



Anti – Fraud Policy (Fraud Committed by Drivers)

1. Introduction

This Anti-Fraud Policy (this Policy) is intended to serve as a guide to users of the MooVr (Australia) Pty Ltd ACN 639402341 in Australia and platform (MooVr App). It provides instances of the types of events that may be deemed to be fraudulent and/or dishonest behaviour and gives guidance in addressing such complaints or investigations.

MooVr is committed to providing a safe and enjoyable experience for drivers and riders. MooVr's commitment to providing a safe environment is at the lead of our business and to guarantee that only thoroughly screened and scrutinised drivers use the MooVr platform to provide rideshare/booking services to riders.

2. About

2.1 In this Policy, a fraud case means a scenario where MooVr has determined that a driver, passenger and person who avail of the service of MooVr has engaged in dishonest or fraudulent conduct. Please be aware that this Policy is not intended to provide an exhaustive list of all fraudulent events.

2.2 Please be aware that the actions proposed in this Policy are for reference only.

3. Purpose

3.1 This Policy is intended to help provide a service standard and protect MooVr's reputation, for the mutual benefit of both MooVr platform and the community.

4. Actions to be Taken in Suspected Fraud Cases

4.1 Suspected trip manipulation by driver or using third-party software or services to disrupt or manipulate the MooVr App

- Payment to the driver will be suspended and the matter will be investigated. If the matter is found to be a fraud case, the payment will be returned to the rider on the driver's behalf and will not provide any payment to the driver.

4.2 Driver, of his own volition, deliberately increased the time or distance of the trip

- Payment to the driver will be suspended and the matter will be investigated. If the driver is found to have deliberately taken a longer or an incorrect route, MooVr will (a) provide the driver with a payment based on the original estimated fare; and (b) refund the difference to the passenger or User.



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- If the driver is found to be not at fault after investigation, the full payment paid by the passenger or User will be provided to the driver.

4.3 Driver completed the trip without picking up the passenger.

- The payment will be returned to the rider/passenger and will not provide any payment to the driver.

4.4 Trip paid but the driver started a trip before picking up the passenger or delayed ending a trip after dropping off the passenger

- Payment to the driver will be suspended and the matter will be investigated. MooVr will (a) provide the driver with a payment based on the original estimated fare; and (b) refund the difference to the passenger or User.
- If the driver is not at fault, the full appropriate payment paid by the passenger or User will be provided to the driver.(less any usual and appropriate standard charges)

4.5 Driver forced rider to cancel the request (e.g. driver messages or calls a rider to cancel, driver deliberately delays pick up by driving away from the passenger's location, or the driver stays at the same spot for an extended period of time)

- The cancellation fee payment will be suspended and the matter will be investigated. If proven to be true, the cancellation fee will be returned to the passenger and MooVr will not provide any payment to the driver

4.6 Detected or undetected fraud and complaint received from a passenger after a trip has been paid by the rider, and the payment has been received by the driver.

- MooVr will take the necessary steps to gather information and investigate. If the matter is found to be a fraudulent case, A "chargeback" will be taken from the driver's next payment cycle and will refund the payment to the passenger/rider.

4.7 Driver used promotion or rewards obtained by unfair, deceptive, fraudulent or dishonest means.

- MooVr will investigate the matter accordingly. If the matter is found to be a fraudulent case, MooVr will decline any promotion or rewards that would have been available to the driver/passenger/User but for this matter.

4.8 Unvetted driver - An unvetted driver is a person who accepts a booking from the MooVr platform and carries out that booking (or attempts to carry out that booking) using a different person's accreditation (or credentials).

- In case this happens, MooVr is equipped with the necessary identification technology that will help riders identify if there is discrepancy as to the photo under the app and the personal appearance of the driver

4.9 Other matters not listed but considered by MooVr as fraudulent after investigation will be dealt with accordingly.



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5. Reporting Fraudulent Activity

5.1 If you want to report fraudulent activity on your MooVr account, please reach out to our Support team (support@moovr.me)

5.2 Security Vulnerabilities

- If you believe you've discovered a security bug or vulnerability in the MooVr platform, please report it to us using the support@moovr.me email. We will investigate your report and respond to you as soon as possible. Please do not disclose your findings until we have had the opportunity to review and address them with you. We appreciate your help in keeping MooVr secure for our community.

6. Revision and Updates

6.1 MooVr may from time to time revise, amend, delete, or add some provisions in this policy without the prior approval or consent of the parties.