



Frequently Asked Questions

Q. What is changing?

A. As a result of the American Railcar Leasing, LLC (ARL) sale, which concluded on June 1, 2017, American Railcar Industries, Inc. (ARI) has begun to directly serve our customers for railcar lease and sales. We are excited about this simplified focus and seamless relationship with our customers.

Q. How will this affect my ability to buy or lease ARI rail cars?

A. You can now buy *and* lease railcars directly from ARI. Our goal is to understand your needs, develop the right solution and deliver high quality service. We want to develop a relationship with you and support a smooth transition.

Q. Will this change my existing business relationship with ARI?

A. We can now work together, directly, on all aspects of your needs: railcars for sale or lease, parts, and repair. Our goal is for our relationship and communications to be simplified and efficient, and we will strive to provide you excellent service.

Q. When will I hear from someone at ARI?

A. Someone from ARI will reach out to you in the next few days to welcome you and answer any initial questions you may have. We truly value our relationship with you. We are fortunate to have so many great customers and we're excited to serve you.

Q. When will I get an ARI Account Manager?

A. A member of the ARI team will reach out to you in the next few days to welcome you and answer any initial questions you may have. Soon after, you will be introduced to our sales team and your ARI Account Manager.

Q. Who can I contact if I have questions right now?

A. For your convenience, ARI has established a Customer Care Hotline: 800-489-9890. You can also email our Customer Care Manager, Cindy Andrews: candrews@americanrailcar.com. If you have a question please do not hesitate to contact us.

Q. Do I need to do anything right now?

A. No. Right now, please continue to work with your ARI Account Manager for all business needs and to address any issues with your railcars. If you have not yet been introduced to an ARI Account Manager, and you have need of a railcar quote, please call our Customer Care Hotline at 800-489-9890 or email our Customer Care Manager, Cindy Andrews at candrews@americanrailcar.com.

Q. Does ARI have a customer portal where I can check on my cars and riders?

A. Yes we do. Please see below for information on our customer portal and how to log in.



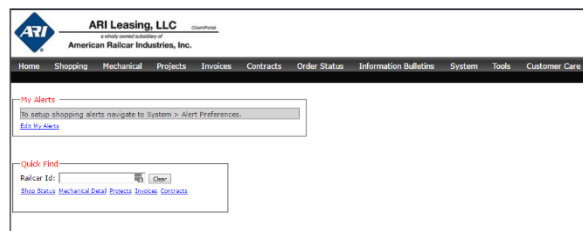
Customer Website Portal

If you currently lease ARI cars, the customer portal used to access your railcar information is now available on the ARI website. We have links to access the portal on the Home page and the Leasing page of the website.

americanrailcar.com



To make it comfortable, we kept the same look and feel with the same great features.



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Q. How do I log into the ARI customer portal?

A. Go to the americanrailcar.com website and click on the link for the Customer Portal. The access links are located on the home page and the leasing page.

Q. What if I don't have a log in ID?

A. If you lost your username and password, you can click on the "forgot your password" link. If you don't have a password, you can click on the "need an account" link.

Q. What if I haven't used the portal in six months?

A. You can use your ARL log in. If you lost your username and password you can click on the "forgot your password" link. Either way, you will be able to create a new username and password for the portal.