

**Procedures for the Submission of
Complaints or Concerns
Relating to Accounting,
Internal Accounting Controls
or Auditing Matters**

The Audit Committee of the Board of Directors of Rent-A-Center, Inc. (the "**Company**") has established the following procedures for: (a) the receipt, retention, and treatment of complaints received by the Company regarding accounting, internal accounting controls or auditing matters, and (b) the submission by employees of the Company, on a confidential and anonymous basis, of concerns regarding questionable accounting or auditing matters.

1. Complaints and concerns regarding the Company's accounting, internal accounting controls or auditing matters shall be directed to the Company's Compliance Officer (the "**Compliance Officer**"). Such complaints or concerns may be submitted in writing, by e-mail or telephone. If such complaints or concerns are submitted in writing, they should be directed to "Compliance Officer, Rent-A-Center, Inc., 5501 Headquarters Drive, Plano, Texas 75024." If such complaints or concerns are submitted by e-mail, they should be sent to RAC.Board@rentacenter.com. If such complaints or concerns are submitted by telephone, a person may call 1-972-624-6210. The Compliance Officer shall report to the Chairman of the Audit Committee with respect to complaints or concerns received regarding the Company's accounting, internal accounting controls or auditing matters. Following the receipt of any complaints or concerns submitted hereunder, the Compliance Officer, under the direction of the Audit Committee, will oversee the investigation of each matter so reported.

2. In lieu of reporting a concern directly to the Compliance Officer, any employee of the Company may submit, on a confidential and anonymous basis, any concerns regarding questionable accounting or auditing matters relating to the Company by telephone to the Company's third-party reporting hotline at 1-866-480-6135. A summary of each reported item is prepared by Global Compliance Services, the entity operating the hotline, and such summary is forwarded to the Chairman of the Audit Committee and the Compliance Officer for investigation. If an employee would like to discuss any matter submitted pursuant to these procedures with the Chairman of the Audit Committee or the Compliance Officer, the employee should so indicate this in the submission and include contact information so that he or she might be contacted if deemed appropriate.

3. To the extent that a complaint or concern raised by an employee would also require reporting under the Company's Code of Business Conduct and Ethics (the "**Code of Conduct**") (including, for example, the Financial Officer Code of Ethics), reporting a complaint or concern as described in these procedures would also constitute reporting the complaint or concern pursuant to the Code of Conduct.

4. The Company does not permit, nor does the law allow, retaliation of any kind against employees for concerns submitted hereunder that are made in good faith.

5. The Audit Committee and the Compliance Officer may enlist employees of the Company and/or outside legal, accounting or other advisors, as appropriate, to conduct any

investigation of complaints or concerns regarding accounting, internal accounting controls or auditing matters. In conducting any investigation, the Audit Committee and the Compliance Officer shall use reasonable efforts to protect the confidentiality and anonymity of the complainant. The determination of any corrective or disciplinary action will be made in accordance with the section entitled "Corporate Compliance and Procedures For Reporting Violations" of the Code of Conduct in consultation with the Audit Committee.

6. All complaints and concerns regarding the Company's accounting, internal accounting controls or auditing matters shall be retained for a period of no less than seven (7) years as part of the records of the Audit Committee.