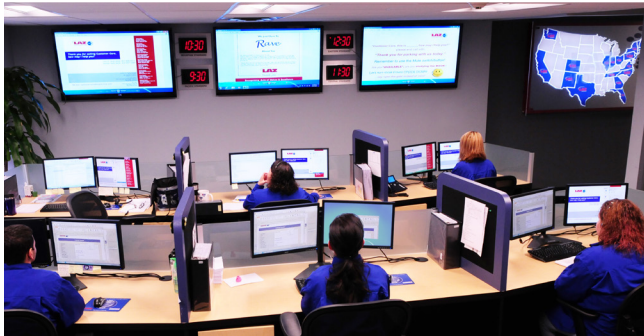


LAZ CUSTOMER CARE CENTER

CARING FOR EVERY CUSTOMER, EVERY HOUR OF THE DAY

LAZ Customer Care provides your parking patrons with an instant connection to a live LAZ person at the touch of a button.

Day or night, one push of your location's call button or a simple phone call connects the customer to our cutting edge, US-based support center. Our friendly, professional agents will answer questions, solve problems and help with transactions in real time, including LAZgo, our in-house reservation system.



24/7/365 MONITORING: Gates stay down, the garage stays open and revenue is collected around the clock, resulting in improved returns on your parking technology investments.

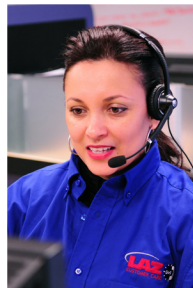
INCREASED REVENUE: Stronger revenue control programs reduce ticket loss, eliminate "silent partners" and provide the ability to close transactions day or night.

REDUCED OPERATING EXPENSES: Automating your facilities allows for more strategic staffing models, reducing or eliminating payroll costs.

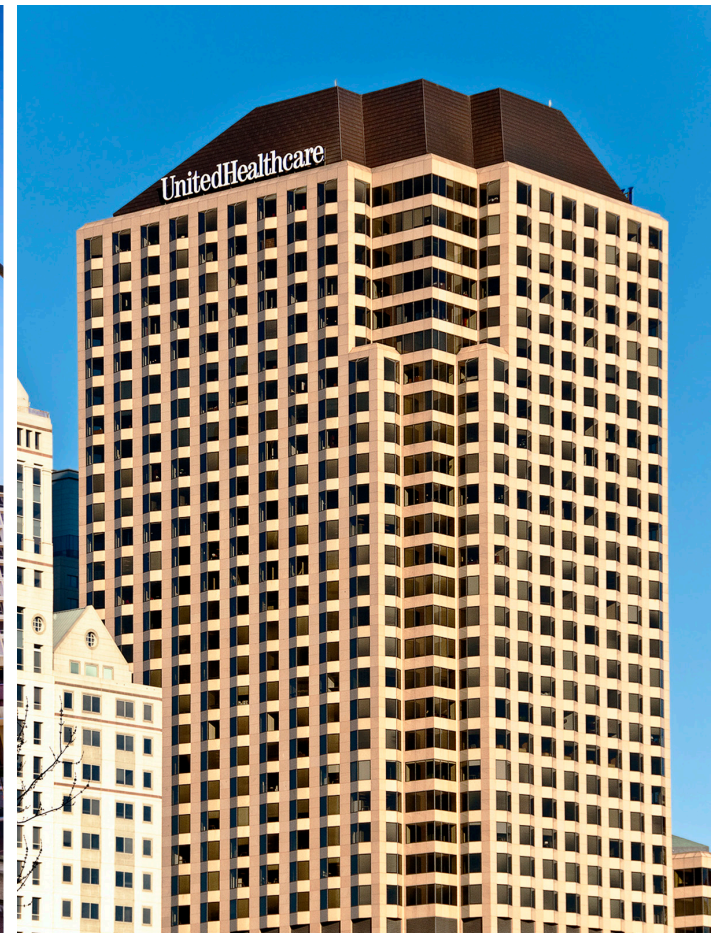
FAST AND FRIENDLY SERVICE: Our bilingual Customer Care Agents are consistent, professional and always available to provide courteous issue resolution.

IMPROVED CUSTOMER SERVICE: LAZ Parking's off-site support lets you transform on-site cashier functions into customer service roles, like roving ambassadors.

With LAZ Customer Care, now it's possible to get the best of both worlds - reduced operating expenses and our exemplary customer service. Contact us today to find out more.



customercare@lazparking.com | www.lazparking.com



CASE STUDY

CITYPLACE

185 Asylum Street | HARTFORD, CT 06103

Type of Agreement:	Management
Physical Layout:	Garage
Mode of Operation:	Self-Park
Number of Spaces:	310

BEFORE LAZ PARKING
Staffed 97 hours per week

OPERATED BY LAZ PARKING WITH LAZ CUSTOMER CARE CENTER
Reduced on-site staffing to 50 hours per week while adding value with valet on demand service

TOP DRAWER SERVICE, BOTTOM LINE RESULTS
Operating with 24/7 remote monitoring and shared manager resulted in \$50k annual savings

