

GC Supplement Terms of Use V.12

<div>GrabCar</div> <div>SUPPLEMENT TERMS OF USE</div>
<div>GRAB CAR - Peer and Driver</div>
<p>At GrabCar, we commit to providing safety, certainty, and speed in our services not just to our passengers, but to our Peers and drivers as well. Thus, in addition to the terms and conditions of the Grab Peer Service Agreement and/or the Terms and Conditions of Use for GrabCar Drivers, the following terms govern your use of the GrabCar Service, including the GrabCar mobile application.</p>
<p>You agree not to do, participate in doing, cause others to do, or join others in doing any of the prohibited activities set out below or any fraudulent or illegal activity in connection with your use of the GrabCar Service. If you fail to fulfill this undertaking, your failure will be considered a violation of these terms of use.</p>
<p>We will investigate possible occurrences of such prohibited activities, and we may involve and cooperate with law enforcement authorities in prosecuting anyone involved with such activities.</p>
<p>If we find any reason to believe that you failed to fulfill the above undertaking, we will suspend the processing of any transaction you might have with us, immediately withhold any incurred incentives or other benefits, and restrict your entry into company premises.</p>
<p>For each violation, we will reduce the applicable incentives and/or deactivate your use of the Service, including your account, according to the schedules below. Since we alone provide and finance the incentives and benefits for GrabCar, we have sole and full discretion over the grant, release, reduction, or forfeiture of any GrabCar incentive or benefit. We reserve the right to inform our personnel, visitors, and the public of the deactivation of your use of the GrabCar Service and account.</p>
<p>The following rules shall also apply if you have been identified as engaged in gaming, fraudulent schemes, or major violations:</p>
<p>If you are a driver, only your driver account shall be permanently deactivated.</p>
<p>If you are a peer-driver, both your car account and the driver account shall be deactivated, and the registered car/vehicle may not be transferred to another account.</p>
<p>If you are a peer-operator, all car accounts and driver accounts under you shall be deactivated, and all car accounts & involved driver accounts cannot be transferred to another peer-driver or peer-operator.</p>
<p>Nothing in this Supplement may be interpreted to limit the steps, actions or remedies available to us with respect to any prohibited activity, including prosecuting you to the full extent of the law. Should we not or fail to act on a prohibited activity, such does not mean we consent to it or that we waived our right to enforce the terms here at our sole discretion.</p>
<p>You shall not hold us liable for any withholding of, delay, reduction or forfeiture of any payment of incentives or grant of benefits to you, as well as, the deactivation of your use of the GrabCar Service or your account.</p>
<p>Considering that the TNCs are now liable for accidents committed by drivers, and their failure to exercise extraordinary diligence in transporting the passengers, the Supplement terms of use below will be rigorously implemented and all sanctions for each offense will be strictly enforced.</p>

STU violation committed after an offence within 15 days will have a penalty higher than the first. Subsequent violation(s) will still follow a progressive penalty, or whichever is higher. Each STU violation will only refresh after 30 days where the penalty was enacted.				
Transportation Network Vehicles Services (TNVS) are considered as public utilities and common carriers and are required to exercise extra ordinary diligence in the transport of passengers. TNVS are also required to comply with the regulations of the LTFRB on TNVS, specifically MC 2015-018(A).				
GRAB Car - Peer and Driver Supplement Terms of Use				
Prohibited Activities		Incentives Penalty		Minimum Deactivation Period
Misbehaviour, maltreatment of passengers, not following proper booking/cancellation procedures, and other similar violations		100% (forfeited)		3 days
High driver/passenger cancellations, reckless driving, severe cases of misbehaviour, repeat of minor offenses, and other similar violations		100% (forfeited)		5 – 7 days
Theft, fraud, legal offenses, not complying with legal or regulatory requirements, and other similar violations		100% (forfeited)		30 days - permanent
CODE	PROHIBITED ACTS	1ST OFFENSE	2ND OFFENSE	3RD OFFENSE
A. Booking & Cancellation - bookings, pick-ups, drop-offs, and cancellations				
A1	Arriving late at pick-up point greater than ETA or 7 minutes without informing passenger	3 Days suspension w/ Retraining	BAN	***
A2	Asking passengers to cancel real bookings that they intend to continue	Warning	3 Days suspension w/ Retraining	BAN
A3	Pressing "drop-off" early without completing the ride	3 Days suspension w/ Retraining	BAN	***
A4	Cancelling a ride in progress or requesting a passenger to leave the vehicle before reaching the destination without a valid reason	5 Days suspension w/ Retraining	BAN	***
A5	Completing a job but not picking up the passenger without a valid reason	3 Days suspension w/ Retraining	BAN	***
A6	Using GrabCar App as a courier. Transporting package (s) instead of passenger.	3 Days suspension w/ Retraining	7 Days suspension w/ Retraining	BAN

A7	Prolonging trips after passenger has been dropped off without a valid reason	Warning & Forfeiture of Incentive	7 Days suspension w/ Retraining	BAN
A8	Driving / Being “Available for Jobs” with credit balance below Php 300	Warning & Forfeiture of Incentive	7 Days suspension w/ Retraining	BAN
A9	Weekly STU Offense for AR and DCR	0 point - 20% Commission		
	AR < 50%	1 point - Warning / 20% Commission		
	DCR > 8%	2 points - 25% Commission		
		3-5 points - 27% Commission		
		6-8 points 3 days suspension		
B. Fare Payment - fare payment, receipts, & promos				
B1	Fare violation and overcharging (asking tip, incorrect change, refusing follow the fare and not honoring promos such as PWDs, Student and Senior discount)	5 Days suspension w/ Retraining	BAN	***
B2	Issuing the incorrect e-receipt	5 Days suspension w/ Retraining	BAN	***
B3	Collecting cash in Grab Pay transaction	Actual fare x2 will be deducted to credit balance with retraining	5 days suspension	BAN
C. Gaming & Other Frauds - gaming, fraud, and cheating				
C1	Asking or contracting with passengers to make bookings	30 days suspension w/ Retraining	BAN	***
C2	Manipulating smartphone configuration to cheat the Grab System	30 days suspension w/ Retraining	BAN	***
C3	Using the passenger application to book other drivers, either with driver phone or personal phone	BAN	***	***
C4	Using another smartphone to create false bookings	BAN	***	***
C5	Conspiring with other passengers, drivers, or Peers in engaging in gaming, committing other fraud, or manipulating the Grab system	BAN	***	***
C6	Picking up the passenger then cancelling the booking but still continue the ride	BAN	***	***

C7	Using of GRAB ID and/or any documents issued by GRAB on picking up passenger in NAIA without using GRAB Application.	BAN	***	***
C8	Sharing Grab application with other driver	BAN	***	
C9	Exploiting Grab app features to manipulate payouts for ongoing incentive programs	30 days suspension w/ Retraining	BAN	***
C10	Failure in updating Driver's Application	Warning	3 Days suspension w/ Retraining	BAN
D. Passenger Experience - during passenger's ride, affecting their Grab experience				
D1	Poorly maintained car	Warning	3 Days suspension w/ Retraining	BAN
D2	Filling in gas, stopping for restroom breaks or making unnecessary stops without the passenger's consent	Warning	3 Days suspension w/ Retraining	BAN
D3	Taking a longer or unreasonable route without explaining to or seeking the consent of the passenger	3 Days suspension w/ Retraining	BAN	***
D4	Dropping off the passenger at unsafe location without a valid reason or consent of the passenger	3 Days suspension w/ Retraining	BAN	***
D5	Consistently low passenger ratings (STAR Rating)	3 Days suspension w/ Retraining	BAN	***
D6	Lacking neatness in hygiene and/or wearing inappropriate clothing (e.q. sleeveless or none-collared shirt, slippers or sandals, shorts or ripped jeans)	Warning	3 Days suspension w/ Retraining	BAN
D7	Not wearing Grab ID during the ride	Warning	3 Days suspension w/ Retraining	BAN
D8	Not displaying TNVS stickers provided by LTFRB	Warning	3 Days suspension w/ Retraining	BAN
E. Peer/Driver- Misconduct; Compromised safety/security, theft, harassment, & physical harm to passenger				

E1	Being disrespectful towards Passenger (Verbally Insulting, Harassing or Threatening passenger)	3 Days suspension w/ Retraining	BAN	***
E2	Retaining possession of passenger's property left behind in vehicle for 7 days or more	3 Days suspension w/ Retraining	BAN	***
E3	Passenger complains about driver driving recklessly and/or aggressively	3 Days suspension w/ Retraining	BAN	***
E4	Allowing other person to onboard inside the vehicle with the passenger while in booking	5 days suspension w/ Retraining	BAN	***
E5	Distracted or Unsafe driving (Calling, texting, playing games, and similar acts while driving)	5 days suspension w/ Retraining	BAN	***
E6	Causing hurt or injury to a passenger through carelessness or intentional behaviour (e.g. sleeping, jamming breaks, eating while driving, driving off before the passenger disembarks properly)	Preventive suspension (5 days suspension or Banning)	BAN	***
E7	Sending inappropriate and unnecessary texts, messages, or calls to a passenger (before, during and after the ride)	5 days suspension w/ Retraining	BAN	***
E8	Assault of passengers	Preventive suspension (5 days suspension or Banning)	BAN	***
E9	Posting of passengers' information (Name/Phone Number/Email Address/Picture and/or Videos/Booking Details) in any social media accounts either in a private or public page(s) that can potentially compromise passengers' safety and privacy.	BAN	***	***
F. Peer/Driver- Misconduct; Compromised safety/security, theft, harassment, & physical harm to another GRAB peer/driver or any GRAB employee				
F1	Picking up another driver's passenger	Warning	3 Days suspension w/ Retraining	BAN
F2	Fighting with other drivers in front of the passenger or in a public place	3 Days suspension w/ Retraining	BAN	***
F3	Uttering threats to or assaulting any Grab employee	7 Days suspension w/ Retraining	BAN	***

F4	Posting any type of threat/s in any social media platform/s against the following: driver, passenger, GRAB and/or its employees	Preventive suspension (that can lead to BANNING)	***	***
F5	Posting any type of statement/status/comment/meme that encourage or influence drivers/passengers/employees to participate in demonstration/rally/strike that can potentially jeopardize the brand (GRAB)	Preventive Suspension (that can lead to BANNING)	***	***
G. Safety & Legal Compliance - driver account usage, safety, and legal compliance				
G1	Passenger complains of a spray incident involving the driver (3 days minimum for internal investigation, preventive suspension during official investigation)	3 Days suspension	***	***
G2	Minor offenses involving licensing or police authorities, such as minor car accidents involving light injuries or damages < P40,000 (preventive suspension during investigation)	3 Days suspension	***	***
G3	Driving an uninsured car	BAN	***	***
G4	Failing to inform GrabCar within 21 days upon suspension, cancellation, or expiration of driver's license	BAN	***	***
G5	Driving with expired/no license or using, wearing, having in his possession the license of another person	BAN	***	***
G6	Permitting any other person to use, or have in that other person's possession, his license, user account, or vehicle	BAN	***	***
G7	Using a vehicle not approved by Grab and/or is not listed in LTFRB's Masterlist to pick up a passenger(s)	BAN	***	***
G8	Severe offenses involving licensing or police authorities, such as criminal cases, major accidents involving severe injuries, damages amounting > P40,000	BAN	***	***
G9	Driving under the influence of alcohol	BAN	***	***
G10	Failure to comply with laws or regulations issued by the DOTC, LTFRB and LTO governing Transportation Network Vehicle Service	BAN	***	***
G11	Bringing and/or Intimidating passengers and/or other drivers with deadly weapons such as but not limited to (Gun, knife, ice-pick, pipes.. etc.)	BAN	***	***

H. Manila International Airport - for violation(s) of Memorandum Circular 8 (see MC8 copy). Peer/Driver need to pay the penalties stated below.				
H1	Grave Offences	BAN (Php. 2000)	***	***
H2	Less Grave Offences	3 Days suspension with re-training (Php. 1000)	1 week suspension (Php. 2000)	BAN (Php.3000)
H3	Minor Offences	1 Day suspension with re-training	3 Days suspension w/ Retraining (Php. 500)	BAN (Php. 1000)
I. Peer/Driver- Anti illegal drugs policy				
I1	Possession and/or use of prohibited drugs	BAN	***	***
I2	Involvement of the driver in transporting of illegal drugs, narcotics	BAN	***	***
J. Peer/Driver Compliance				
J1	Failure of Peer/Driver to submit their complete Certificate of Public Convenience (CPC) requirements as required by the LTFRB	Indefinite suspension until compliance	***	***
J2	Non-payment and/or continuous late payment of daily/monthly amortization for the loan (Microfinance)	Suspension until settlement of balance	BAN	***