General Questions

What is UberFLASH?
1. UberFLASH is a new vehicle view that provides an option for riders seeking the closest available ride, which includes private hire cars and ComfortDelGro taxis.

Why should I join UberFLASH?
1. ComfortDelGro taxi drivers will benefit from the power of Uber's technology to efficiently match them to rides. This means opportunities to earn more money through increased efficiency (less time spent idling, more time spent earning ride fares).
2. With Uber's matching technology, taxis will spend less time driving around the city streets looking for riders.

How much can I earn on UberFLASH trips?
1. UberFLASH will have its own pricing (different to uberX) and will be subject to dynamic pricing. The fare breakdown for UberFLASH will be as follows:
   o Minimum Fare: SGD5.00
   o Base fare: SGD3.00
   o Per KM rate: SGD0.45/km
   o Per Min rate: SGD0.20/min

What's the difference between CDG and Uber jobs?
1. Any jobs done through street hail and via the CDG app or call centre will not be affected and will be paid out by ComfortDelGro like today
2. You will be able to receive Uber trips only via the Uber Driver App. Taking Uber trips will qualify you for Uber's incentives. In order to understand how payments and incentives work, please read below.

What are the requirements to join UberFLASH?
1. To be eligible for UberFLASH, you must be a current registered driver with ComfortDelGro.
2. You will also need the following documents:
   a. Front and back of Singapore NRIC
   b. Front and back of the Driver's Licence
   c. Valid Taxi Driver Vocational Licence (TDVL)

Note: If you are an existing Uber driver partner, you will still need to provide your consent http://t.uber.com/comfort so we can ensure your account has been set up correctly.

How do I get started?
1. Provide your consent http://t.uber.com/comfort
   a. Allow Uber to create an account on your behalf.
   b. Once your account has been successfully set up by Uber within 24-48 hours, look out for next steps via email and SMS. If you have not provided us with an email, please look out for an SMS confirmation. Follow the instructions in the SMS to create a new password.
   Complete the training: Watch the training videos and complete a short quiz here
t.uber.com/sgUberFLASHtrain
   Download the Uber Driver App http://t.uber.com/drive-now & log in using your login and newly created password
   Upload your documents for review
   Get on the road: Once you have passed the quiz, your account will be activated by Uber within the next few days. You will receive an SMS notification upon account activation.
   . Once you receive the SMS, you are all set to go online and take your first trip.
   For more information, visit t.uber.com/sgUberFLASH

Note: If you are an existing Uber driver partner, you will still need to provide your consent http://t.uber.com/comfortso we can ensure your account has been set up correctly.

How long do we have to accept the request?
1. 25 seconds

Am I the only one to see this request?
1. Yes, the Uber system auto assigns trips to one driver at a time. If the first driver does not accept, the job will go to the next and so on.

What if I am a relief driver?
1. You can still join UberFLASH as long as you are a registered driver with ComfortDelGro.
2. Simply follow the same steps above to get your account set up

Can I drive on both ComfortDelGro and Uber?
1. Yes.

What will happen to the ComfortDelGro app?
1. You can continue to use the ComfortDelGro app in order to receive ComfortDelGro taxi requests. In order to receive Uber jobs, you will have to download the Uber Driver App.

Is there a new App to download?
1. Yes, you will have to download the Uber Driver App in order to accept Uber jobs.
2. Please download from http://t.uber.com/drive-now

What minimum iOS and Android versions do I require?
1. For optimal usage of the Uber Driver app, please ensure your system is updated to the following versions:
    a. For iOS users: iOS 9 and above
    b. For Android users: Devices that are 2013 or newer and runs on a version of 4.0 or higher

How much data will be used by the Uber Driver App?
1. The app typically uses 2 GB of data per month.

Will UberFLASH include uberPOOL?
1. No, CDG vehicles will not receive uberPOOL trips

What is the difference between UberFLASH and uberTAXI?
1. UberFLASH is a service in which a rider upon request via the Uber app gets the closest available ride, whether it is an uberX or a ComfortDelGro cab.
2. uberTAXI is a service in which a rider specifically requests for a cab via the Uber app.

Note: all CDG drivers will automatically be eligible to receive requests from both UberFLASH and uberTAXI (we will let you know when uberTAXI is launched - stay tuned!

What is the Uber service fee for UberFLASH trips and who keeps it?
1. Uber charges a 10% service fee on all UberFLASH trips taken by CDG drivers.
2. For example, if your trip is $10, Uber will keep $1 as the service fee and you will earn $9 for the trip. The service fee is automatically deducted and you will only be paid out for your portion of the earnings.

Creating an account with Uber

How to get my account activated?
1. In order to get activated with Uber, you must provide clear photos of the following:
   a. Front and back of Singapore NRIC
   b. Front and back of the Driver's Licence
   c. Valid Taxi Driver Vocational Licence (TDVL)

Do I need an email address to create an account?
1. No, you don't require an email address to create an account.
2. If you don't have an existing email account, simply provide your consent http://t.uber.com/comfort and we'll create your account for you with a temporary email.
3. You'll then receive an SMS by Uber on the next steps to log in via your username *(The format will be: 65 and 8-digit mobile number: 65XXXXXXXX)*.
4. With this, you can then change to or add your real email by contacting of our support channels to help you change it:
   a. Contact us through our 24/7 phone support line at 800-101-3611 (toll-free) or,
   b. Visit the UberHUB at 29 Paya Lebar Road for in person help (Mon-Sat, 10am-6pm)

How do I know the status of my account creation?
1. Once you have provided your consent, your account will be created by Uber within 24-48 hours.
2. Once your account has been successfully set up by Uber, look out for next steps via email and SMS. If you have not provided us with an email, please look out for an SMS confirmation.
3. In order to check if your account has been activated, please log on to partners.uber.com with your username and new password.
4. If you are unable to log in here, please contact one of our support channels for further help:
   a. Contact us through our 24/7 phone support line at 800-101-3611 (toll-free) or,
   b. Visit the UberHUB at 29 Paya Lebar Road for in person help (Mon-Sat, 10am-6pm)

Once I receive confirmation on account creation, what's next?
1. Complete the training quiz here **t.uber.com/flashquiz** to ensure you are sufficiently prepared for your first trip.
2. Once you pass the quiz, you will receive a confirmation SMS from Uber that your account is now active and you are ready to take your first trip. Congrats!

I forgot my password, what do I do?
1. You can reset your password in the following way:
   - **If you have an email registered within the app:** Please follow the instructions on the Uber driver App to reset your password via email
   - **If you don't have an email registered:** Please contact us through our 24/7 phone support line at 800-101-3611 (toll-free) and our representatives will be able to help you reset your password

How do I change my personal details?
1. In order to change any of your personal details (phone number, email etc) please contact us through our 24/7 phone support line at 800-101-3611 (toll-free)
2. Once the details have been updated, please use the new details to log in to the app

Does the agreement with Uber supersede CDG's agreement?
1. No, the agreements for Uber and CDG are separate. Please follow Uber rules when taking Uber trips and CDG rules for all CDG trips.

What if I have issues that happened on a non-uber trip, can I contact uber for help?

1. For issues concerning CDG rides, please email your feedback to dro@cdgtaxi.com.sg or SMS 'dro' at 72009. Type "dro<space>followed by your feedback". Alternatively, you may call DRO hotline at **65508566** during office hours [8.30am-5pm]
2. If you are on an Uber trip, please contact Uber via our support channels:
   a. 24/7 phone support: Please call 800-101-3611 (toll-free)
   b. In-app support: Go to the HELP section of your app, or visit help.uber.com
   c. In-person: visit UberHUB at 29 Paya Lebar Road between 10am - 6pm, Monday through Saturday

Trip Experience

In the event of job dispute, pax refused to pay, who should I seek help from?
1. If you face an Uber trip dispute where the rider refused to pay the right amount, you may reach out via our in-app help by going to *"Help> Trip Issues and Refunds > *Select the trip you had issue with* > Help > Issue with my fare > I didn't collect the right amount of cash"*. One of our dedicated support staff will then assist with your query.
2. *Do note that if a promotion is applied to the trip, Uber will pay out the promotion amount together with your earnings payment.

In the event of grievances with pax, who should I approach, Uber or CDG?
1. If you are facing an issue with an Uber passenger, you may reach out to Uber via the in-app help by going to *"Help> Trip Issues and Refunds > *Select the trip you had issue with* > Help > Issue with my rider > *Select the suitable reason*"* One of our dedicated support staff will then assist with your query.
2. For issues concerning CDG rides, please email your feedback to dro@cdgtaxi.com.sg or SMS 'dro' at 72009. Type "dro<space>followed by your feedback". Alternatively, you may call DRO hotline at **65508566** during office hours.

If I have booking job and need clarification or any issue or dispute, who can I call?
1. If you are facing an issue with an Uber passenger:
   - You may reach out via our in-app help by going to *"Help> Trip Issues and Refunds > *Select the trip you had issue with* > Help > Issue with my fare / rider > *Select the suitable reason*"*. One of our dedicated support staff will then assist with your query.
   - Alternatively, you can also reach out to our 24/7 phone support line at 800-101-3611 (toll-free) If you require further clarification.
2. For issues concerning CDG rides, please email your feedback to dro@cdgtaxi.com.sg or SMS 'dro' at 72009. Type "dro<space>followed by your feedback". Alternatively, you may call DRO hotline at **65508566** during office hours.

Will I be paid for booking no show or passenger cancel booking? If yes, how am I compensated?
On Uber trips, you will get a cancellation fee will be charged in the following scenarios:
   a. Driver cancels after 5-min of waiting at pickup location or if a passenger is a no show after 5 mins of waiting
   b. Driver is on the way and within ETA and rider cancels after 5-min of request
   c. Rider/Driver cancels when a rider has more than 4 passengers for the vehicle
   d. If you think you are not paid the cancellation fee, please reach out to Uber Support via your driver app

Cancellation fee amount in Singapore is $6 ($5.40 after uber service fee) for CDG drivers on UberFLASH trips

How long do we have to accept a trip request?
You have 25 seconds to accept the trip.

Are there any acceptance or cancellation requirements?
At the moment, there are no acceptance rate or cancellation rate requirements for incentives*.
However, to ensure a good rider experience, we will still require drivers to meet the city average
acceptance rate to stay on our app. If you do not wish to receive trip requests during or after your
current trip, you can tap the status switch at the top right corner of the screen to go offline any time.
These conditions are subject to change

Are tolls (ERP) included in the UberFLASH fare?
Yes they are. *(ERP charges are already included in the fare displayed in the Uber app)*

If passenger needs a receipt, how can I advise passenger?
1. On Uber trips, all passengers will receive their receipt via email after the trip has completed.
   Please advise the passenger to check their email post trip for their receipt or they may check
   the Uber App for an in-app receipt.

Will the booking fees be included in the fares?
1. For UberFLASH trips, there is no booking fee, there will only be a trip fare.
2. For uberTAXI trips, the booking fee is not included in the fare and drivers should add the
   booking fee once the trip has completed according to the schedule below:
   ▪ $3.30 at the following times -
     1. Monday to Friday (Except Public Holidays): 6.00am - 9.29am
     2. Monday to Sunday & Public Holidays: 6.00pm - 11.59pm
   ▪ $2.30 at all other times –
     1. Saturday & Sunday: 6am - 9.29am
     2. Monday to Sunday & Public Holidays: 9.30am - 5.59pm
     3. Monday to Sunday & Public Holidays: 12am - 5.59am

For Uber cashless jobs, how soon will I get the refund?
1. The amount from the cash trip will be reflected in your in app earnings immediately after the
   trip and will be paid out according to the payment cycle stated above (DBS account holders -
   the day after the trip has completed, Non-DBS account holders - 2 days after the trip has
   completed)

Booking jobs with extra stop / change destination, how do I add them in?
1. Multi Destination trips - If a rider has requested for a trip with multiple destinations, this will be
   updated at the start of the trip and you will not have to take any action. Simply follow the route
   suggested by the app.
2. If your rider wants to change their destination or add an extra stop, please advise them to do
   so on their rider App. Once done, it will be reflected on your Uber Driver App and your route
   and fare will be updated automatically.

For Uber jobs, will it reflect on the CDG driver MDT?
1. No, you will not be able to see Uber job info on the CDG MDT and there will not be a
   summary of your Uber jobs on the CDG MDT.

If taxi driver is keen to switch from taxi to Uber Pte Vehicle, who do they contact?
1. If you are interested to switch to Uber private hire vehicles, please contact us through:
   a. In-person: visit UberHUB at 29 Paya Lebar Road between 10am - 6pm, Monday through
      Saturday
   b. Call us at our 24/7 phone support line: 800-101-3611 (toll-free)

Can I get a copy of the agreement to vet before I sign up with Uber?
1. You can read a copy of the agreement from Uber at https://www.uber.com/en-SG/legal/terms/sg/

Can a Private Hire Driver accept CDG jobs?
1. No, private hire vehicles cannot accept CDG Taxi jobs.
2. Do note that CDG drivers have to sign up with Uber to receive UberFLASH and UberTaxi trip requests.

Can I have a separate bank account from CDG if I sign up for Uber?
1. Yes, you can set up a separate bank account from CDG when you sign up with Uber

Can I still go to CDG Kiosks to top up for gas, if I accept Uber jobs?
1. Yes, you can still go to all the current CDG Kiosks you use to pump petrol

For Uber booking jobs, will they 'sync' to the MDT?
2. At the moment, Uber jobs will not sync to MDT. We are working on it and it should be ready within 2-3 months. When taking an Uber job, please follow the instructions on the Uber Driver App.

Do I have to do anything on the CDG MDT when on an Uber trip?
If your rider is paying with Credit card via Uber app
1. Upon arriving at your rider's drop off destination, slide [COMPLETE TRIP] to end the trip
2. On your MDT, tap on [OP]
If your rider is paying with Cash
1. Upon arriving at your rider's drop off destination, tap on [COLLECT CASH] and collect the amount stated on the green screen
2. Tap on [CASH COLLECTED] and slide [COMPLETE TRIP]
3. On your MDT, tap on [OP]
If your rider is paying with NETS or a physical card via the payment terminal
1. Upon arriving at your rider's drop off destination, tap on [COLLECT CASH]
2. On your MDT, tap on [PRODUCT] > "UBER JOB"
3. Enter the amount shown on the green screen of your Uber app and tap [OK]
4. Tap on [OP]
5. Process the payment on the payment terminal [print receipt etc]
6. On your Uber Driver app, tap on [CASH COLLECTED] and slide [COMPLETE TRIP]

If I take an Uber job and also a job from MDT, how do I handle it?
1. You should only be accepting one job at a time from either Uber or CDG.
   - If you are currently on a CDG job, please go offline on the Uber app.
   - If you are currently on an Uber job with a passenger in your car, please do not take another passenger via street hail or CDG call

What happens if a passenger requests for a trip endorsement letter endorsed by CDG Taxi Business for trip booked through Uber as eReceipt is not acceptable by the company?
1. For UberFLASH/uberTAXI credit card trips, customers will only receive a receipt via email, or within their app.
2. For UberFLASH/uberTAXI cash or nets trips, you can provide the customers with the receipt via the payment terminal, while customers will also receive a receipt via email and on their app.

Why can't I receive Uber trips from the Airport?
1. Due to Singapore regulations, taxi vehicles at Changi Airport are only allowed to accept passengers from the Taxi Line. Thus, CDG drivers will not be eligible for Uber trips at the Airport.

Earnings and Payments

Do I get any Uber incentives?
You will receive Uber incentives on top of fares. Please note, these incentives are subject to change.

What kind of incentives can I receive and how will I receive them?
1. In addition to trip fares, Uber regularly offers weekly 'Quest' incentives for you to earn more. Do check your email and the Promotions Hub in your app to find out your incentives for the week
2. Quest offers you extra money based on reaching certain trip goals within a specific timeframe. For example, take 25 trips between Friday 4am and Monday 4am and earn an extra $100. You can also track your Quest progress by going to the Promotions Hub under Earnings. Note: Uber refreshes their incentives every week, so please do look out for the email or check your app for the latest offer.
3. Additionally, you may also be eligible for other Uber incentives such as Guaranteed Surge Levels and rush hour lotteries. All incentives you are eligible for will be communicated to you via email and the Uber driver app.

Please note: only UberFLASH trips will count towards your weekly incentives.

How are fares calculated?
1. The trip fare you see at the end of a ride is calculated by adding:
   - Base fare: the price for pickup
   - Time: duration of the trip - from start to end of trip
   - Distance: total distance of the trip - kilometers of route
   - Surge pricing (if applicable)
   - Tolls [ERP] (if applicable): this amount is charged to the rider

Your payment for the trip is calculated as: ((base fare + time rate + distance rate) * surge multiplier)) - Uber service fee + tolls [ERP]

Uber service fee is never applied to tolls [ERP], for which you receive direct reimbursement in full.

How and when do payments happen?
1. For trip fares, each pay period begins at 4am and ends the next day at 3:59am (daily)
2. For incentives, each pay period begins on Monday at 4am and ends on the following Monday at 3:59am. (weekly)
3. Your earnings will be sent to you via direct deposit into your bank account.
4. You can also view the payment statements under PAY STATEMENTS in your Partner Dashboard via partners.uber.com
5. You will be paid according to the following timeline:

For DBS Account Holders:
1. **Weekday (Mon-Thu) earnings** will be received on the day after you've earned your fares. For example, if you have made $100 worth of trips (less Uber fees) from Monday 4am to Tuesday 3.59am, you will receive your daily payment of $100 (less Uber fees) by end of day Tuesday.
2. **Weekend (Fri-Sun) earnings** will be received on the following Monday. For example, if you have made $100 worth of earnings on Friday, $100 on Saturday, and $100 on Sunday, you will receive $300 on Monday. You can check your payment statement by end of day, Monday.
3. **For Quest incentives**, once you have hit your goal, you will be paid out in the same manner as your earnings. For example, if your Quest offer is to take 25 trips and earn $100, if you complete your 25th trip on the Wednesday that week, you will receive the $100 the day after, on Thursday.
4. **Weekly incentives** will be received every Tuesday.

For UOB and other Account Holders:
1. **Weekday (Mon-Thurs) earnings** will be received 2 days after you've earned your fares
2. **Weekend (Fri-Sun) earnings** will be received on the following Tuesday

3. **For Quest incentives**, once you have hit your goal , you will be paid out with the same cadence as above. For example, if your Quest offer is to take 25 trips and earn $100, if you complete your 25th trip on the Wednesday that week, you will receive the $100 on Friday.
4. **Weekly Incentives** will be received every Wednesday.

For further information please see https://help.uber.com/h/66452556-8628-4ebf-a484-9750eeb31932

How do I update my banking information?
1. If you have provided consent via ComfortDelGro opt-in form, your details include banking information will be transferred to Uber as per the Terms & Conditions.
2. If you need to update your banking information, you can do so at **vault.uber.com**

What incentives can I receive if I join Uber?
1. When you join Uber, you will be eligible for a number of incentives such as first trip bonus, weekly 'Quest' incentives and peak hour lotteries. Please look out for emails and SMS from Uber and check the Promotions hub in-app to view the latest offers.

If I pick someone up from street hailing, can I count it towards my incentive?
1. Unfortunately, no.

What are some instances on which should I cancel a trip?
1. **Before trip:** Drivers can cancel a trip accepted if drivers have arrived at the rider's pickup location and waited more than 5 mins for the rider. You will be informed of the time you have waited via our in-app timer.
2. **On trip:** While drivers are always encouraged to complete the trip they have accepted, we value all drivers' safety and drivers can cancel a trip if they feel that their safety is compromised or are uncomfortable completing a trip.

What if I want to stop driving with Uber?
1. If you wish to stop driving with Uber, do reach out to us via our in-app help by going to *"Help> Account and Payment> Change account settings> I want to delete my account" or visit help.uber.com.*

Can I get a receipt for my journey made through a taxi that I booked through the Uber App?
1. For all trips booked through the Uber App (uberTAXI or UberFLASH trips), the customer will receive their receipt via email or can view it within the Uber App
2. Drivers can identify whether the trip is an uberTAXI or UberFLASH trip in 2 ways -
   - Pre-trip: The request screen will show the incoming request from 'uberTAXI' or 'UberFLASH'
   - Post-trip: Once a trip has completed, your earnings tab under 'Trip history' will show you the fare breakdown as well as the type of trip you completed