

Anti – Fraud Policy (Fraud Committed by Riders)**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 rider 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 driver is not at fault, payment will be sought from the passenger or User and will be provided to the driver if the payment is received from the passenger or User.

4.2 Trip manipulation by rider through creating dummy account/s or completing trip with related driver and passenger/rider accounts.

- Payment to the driver will be suspended and the matter will be investigated. If the driver is not at fault, the payment will be provided to the driver.

4.3 Intentionally attaching bank cards/credit cards tagged as invalid cards, blocked by bank/s or cards having insufficient funds.



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- Payment to the driver will be suspended and the matter will be investigated. If the matter is found to be a fraudulent case, payment will be sought from the passenger or rider and will be provided to the driver if the payment is received from the passenger or rider, provided that the driver is not at fault.

4.4 Trip paid with a stolen credit card.

- Payment to the driver will be suspended and the matter will be investigated. If matter is found to be a fraudulent case and driver is not at fault, the payment will be returned to the cardholder or the relevant financial institution and as a gesture of goodwill, will make a payment to the driver which is equivalent to the amount the driver would have been entitled to receive from the passenger or rider in relation to the relevant trip.
- MooVr, whenever necessary, may seek payment from the passenger or rider if the same is at fault. MooVr may, in cases applicable and in its own discretion, suspend the passenger's or rider's account or do any other act that is appropriate in the circumstances.

4.5 Cancellation fee disputed

- The cancellation fee payment will be suspended and the matter will be investigated. If the driver is not at fault, the cancellation fee will be provided to the driver.

4.6 Promotion or rewards have been 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 has the right to decline any promotion or rewards that would have been available to the driver/passenger/rider. If the driver/rider is not at fault, MooVr will provide the available and applicable rewards to the driver/passenger/rider.

4.7 Other matters not listed but considered by MooVr as fraud case after investigation will be dealt with accordingly.

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.