



Driver Information

Q. What makes MooVr any different to other Rideshare operations?

We are an Australian company founded by an innovative team who spent a cumulative 8 years working as drivers to gain the required knowledge and understanding of the industry and its problems.

Q. How will MooVr help Australians?

We work for our drivers and riders meeting their needs, our rates are competitive with the overseas rideshare companies, but when you use an Australian Rideshare company all your money stays in Australia contributing to the local economy which has been severely impacted by COVID-19.

Q. What makes us different?

Our initial application already has innovative features not currently offered by the overseas rideshare company, and future innovative changes are coming to revision 2. Our focus is to continuously evolve meeting our driver and riders needs.

Q. Will a driver still need to register for ODBS?

Not if they are only completing work dispatched to them, they will fall under MooVr (Australia) Pty Ltd. If they are performing private work, YES they will need their own individual ODBS and are required to issue a receipt.

Q. Will you saturate the market with Drivers?

No, initially we will manage driver registrations by application. When processing applications we must consider demand vs supply over 24 hours 7 days a week. The number of approved driver applications will increase as rider demand increases to help manage sufficient workflow to drivers.

Q. What are the rates for transportation?

We will monitor the market and set competitive rates which may change from time to time. We will not deploy surging, but like other Australian workers who work shift work or public holidays there will be a slightly higher base fare to compensate drivers at these times.

Q. What are the commission rates?

For the initial 3 months of operations there will be no commission charged. Thereafter it will be 5%.

INFORMATION FOR DRIVERS

Q. What are the minimum requirements to sign up?

To be approved by MooVr as a driver you must:

- a) hold a valid Australian Business Number (ABN);
- b) register for Goods and Services Tax (GST) and provide MooVr with proof of GST registration;



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- c) hold a valid driver's licence and all other required licences, permits, registrations, approvals and/or authorities required to provide RideShare Services within the relevant jurisdiction;
- d) provide a high-resolution photo of yourself which is a true image of you and you consent to such photo being displayed on your profile and in your vehicle; and
- e) provide any other information required by MooVr to complete the registration process.

Q. Do I need my own car?

You must provide your own vehicle. This may be a vehicle you own or a vehicle you rent for the purpose of completing rideshare requests. It is your responsibility to ensure the vehicle you use is properly insured, maintained, registered and where required by the operating jurisdiction additional registrations and inspections are completed.

Q. Does it cost money to sign up?

The MooVr app is free to download and signing up to drive is free. To meet ridesharing requirements in your city, there may be costs involved, such as paying for a PTD and PTV and vehicle inspection. You are responsible for paying all costs you incur in the course of providing Ride Share Services including, but not limited to, registration and licence fees, fuel, mobile data costs, stamp duty fees, road tolls, amortisation of the vehicle, insurance, relevant corporate or payroll taxes etc.

Q. Are trips insured?

As a driver you are required to purchase and maintain, at your own expense, all applicable insurances (including as a minimum comprehensive motor vehicle insurance, public liability insurance and compulsory third party insurance) in respect of each vehicle registered to provide Ride Services.

Q. Instances that will cause account termination

MooVr may terminate and de-activate your Account without notice if you:

- breach the terms of the Driver Agreement [establish and define material breaches which would result in de-activation of the Account];
- become or are bankrupt or insolvent;
- unable to pay your debts when due; or
- placed into administration (when operating under a company).

Q. What are the different services I can qualify for?

MooVr – Our traditional rideshare service for moving riders from A to B. You will need to successfully complete the registration process and register a qualifying vehicle.

MooVr Corporate – A personalised service for Corporate riders. Drivers must successfully complete the MooVr Corporate course, maintain a rating over 8.5/10, prove physical fitness and register a qualifying vehicle. MooVr Corporate requires the driver to handle customers' baggage, open doors and escort riders into buildings when requested.

MooVr Air Collect – Specialised service for inbound travellers requiring the driver to meet them at the gate/baggage area/immigration exit. Drivers must successfully complete the MooVr Corporate and



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MooVr Air Collect course, maintain a rating over 8.5/10, prove physical fitness and register a qualifying vehicle.

Driver - Fare and Fees

Q. How are fares calculated?

MooVr charges a Rider an app booking fee for each Ride Service requested through the Rider App. The booking fee is paid by the Rider directly to MooVr. Drivers are not eligible to recover/receive any amount of the app booking fee.

Fares are calculated by the following:

- Base Fare: a flat fare charged once the rider enters the car and you start the trip.
- Distance Fare: a fare that is charged based on the distance travelled. This fare may vary depending on the city and the threshold distance.
- Time Fare: a fare charged for the duration of the trip (from pickup to drop off). This includes time your driver spent waiting for you and time spent in traffic. This includes the time your driver spent waiting for you and time spent in traffic, etc and may vary depending on the city. Where Air Collect is used the drivers time will be billed from the scheduled pickup time while the driver waits at the airport gate/baggage area/immigration exit for the riders arrival.
- Air Collect: This fee covers the drivers parking fee for airport gate collection where Air Collect service is used.
- GST / other relevant taxes.

Are there fees payable by the driver?

As a driver, you may be required to pay fees to MooVr as a percentage of the total Fare. This amount may vary from time to time as determined by the Driver Fee Policy.

Q. Does MooVr take any commission?

Yes, MooVr takes 5%.

Q. How and when do I get paid?

Payments earned shall be released on a weekly basis. Applicable fees shall be deducted prior to payment.

Q. Is there a minimum driving period?

Absolutely not! There is no minimum driving period and no minimum number of trips required. You just need to comply with the Driver Agreement along with the undertaking that you will fully comply with all laws and regulations applicable in the jurisdiction for which you provide ride share services.

Q. If I am a driver with MooVr, can I still drive with other platforms?

Yes. Our drivers are Independent Contractors who own their own business. You are in control of your own income sources at all times. Drivers must adhere to local Government Fatigue management guidelines. Time driven on other platforms or forms of employment need to be taken into account.



Q. What happens if I decline too many trip requests?

We understand that you may need to decline a trip request from time to time. However, please keep in mind that declining too many requests can affect riders' experience.

INFORMATION FOR RIDERS

Q. How to create an account?

Download the MooVr app from the App Store or Google Play, then create an account with your email address and mobile phone number. A payment method is also needed before you can request a ride.

Q. Is there any age qualifications in order to create an account with MooVr. What are the other qualifications?

Yes. To create an account on the Rider App:

- a) you must be 18 years old or over;
- b) you must have an electronic device with an active mobile number;
- c) your electronic device must meet MooVr's minimum device requirements (the Rider App may not operate on all mobile devices);
- d) to use the Rider App you must set up a valid payment method; and
- e) you must accept any permissions requested by MooVr (in order for the Rider App to properly function).

Q. What type of driver will you get?

All our drivers complete an application process to verify that they hold the required regulatory licenses, registrations and insurances. Some of our services also require additional training before qualification. Regular checks will be completed to ensure that our registered drivers are providing the best possible service.

Q. What forms of payment are accepted?

You can pay for the transport services with a credit card, PayPal and Gift Cards, which require activation in the MooVr app prior to ride requests. Riders must pay for Ride Services via credit / debit cards, carrier billing (eg PayPal) and other payment methods directly in the Rider App (In-App Payment).

Q. How are payments made after a booking?

When using the MooVr app, you must pay for the transport service using the MooVr in-App Payment.

Q. Are toll fees and GST included in the fare?

Yes. Charges will be inclusive of applicable taxes where required by law. Charges may include other applicable fees, tolls, and/or surcharges including a booking fee, municipal tolls, airport surcharges/parking or processing fees. (WA - Taxi Levy charges, 10% of fare plus GST up to maximum \$10).

Q. I have changed my phone number and I'm not using the number I registered with MooVr.



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During the installation of MooVr app, Riders mobile number is linked to the respective MooVr user account and added to our database. If you are no longer using your mobile number, you must notify MooVr within 7 days so we can anonymise your account data. If you do not notify us about any change to your number, your mobile operator may issue the same mobile number to a different person and when using MooVr app, this new person may see your data.

Q. Can anyone use MooVher?

No. Only Female account holders may request a female driver. However, one male rider can accompany the female account holder on her ride only where the plus 1 male option is selected and accepted by the Driver.

Q. I want to request a Female driver using MooVher, what do I need to provide?

Female riders may request a female driver after account verification and approval. To be an approved rider for the MooVher service you must supply:

- a) A valid form of identification such as passport, proof of Identity card or drivers licence;
- b) Provide a high-resolution photo of yourself which is a true image of you holding the applicable identification uploaded, this must clearly show your face and the identification used;
- c) Have a profile picture selected which matches your ID.

Q. Do MooVr drivers charge waiting time fee?

Yes. Once the Driver has arrived at the requested pick-up point you will receive a notification that the driver has arrived, the Rider App will begin charging for wait time after 2 minutes. The fare is calculated according to the rates specified in the Rider App which may change from time to time.

Q. When do you charge cancellation fees?

Booking requests that are cancelled by riders after Drivers have accepted the ride may incur a cost where the driver may be eligible to receive a cancellation fee.

Q. How do you calculate the fare?

MooVr charges you a booking fee for each Ride Service requested through the Rider App. The booking fee is paid by the Rider directly to MooVr. Drivers are not eligible to recover/receive any amount of the booking fee.

You are charged a fare for each instance you request a Ride Service which is accepted on the Driver App and subsequently received and completed. (Fare).

MooVr will calculate the Fare based on a default base fare, the total waiting time, the total distance travelled (as determined by GPS tracking), the time taken to complete the ride and any additional fees applicable to the trip (e.g. Airport surcharge, toll fees, Taxi Levy, GST and Card processing fees etc).

Q. In what instances can MooVr terminate or deactivate my Rider Account.

MooVr may terminate and de-activate your Account without notice if you:



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- a) breach the terms of the Rider Agreement [establish and define material breaches which would result in de-activation of the Account];
- b) unable to pay your debts when due. Legal proceedings may ensue for recovery of unpaid services and charges, Costs to be also recovered