

CABBY

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A hand is shown holding a smartphone, with the screen displaying a blue-toned interface. Overlaid on the entire image is a complex digital network of glowing blue lines and circular nodes, some of which contain icons like a dollar sign or a gear. The background is dark, making the glowing network elements stand out.

Staying Relevant with Digital Skills

Staying Relevant with Digital Skills



Although Cabby Abdul Hamid Bin Kadir is no stranger to mobile applications, it hasn't stopped him from attending the SkillsFuture Digital Workplace (SFDW) course to learn more.

The 69-year-old cabby attended the SFDW class in May. After completing the course, he was given \$110 in training allowance on the same day.

The course, which is customised by the Company in partnership with the National Taxi Association, e2i (Employment and Employability Institute) and NTUC LearningHub (NTUC LHUB), provides ComfortDelGro cabbies with relevant digital skills.

It comprises eight hours of class training and four hours of online training for various apps including ComfortDelGro Apps, the Mobile Data Terminal as well as Parking.sg and Waze.

Said Cabby Abdul Hamid: "Acquiring some digital knowledge of how these apps work is useful as they make taxi-driving more convenient."

To-date, close to 150 cabbies have attended the SFDW course. About 10,000 cabbies are expected to attend it by the end of 2020.



确保与时并进 掌握数字技能

尽管德士师傅 Abdul Hamid Bin Kadir 对移动应用程序并不陌生，但这并没有阻止他参加技能创前程数字职场课程，以了解更多信息。



这名 69 岁的德士师傅在五月参加了课程。完成课程后，他在同一天获得了 110 元的培训津贴。

这项由公司和全国德士协会、就业与培训中心 (e2i)，以及职总恒习中心 (NTUC LearningHub) 联合制定的课程，旨在培训康福德高德士师傅掌握数字技能。

这项课程包括 8 小时的课堂培训，以及 4 小时的在线培训，教导德士师傅使用康福德高应用程序、移动数据终端机，以及 Parking.sg 和 Waze 等不同应用程序。

德士师傅 Abdul Hamid 说：“掌握有关这些移动应用程序如何运作的数字技能很重要，因为它能为我们的驾驶工作带来便利。”

到目前为止，已有将近 150 名德士师傅参加了这项课程。预定到 2020 年底将有约一万名德士师傅参加。



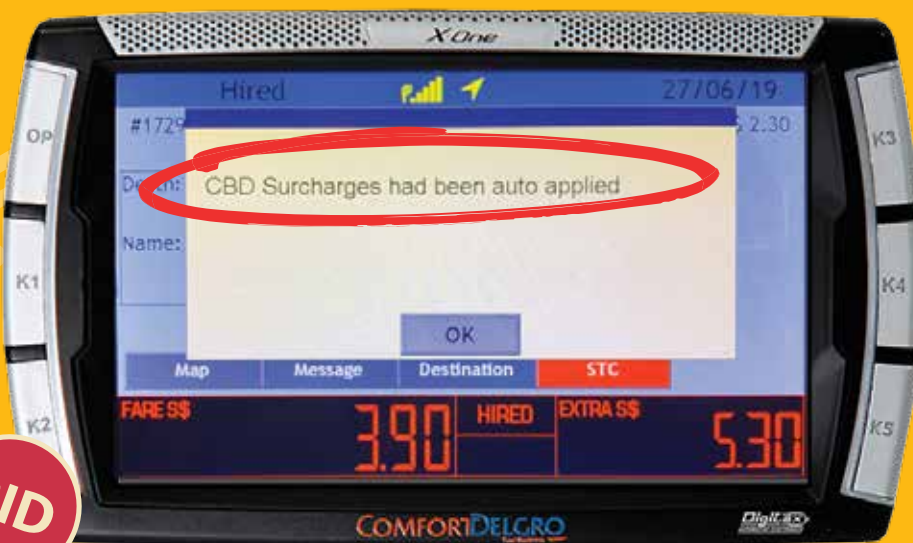
What's New for the Driver App

Enhancements, including a new icon, have been made to the ComfortDelGro Driver App to make the user experience for our cabbies better.

The interface, for example, has been updated. A feedback button has also been added in the Support Menu within the app so that cabbies can send feedback easily.

A training video about these enhancements is now available via the Cabby Portal at Cabby.cdgtaxi.com.sg.

For further queries, please send them to dro@cdgtaxi.com.sg or SMS to DRO at 72009 (Type in DRO space, followed by your query).



City Area Surcharge Automatically Added for Booking Jobs

The City Area Surcharge is now automatically added into the fares for booking jobs, where applicable. When the meter stops, the City Area Surcharge will be displayed on the payment screen. However, it will have to be manually added to the metered fares for street hail jobs.

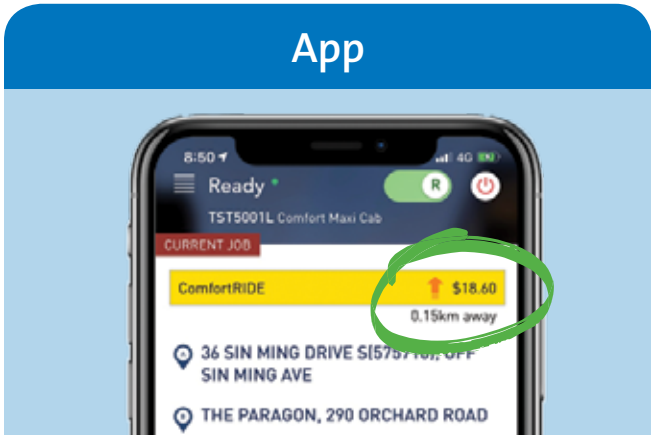
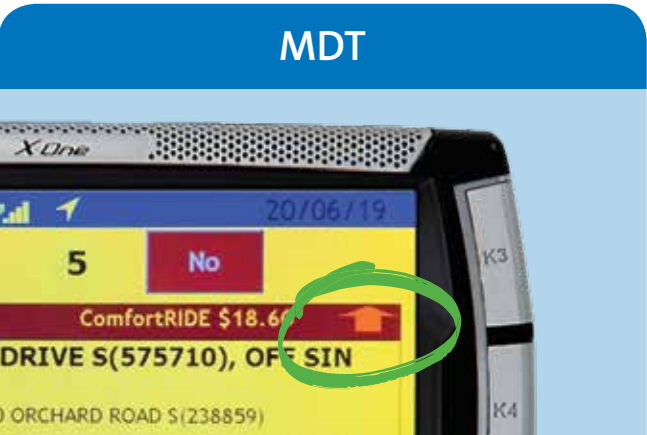


Other enhancements

1) ComfortRIDE

ComfortRIDE, the new booking service with dynamic fare pricing, has been extended islandwide. It applies to current booking jobs and cabbies who are confirmed ComfortRIDE

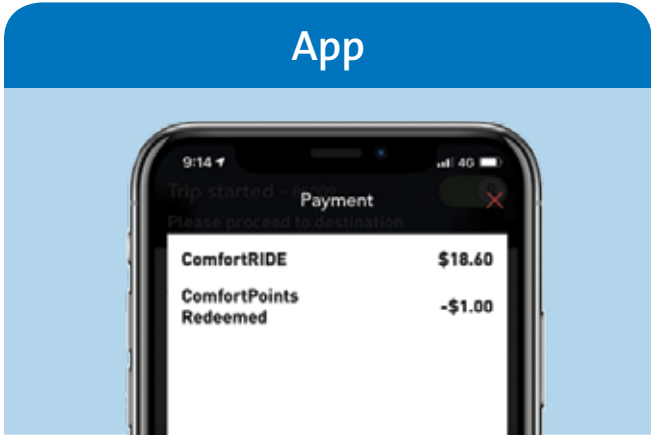
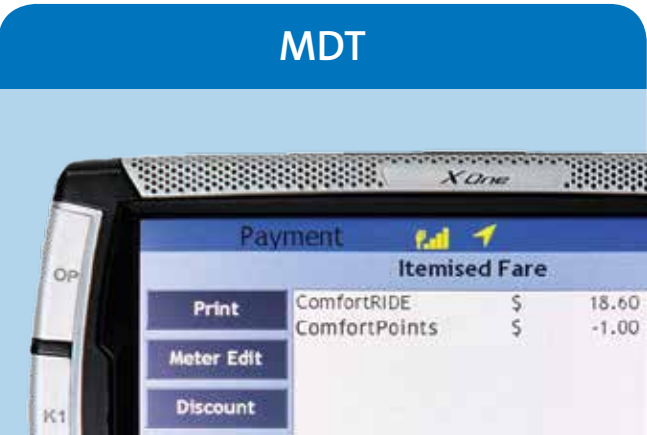
jobs will see “ComfortRIDE” displayed at the top of the screen of the Mobile Data Terminal (MDT) and ComfortDelGro Bidding App. When ComfortRIDE is experiencing a surge in fares, a surge arrow will appear.



2) ComfortPoints

Cabrewards has been renamed ComfortPoints. Both the MDT and the ComfortDelGro Driver App will display "ComfortPoints" on the screen

when passengers opt to redeem their reward points to offset part of the fares. The redemption process at the end of the trip remains unchanged.





司机应用程序新功能

为了提升德士师傅的用户体验，公司对康福德高司机应用程序进行了改良，其中包括新的图标。

例如，我们更新了界面，也在支援菜单添加反馈按钮，方便德士师傅发送反馈。

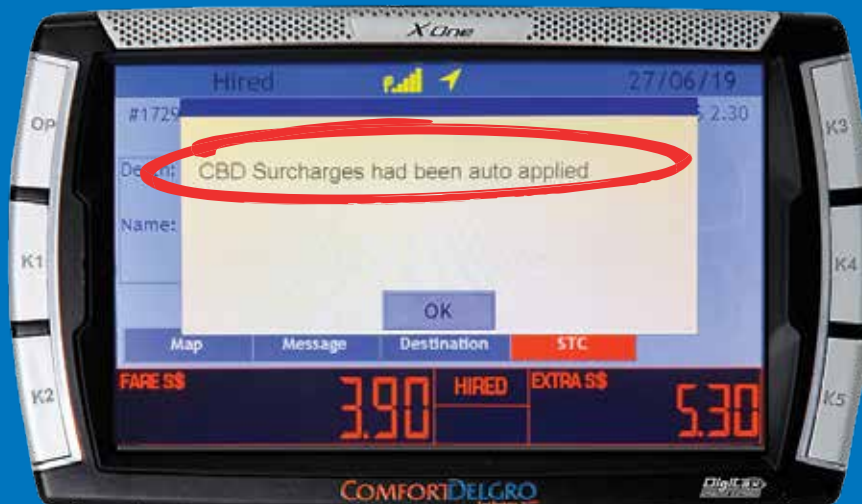
德士师傅可上网 Cabby.cdgtaxi.com.sg，通过德士师傅网站浏览有关这些新功能的培训视频。

如有疑问，请电邮至 dro@cdgtaxi.com.sg 或发简讯至 72009 (输入 DRO <空格>，您的查询)



电召工作自动添加市区附加费

市区附加费现已自动添加至电召工作的车资当中(如果适用)。当计程表停止时，市区附加费将显示在支付屏幕上。不过，路边载客工作的市区附加费，则必须通过手动方式添加到车资当中。

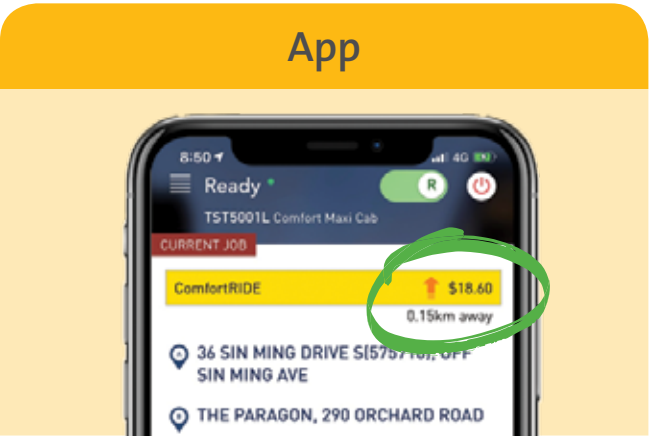


其他改良功能

1) ComfortRIDE

以动态计费的全新电召服务 ComfortRIDE 已开放给全岛各地的乘客使用。它适用于当前预订工作, 凡是获得 ComfortRIDE 工作的德士

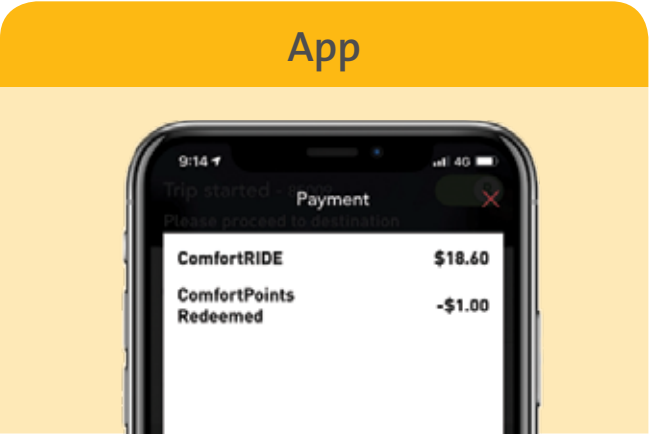
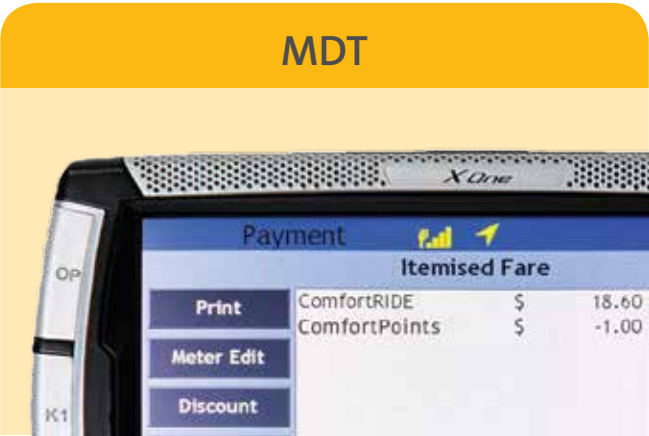
师傅, 都会在资讯显示终端机屏幕上端及康福德高投标应用程序看到 “ComfortRIDE” 的字样。当 ComfortRIDE 的车资上升时, 会出现一个上升箭头。



2) ComfortPoints

Cabrewards 已更名为 ComfortPoints。当乘客选择兑换奖励积分以抵消车资时, 资讯

显示终端机和康福德高投标应用程序将显示 “ComfortPoints”。行程结束时的兑换过程保持不变。



ComfortDelGro Taxi + Singtel



Come end-2019, Singtel Dash customers will not only be able to book our taxis via the Singtel Dash and My Singtel mobile applications (App), but also pay for fares using Singtel Dash in our ComfortDelGro Booking App.

Mr Ang Wei Neng, CEO, ComfortDelGro Taxi, said: “We are pleased to move our long-standing partnership with Singtel one step further. With our taxi booking services on Singtel Dash and Singtel Dash in our ComfortDelGro Booking App as an in-app payment, customers, both local and overseas, can enjoy greater convenience when booking and paying for a ComfortDelGro taxi trip with Singtel Dash.

This will add convenience, a new experience and an exciting proposition for both ComfortDelGro and Singtel customers.”

This partnership also extends to running joint marketing activities and enabling overseas customers of Singtel’s VIA alliance partners to book ComfortDelGro taxis via the ComfortDelGro Booking App when they visit Singapore.

To celebrate the partnership, Dash customers who are Singtel subscribers can enjoy 1GB of free local mobile data with a minimum of five ComfortDelGro taxi ride payments per month with effect from 6 June 2019. More information is available at www.dash.com.sg.

康福德高德士 + 新电信

从 2019 年底开始, 新电信 Dash 客户不仅能够通过新电信 Dash 和 My Singtel 移动应用程序电召德士, 还可以使用康福德高电召应用程序的新电信 Dash 缴付车资。

康福德高德士总裁洪维能先生说: “我们很高兴与新电信的长期合作关系取得更进一步的发展。通过新电信 Dash 的德士电召服务, 以及新电信 Dash 在我们的康福德高电召应用程序内的付款功能, 本地和海外客户可通过新电信 Dash 电召和支付康福德高德士车资, 从而享有更大的便利。这将为康福德高和新电信客户带来更便利和美好的新体验。”

这项合作伙伴关系还延伸至联合营销活动, 新电信 VIA 联盟合作伙伴的海外客户在到访新加坡时, 也可通过康福德高电召应用程序预订康福德高德士。

从今年 6 月 6 日起, 新电信的 Dash 客户每月至少 5 次缴付康福德高德士车资, 就能享有 1GB 的免费本地移动数据。更多详情可上网 www.dash.com.sg 查询。



My Father, The Cabby



“Time is the most valuable gift a father can give his children.

Driving long hours and taking care of us is hard work. I know now.

My father drives from 5pm to 5am daily, so he's usually asleep when my sisters and I come home from school. Despite that, he tries his best to spend time with us.

He gives us lifts to places that are out of the way because that's his way of spending time with us. He walks my youngest sister to school even when he's tired. He hugs and kisses them every time he sees them.

Daddy, I know it has not been easy but you've done your best!”

- Jun Xiong, 15, eldest son of cabby Phang Choy, 55



我的父亲，德士师傅

“时间，是父亲给予孩子的最佳礼物。

长时间驾驶，为我们的生活四处奔波，是一件苦差事。现在，我懂了。

我的父亲每天从下午5点开车到隔天清晨5点，所以当我和妹妹从学校回来时，他通常都在睡觉。尽管如此，他还是尽量花时间陪伴我们。

他开车载我们到比较远的地方，因为这就是他花时间陪伴我们的方式。不管多累，他都会亲自陪同我最小的妹妹上学。每次看到他们，他都会与他们拥抱和亲吻。

爸爸，我知道这并不容易，但你已经尽了全力！”

- 55岁德士师傅彭财的15岁长子俊雄



More Than 750 Cabbies' Children Receive Study Achievement Awards

One of the greatest joys for parents is seeing their children succeed.



On 25 May, more than 40 cabbies witnessed their children receive the Study Achievement Award (SAA) from ComfortDelGro Taxi. The SAA which was introduced more than four decades ago, helps our cabbies defray their children's school fees while rewarding their children for excellent academic achievements.

In all, more than 750 children were awarded this time round.

Congratulations to All!

超过 750 名德士师傅子女获颁学业成就奖

看到自己的孩子成功, 是父母人生最大的乐事之一。

今年 5 月 25 日, 超过 40 名德士师傅亲眼见证自己的孩子获得康福德高德士所颁发的学业成就奖。学业成就奖推出至今已经超过 40 年, 旨在协助我们的德士师傅分担孩子的学费, 并奖励他们在学习方面的卓越表现。

这次共有 750 名孩童获得学业成就奖。

恭喜大家!



Baby Born In Taxi!

It's not every day that a baby is born in a taxi.

But that was what happened on 23 May 2019.

Cabby Quek H L, 56, was driving along Joo Chiat Road when two ladies flagged down his taxi.

A heavily pregnant lady boarded alone and asked to be taken to KK Women's and Children's Hospital (KKH). Throughout the journey, she lay quietly at the back. When they got there, she paid the fare and before she alighted, she told Cabby Quek: "I think the baby is coming."

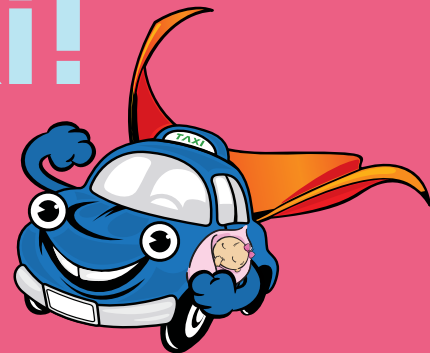
She then gave birth in the taxi. Cabby Quek immediately ran out to the Accident and Emergency waiting

area to get help. He came running back with a doctor and a nurse as she delivered the baby.

The cabby of 10 years said: "This is the first time someone has given birth in my taxi so I am relieved and happy that both mother and child are safe. It caught me by surprise as she didn't scream in pain at all. She was very calm and I drove as per normal."

Although the rear seat of the taxi had blood stains after, Cabby Quek did not mind at all and drove to the nearest petrol station to wash the taxi before driving again.

Said Ms Tammy Tan, Group Chief Corporate Communications Officer



of ComfortDelGro:

"We don't get many incidents of childbirth in our taxis but when we do, they are all very special. We are glad that Cabby Quek remained calm under pressure and very relieved that mother and child are safe."

ComfortDelGro Taxi sent a congratulatory hamper to the family and compensated Cabby Quek for both the downtime and car wash.

德士内产子!

乘客在德士内生子,可说是非常罕见的状况。

然而,如此罕见的状况却在 2019 年 5 月 23 日真实上演。

56 岁的郭师傅在如切路一带驾驶时,看见两名女郎挥手截停德士。

当时,一名孕妇独自上车,要求郭师傅载她到竹脚妇幼医院。途中,她在后座默不作声。抵达目的地后,她付了车资,却在下车之前对郭师傅说:“我感觉孩子快要生了。”

于是,郭师傅马上跑到紧急部门的等候区求助,并找到一名医生和一名护士,跟他回返德士为该名孕妇接生。

驾驶德士已有 10 年的郭师傅说:“这是我第一次碰到有人在我的德士内生产,我为母子平安感到十分欣慰。我对此感到很意外,因为她完全没有因为疼痛而叫喊。她非常冷静,我也如常驾驶。”

虽然德士后座有血迹,但郭师傅丝毫不以为意,他把德士开到附近的加油站洗车,再继续开车载客。

康福德高企业有限公司集团联络总监陈爱玲说:“乘客在我们的德士内分娩的情况并不多见。一旦发生都格外特别。令我们欣慰的是,郭师傅在压力下保持冷静,母子两人都平安健康。”

康福德高德士为该名乘客送上了礼篮,以表祝贺,并为郭师傅提供停工和洗车方面的补偿。

Top 5 Safe Driving Tips

With the hours that cabbies spend on the roads, it is important that they cultivate safe driving habits. Here are the top five tips for a safer driving experience:



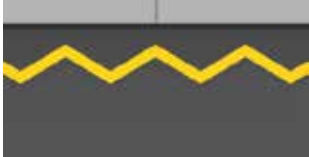
1. Be at least two seconds behind the vehicle in front of you;
 2. Don't speed especially when the road is wet;
 3. Never drink & drive;
 4. Minimise the use of mobile devices while driving and ensure it's hands-free if you have to use them;
 5. Be mindful of road markers such as yellow and zig-zag lines.



五大安全驾驶技巧

由于德士师傅每天都得长时间驾驶，培养安全的驾驶习惯非常重要。以下为大家提供安全驾驶的五大贴士：

1. 与前方车辆保持至少两秒钟的距离；
 2. 请勿超速，特别是在路面湿滑的情况下；
 3. 万勿喝酒开车；
 4. 驾驶时尽量减少使用移动设备，若必须使用，确保以免提方式操作；
 5. 注意道路标记，如黄色和锯齿形线条。

Road Markers 道路标记			
What do they mean? 代表意义?	No parking between 7am and 7pm except on Sundays and Public Holidays 上午 7 时至晚上 7 时之间禁止停车，周日和公共假期除外	No stopping at all times 任何时候都不得停车	No parking at all times; Only for immediate pick-up and drop-off 不得停车；仅限立即接送

Enhance your on-the-road coverage with ComfortDelGro Cabby Plus*



As a cabby, you're behind the wheel for long hours every day – this means you need greater coverage from the dangers of the road compared to other drivers. With payouts that can be claimed in addition to your other insurance, AIG's ComfortDelGro Cabby Plus gives you the additional protection you need and deserve.

-  24-hour worldwide protection
-  14 days "free look" period
-  Additional benefit for accidents while on duty
-  Chinese Physician treatment coverage



Additional perks

- ✓ Reimbursement of up to S\$300 for loss of cash and/or cash card due to robbery or theft**
- ✓ Reimbursement of up to S\$750 for loss or damage of personal valuables due to robbery or theft**
- ✓ Theft/Attempted Theft Assault benefit of up to S\$250
- ✓ Recuperation allowance of up to S\$250 per day (up to 5 days) due to theft or assault
- ✓ Replacement driver allowance of up to S\$250 per day (up to 5 days and 2 accidents per year) due to Temporary Total Disablement

** In the taxi leased from Comfort Transportation Pte. Ltd. or CityCab Pte. Ltd. whilst it is under your care and custody.

Affordable premiums

Get protected with ComfortDelGro Cabby Plus from as little as S\$6.61 per month (inclusive of GST).

	Plan 1	Plan 2	Plan 3
Monthly premium (inclusive of GST)	S\$6.61	S\$13.72	S\$18.35

Important Note

Cover will automatically cease with effect from the date your leasing contract with Comfort Transportation Pte. Ltd. &/or CityCab Pte. Ltd. is terminated.

* Only applicable to Hirers, excluding family members.

Get protected today



Speak to our Benefit Sales Officer



Call 6419 3000



Visit www-411.aig.com.sg/contactus/

Protected up to specified limits by SDIC.

ComfortDelGro Cabby Plus*

加强您的路面保障



身为德士师傅，每天都要长时间驾车—相比其他道路驾驶员，您需要更广泛而可靠的保障。ComfortDelGro Cabby Plus 让您可同时申索其他保险计划的赔偿外，更提供包括恐袭的全面性保障，提供您所需要的额外保护。



24小时全球性保障



14天冷静期



值勤时发生意外的额外保障



中医治疗保障



额外保障

- ✓ 因抢劫或盗窃而导致的现金和/或现金卡遗失赔偿可高达S\$300**
- ✓ 因抢劫或盗窃而导致的个人贵重物品损失或损坏赔偿可高达S\$750**
- ✓ 盗窃/企图盗窃等被袭赔偿高达S\$250
- ✓ 因盗窃或殴打之疗养补助每天最高可获S\$250 (最多5天)
- ✓ 因暂时伤残而又无法找到替代司机之津贴，每天最高可获S\$250 (最多5天，每年最多2次)

** 保障范围只限于Comfort Transportation Pte. Ltd.或CityCab Pte. Ltd.出租的德士。

可负担的保费

每月最低只需支付S\$6.61 (含消费税) 即可获得ComfortDelGro Cabby Plus 的保障。

	计划 1	计划 2	计划 3
每月保费 (含消费税)	S\$6.61	S\$13.72	S\$18.35

重要提示

在投保人与Comfort Transportation Pte. Ltd.或CityCab Pte. Ltd.解除租车合约之日起，保险责任将会自动终止。

*只适用于租车司机，不包括家庭成员。

今天就投保



请立即联系我们的销售顾问



致电6419 3000



登录www-411.aig.com.sg/contactus/

此保单已列入由新加坡存款保险公司保单持有人保障计划保护范围。您的保单已自动列入保障范围，您无需办理任何手续。如需了解更多关于此保障计划的权益项目及保障范围，请联系AIG Asia Pacific Insurance Pte.Ltd.，或查询AIG (www.aig.sg) 新加坡普通保险协会 (www.gia.org.sg)，及新加坡存款保险公司网站 (www.sdic.org.sg)。

4 Things You Need To Know About Raffles PCN

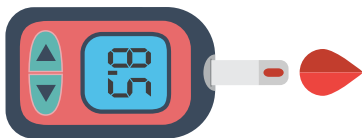
By Letitia Koh

The Primary Care Networks (PCN) Scheme is a government initiative that allows General Practitioners (GPs) to organise themselves into a virtual network, and deliver more holistic and effective care through a multi-disciplinary team of doctors, nurses and allied health professionals. Read on to find out everything you need to know about Raffles' very own Primary Care Network.



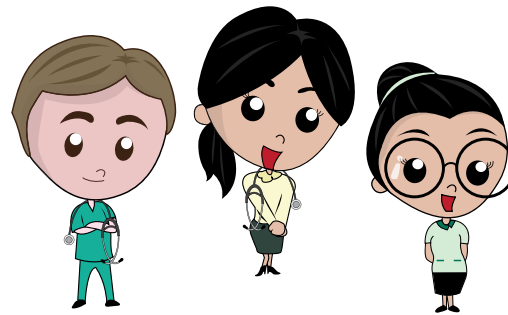
1 Raffles Medical launched three Primary Care Network (PCN) clusters in the East, Central and West

The PCN clusters are launched in line with the national emphasis on chronic disease management. Located conveniently all over Singapore, you can now visit your nearest Raffles PCN clinic for follow-up care for your chronic conditions. You can also expect a shorter waiting time and the same medical care you will receive at a polyclinic / hospital.



2 Diabetic care services are available

Diabetic care services are now readily available at the convenience of the community, with Raffles PCN clinics offering retinal photography and foot biothesiometry test.



3 Support by case management team and nurse counsellors

Your chronic condition will be properly managed by an integrated medical team comprising nurse counsellors and care coordinators. The nurse counsellors will help you better understand your condition, set goals and support you in managing your chronic condition. You will be able to achieve your goals easily with their careful monitoring and guidance.

The care coordinators work with community service providers and public healthcare institutions to ensure that your care is holistic and integrated. As part of the programme, you will be enrolled into a chronic disease register for systematic tracking of your health data and treatment outcomes. The care coordinators will keep track of your chronic condition through the register to ensure that your condition is monitored continuously.

Adequate management of chronic conditions is critical in ensuring good outcomes, and minimising premature losses such as disabilities, morbidities and mortality. This means that patients should adopt regular follow-ups with their family physicians to ensure control of their condition.



4 Patients are eligible for CHAS card subsidies

You can enjoy your CHAS / PG subsidies at Raffles Medical PCN clinics.

For more information on Raffles PCN, visit www.rafflesmedicalgroup.com/pcn or call us at 6282 4150.

Breaking Fast Together

About 100 Management staff and Muslim cabbies gathered for prayer and broke fast together with a buffet dinner on 15 May 2019 as part of Iftar celebrations. They were each gifted a prayer mat and a radio with a copy of the Quran stored in a memory card.



斋戒后共进晚餐

今年 5 月 15 日, 大约 100 名管理层人员和穆斯林德士师傅共聚一堂, 享用自助餐, 共进一天斋戒后的晚餐。出席者各获赠一个祈祷垫, 以及备有可兰经存储卡的收音机。



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