THE RYDE HAND BOOK



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Meeting the Driver & Vehicle Requirements

Applying to Drive

The individuals at iRYDE personify incorporated values and an exceptional level of standards. At the heart of this service iRYDE strives to support and employ everyday people, driving everyday cars. With emphasis on providing an exceptional service and experience for our clients, iRYDE asks drivers to understand and actively engage with all components of the application process.

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Meeting The Driver And Vehicle Requirements

iRYDE is easily among the top two most popular ride-share services in the market today. Their warm and welcoming company culture and promotional offers are encouraging new sign-ups to their network every day. Adding a supplemental revenue stream by ride-share driving has never been easier.

iRYDE always insists that their drivers are ordinary people like you and me. However, as a ride-sharing service they do need to adhere to certain rules, especially when the service involves a certain degree of proximity with the customers.





iRYDE DRIVER REQUIRMENTS

Age: At least 21 years old at the time of application. Pretty straightforward. No minors allowed, and no leeway there. If your birthday is coming up in a few weeks, try applying after that date, else your application would be rejected. To be fair, 21 is a pretty low barrier. It allows fresh graduates and college kids to earn some handy money without compromising on their studies or day job. Though many iRYDE drivers are older, iRYDE doesn't discriminate on age.

License: You must own an in-state license which is active for at least twelve months prior. No exceptions on this one either. If you're coming up on a renewal, better get it squared away first, before applying for iRYDE

Vehicle: Fully insured 4-door car that is 2005 or newer, and possess an active, instate registration. Two doors, older than 2005 models, or out of state plates would not make the cut. iRYDE scopes out these requirements after discussions with local DMVs, so trying your luck wouldn't work. But stay within the lines and it goes through pretty smooth. Some special points to note:

Vehicle date requirements are different in some places:

2005 or newer in Seattle, Portland, Washington, D.C., Minneapolis-St. Paul 2007 or newer in Pittsburgh and Las Vegas Commercial plates are allowed for iRYDE vehicles, as long as you are not competitively using the vehicle for commercial purposes while driving for iRYDE

Insurance: Must be with your name on the policy, and in your state where you are going to drive. Car insurances are issued in accordance with state regulations, which do vary a lot from state to state. It is a pretty simple process to migrate it; just contact your insurance providers.

Clean driving record: You don't need it to be spotless. We all have copped a speeding ticket or two at some point. As long as you don't have a major driving accident, misdemeanor, or injury on record – you're in the safe zone. More about it in the section below.

Pass background check: iRYDE employs thirdparty background check companies. So there is no room for having anyone with past record as criminals or offenders to sneak through.

Own a Smartphone: iPhone 4 or newer (iOS 7+), Android devices running 4.0+

Must clear a Mentor Session / Onboarding session with an experienced iRYDE driver.

Most of the requirements are fairly direct, and without any obvious ambiguity, some of them do invite questions. And in the sections below, we will try to address them in order.

WHAT DOES IRYDE MEAN BY OWNING A CAR?



It merely means that the vehicle has an insurance policy with you as one of the drivers. It could be registered to your spouse, parent, sibling, or even your boss (if you're a commercial driver!) You also have a couple of other alternatives:

If the dates, insurance, and registration are good, will my vehicle automatically qualify as a iRYDE car?

Not always. Since customer service is a big part of iRYDE, they do insist on

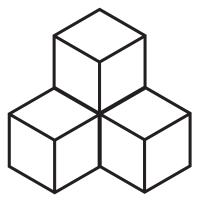
keeping your car in good condition. Chipped paint, dents, cracks on the wind-shield, stains, and any foul odor are going to work against your vehicle's qualification. Take special care in covering these bases before you show up for the mentor session. Do remember, there are insurance companies which refuse to cover ride-share vehicles. Make sure you compare your quotes.

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What is a Mentor Session?

It's effectively the last lap of tests to pass. An experienced iRYDE driver or Mentor would be picked to train you and bring you up to speed with 'onboarding'. Ensure the car appears presentable, and all the safety features are working. Any obvious mechanical or cosmetic issue shows that you don't care, which would reflect on iRYDE's customer service. Use the mentor session to pick up pro-tips about driving in the area, most profitable times to drive, doing your taxes, or anything relevant. Your mentor is most likely one of the best experienced folks to learn these from

Oh! And try not to cancel the Mentor session more than once without a genuine reason. Not only does it waste their time, it creates that awkward chance that the mentor is already judging you not-so-nicely. The mentor will also look for all technicalities like instate plates, up-to-date tags, and registration. While failing these won't automatically disqualify you, it would lengthen the process, and you would be sweating over another round of DMV errands. Besides, there is no rule saying you won't get pulled over while driving for iRYDE. So it's best to be abiding the laws. Better safe than sorry!





What does a clean driving record constitute?

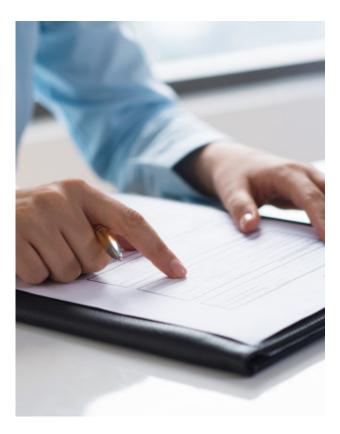
Okay, so one or two speeding tickets in your driving career – not such a big deal. But three moving violations in last three years (skipping lights, accidents, etc.) – big deal. You get the picture. The driving record check isn't super rigid, but they do check a few things:

- Meeting the 21 year age limit, active license for past twelve months, insurance, in-state registration – all the works we just discussed.
- No major violations in past three years – reckless driving, or driving on suspended license.
- No severe infractions in last seven years – road rage, felonies or arson involving vehicles, driving under influence (DUI) or drug-related issues while driving.

What does iRYDE look for in Background Check?

Standard stuff. They hire third-party services to look up record for last seven years which covers – violent crimes, manslaughter, homicide, property damage, theft, arson, and a lifetime screen against sexual offense (National Sex Offender Registry and DOJ50-State Sex Offender Registry). You can contest these results, but failing the background check pretty much means your application is not going to be considered further at the time. iRYDE updates their **safety guidelines** regularly to update these.





When should I apply?

Ride-share is bursting at its seams as a business opportunity for independent contractors, part-time drivers, students, and pretty much anyone who has a nose for supplemental revenue. The sooner you apply, the better your chances of beating just that many more people to get on road. As soon as you can get your papers reasonably ready, go ahead and apply. Even if you don't understand every detail, a call to iRYDE we will resolve most of your queries.

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FILLING OUT A iRYDE APPLACATION

To become a iRYDE driver you must completely fill out the iRYDE Drivers application. All prospective drivers must fill out the application and submit it before they can start driving with iRYDE. Remember, driving with iRYDE you can make up to \$35 and h our just to drive your car.

HOW TO START THE APPLICATION

We will walk you through the iRYDE driver application process.

There are two ways to start your application. You can either install the iRYDE application on your Smart Phone or you can go to the iRYDE webpage www.iryde.com and click on the pink **"FREECAMPUS"** button. It is located below the "Rides in Minutes advertisement.

Once you do this you will be pulled up to the "apply now" section. You will have to fill in a short page first with your full name, email, the **city you are in**; a phone number and promotional or referral code.

Finally, you must read and accept the iRYDE terms of use agreement. If you are using your smart phone you may be able to connect via iRYDE APP to automatically fill in some of your information. Once you do this you start step one and will receive a validation code in a text message to your phone. You will need to enter this code to confirm your phone number and move. In step two, you will need to fill in your vehicle information form, which includes the year, make, model; number of doors and color of your car.

Step three is the driver information form or personal information form. You will need to provide your full name, social security number (SSN), date of birth, your driver's license number and its expiration date. Additionally, you will have to check a small box stating that you have had your driver's license for more than one year. Having your

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license for longer than a year is required by iRYDE and failure to do so will result in disqualification from employment.

Also on this form you will have to provide your residential address and read and accept the Background check disclosure. Background checks are important with iRYDE so that we can ensure that our drivers are in good standing and fall into a positive standing with our rules regarding driving offenses.

Remember that iRYDE is not everywhere just yet so we if you are not in a city where

iRYDE offers services your application will be put on hold and we will get back to you as soon as we have the opportunity to expand into your area. iRYDE is always expanding so you may not be waiting too long to hear from us.

After doing this iRYDE will conduct a background check and will be in touch, usually through email, very soon. If you do not pass your background check you will have to wait until you are in compliance with the iRYDE driver's history rules before applying again.

I PASSED MY BACKGROUND CHECK, NOW WHAT?

Once you've passed your background check and have received your confirmation iRYDE will start to request further information from you. This information is to include the following...

- You must provide a copy of your Driver's License and Insurance that is in your name.
- Photos of your tires with the required penny tread indicator must be sent in as well.
- Photo confirmation of your vehicle having all required license plates and other accessories is required as well.

Remember that you must be completely honest with iRYDE in this process. Passengers can leave reviews of drivers and even contact iRYDE if they have a problem through our customer service representatives. iRYDE will not tolerate any lies regarding your vehicles safety and such violations may result in dismissal from employment with iRYDE.

Your application is the most important part of joining the iRYDE family and we look forward to receiving it.



iRYDE RANKING AND PROFIT BONUSES

IRYDE offer a form of encouragement for drivers. The structure payment system is one of the highest offers seen today. With the option to get 100% of the ride. Currently being offered in Jacksonville Florida. Dependent on the need for new drivers within an area, higher amounts are being paid for areas currently lacking in operational drivers.

There is no time like the present to begin your career in this rapidly expanding industry. In order to take advantage of this generous offer presently available with iRYDE certain requirements

Driver Ranking and Bonus

- **Starting Point (Gold Ryder)** Simply join at the Platinum Level with Rides
- Platinum Ryder 500 You will need your personal volume of 500 Rides to become a PR-500 Bonus \$50 -\$150
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- **Platinum Ryder 1000** You will need your personal volume of 1000 Rides to become a PR-1000 Bonus \$100-\$1000
- **Platinum Ryder 6000** You will need your personal volume of 6000 Rides to become a PR-6000 Bonus \$600- 6000 & you have option to get 100% of the fare.
- **Chairman Ryder 10000** You will need your personal volume of 10000 Rides to become a CR-10 Bonus \$1,000-\$10,000
- Chairman Ryder 15000 You will need your personal volume of 15000 Rides to become a CR-15 Bonus \$1,500- \$15,000
- Chairman Ryder 20000 You will need your personal volume of 20,000
 Rides to become a CR-20 Bonus \$2,000-\$20,000
- **CEO Chairman Ryder 30000** You will need your personal volume of 30,000 Rides to become a CCR-30 Bonus \$3,000-\$30,000
- **CEO Chairman Ryder 50000** You will need your personal volume of 50,000 Rides to become a CCR-50 Bonus \$5,000-\$50,000
- CEO Chairman Ryder 100000 You will need your personal volume of 100,000 Rides to become a CCR-100 Bonus \$10,000-\$100,000 & A NEW CAR

"All payout Bonuses is based on your rating and your ride volume "

HOW IT WORKS

This section is dedicated to helping you fully understand how everything works before you go out on the road. We will cover everything, from pickups and dropoffs, to tips.

THE iRYDE APP

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The iRYDE application for your smart phone is the one of the most important parts of the iRYDE driver process. This is where you will go to accept rides, check payment, and conduct business. iRYDE calls this area "driver mode", and is technically just an extension of the passenger app.

TAP TO ARRIVE AND TAP TO DROP OFF

You have to be in driver mode to receive ride requests. Go into your iRYDE app and tap the steering wheel icon in the top right to activate driver mode. The icon turns pink while in driver mode. When you receive a request you will see a notification with a picture of the passenger. Tap the screen to automatically accept the request. You only have fifteen seconds to accept the ride or another iRYDE driver will be given the passenger.

Read more: Taking Breaks and Limits on time in Driver Mode

Once you arrive at your customers location you must use the Tap to Arrive button on the screen, this will start the passengers trip and their bill timer. Once you arrive at your passenger's destination you will be prompted to 'Cancel' to stay in the ride or to 'Confirm' to end the ride and drop off your passenger.

PAY STATEMENTS AND RESERVING HOURS

Your : iRYDE pay statements are the total amount of your income and it totaled out every week. iRYDE operates on a Monday through Sunday work week. You must set up direct deposit through your account to receive your pay. You will receive daily, weekly and feedback summaries through your email. Daily summaries are emailed every day and everything you did that day is broken down into categories for easy viewing.

The rides section of your summary includes the distance you traveled, the amount of time you worked and your tips. The earning section details the amount you made from giving rides and any bonuses you received that day. You also get a breakdown of any cancellation fees and iRYDE commission fees. This will help you keep track of how much you are making in total as well as how much you will be bringing home. The time section of your summary features exactly how many hours, minutes and seconds you spent in driver mode. This also tells you how close you are towards obtaining Power Driver Mode.

Remember to keep track of your daily summaries because they will help you to ensure that we have all of your earning information correct. The summaries are perfect reference material for any questions you might have regarding your pay.

iRYDE will send you weekly summaries every Tuesday. This summary is set up the same way as your dailies but covers the entire week all in one summary.

Every Friday you will receive a feedback email. This email will consist of any comments left by passengers through the smart phone app. You will also be able to view your rating in stars. A five star rating is top notch while a one star rating is considered a poor rating. This feedback will help you to improve yourself as a iRYDE driver, so please do not ignore it. You will also be able to see where your ratings rank you against other iRYDE drivers as well as how your newest rating compare to your old ratings.

Reserving hours with iRYDE is not a requirement of employment but it does help to set forth what your weekly schedule will be. If you choose to reserve your hours, you can work a maximum of fifty hours over a seven day week. You must have at least four hours per day and a maximum of ten hours per day. You can use hour reservations to your advantage by setting them to coincide with prime time hours so that you can push closer to the bonus requirements.

WHY USE GPS NAVIGATION

iRYDE depends on GPS info to track your rides. While in drivers mode the app will regularly send your location into the iRYDE server. This is how iRYDE calculates how much the passengers should pay for their ride. It also allows us to show your passenger where you are and when you are on your way to pick them up. iRYDE recommends that drivers either use the WAZE GPS system or google maps. Remember that poor navigation is the number one reason drivers get low amounts of starts, so keeping yourself in sync with your GPS will get you to your passengers destination faster than trying to find it yourself.

HOW TO MAKE SURE YOU HAVE THE RIGHT PASSENGER

When you accept a passenger it is always important to make sure that you are picking up the right person. If you pick up the wrong person you can place yourself in danger and cause a passenger to be stranded. Additionally if you pick up the wrong person you can cause the person you were supposed to pick up to pay for someone else's ride. This can result in a passenger never returning to iRYDE and issues with payment.

The best ways to know if you are picking up the right person is to ask their name and have them confirm that the driver's picture on their phone is actually you. Remember there may be multiple people being picked up from the same location by different drivers with completely different destinations. The last thing you want to do is take a customer to the wrong destination.

TAP TO ARRIVE AND TAP TO DROP OFF

You have to be in driver mode to receive ride requests. Go into your iRYDE app and tap the steering wheel icon in the top right to activate driver mode. The icon turns pink while in driver mode. When you receive a request you will see a notification with a picture of the passenger. Tap the screen to automatically accept the request. You only have fifteen seconds to accept the ride or another iRYDE driver will be given the passenger. Once you arrive at your customers location you must use the Tap to Arrive button on the screen, this will start the passengers trip and their bill timer. Once you arrive at your passenger's destination you will be prompted to 'Cancel' to stay in the ride or to 'Confirm' to end the ride and drop off your passenger.

PASSENGERS WITH SMALL CHILDREN AND

PASSENGERS WHO ARE UNDER 18 YEARS OLD iRYDE does not allow children seventeen or younger to be transported without the accompaniment of an adult. There are no exceptions to this rule, remember if you are not sure about a passengers age you can ask them in a respectable tone and explain why you are asking to them. Additionally, all traffic laws must be observed at all times. If you have a passenger with a child they must be in a car

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seat or booster seat. Passengers cannot hold their babies or allow their toddlers to be buckled in without a booster seat. As a iRYDE driver you are responsible for enforcing these rules and laws. iRYDE is not responsible for any citations or accidents that occur regarding these rules and laws.

HOW TO ACCOMMODATE HANDICAPPED PASSENGERS

Occasionally you may be called upon to transport someone who has a disability. Please remember that disabilities are not always physical. Service animals are allowed to be transported with iRYDE passengers and should be reasonably accommodated. iRYDE passengers that are in wheel chairs that can safely and securely fit in your vehicle are allowed as well. You should always ask a passenger if there is any way you can assist them in getting into the vehicle and how to properly store their wheelchair in your vehicle. iRYDE drivers that refuse to provide a ride to a handicapped passenger are subject to dismissal from the iRYDE Driver Program. If a wheelchair cannot fit into your vehicle safely and securely you must first cancel the ride and then contact the iRYDE Critical Response Line and they will reach out to the passenger with acceptable resources for the region in which you are located.

iRYDE Pay Structure: How Do iRYDE Drivers Get Paid?

Driving for iRYDE is a job and they strive to keep their employees happy. iRYDE offers drivers a strong pay structure and many guarantees and bonuses. iRYDE wants you to stay with them and will always do what they can to keep their drivers happy.

PAY STRUCTURE

iRYDE charges you a twenty percent commission fee from your total ride earning which includes prime time trips. You are paid the remaining eighty percent in your pay check. Since you never accept cash as a iRYDE driver they are able to properly calculate the amount you are paid automatically after every trip is made. It should be noted for drivers in New York that you're the iRYDE fee is 31.4 percent. They charge more in New York due to higher operating costs associated with the region.

iryde driver pay day: daily and weekly Summaries

iRYDE weeks run Monday through Sunday and earnings are calculated at the end of

each week. Every day you can log into the iRYDE application or go to the iRYDE website and see your daily and weekly earnings reports. Direct Deposits begin being processed on Tuesday for the previous week and are deposited by the end of the week. Please ensure that you have direct deposit set up on your iRYDE dashboard with a checking or debit account that accepts ACH transfers.

iRYDE DRIVER BONUSES

Power Driver Bonuses are given to iRYDE's most reliable and dependable drivers. In order to qualify for the power driver bonus you need to drive at least thirty hours a week and drive at least ten hours during peak hour times. Additionally you must accept at least ninety percent of the passenger requests sent to you. If you drive thirty hours a week you will receive a ten percent bonus on your next direct deposit. If you manage to drive fifty or more hours in a week you will receive a twenty percent bonus. However if you do not drive at least thirty hours you will not qualify for the bonus. Peak hour's requirements are constant at ten hours a week which is included in the thirty or fifty hour goals. Peak hours are when iRYDE is at our busiest and constantly need additional drivers to satisfy customer demands. Partial hours count towards peak hours so don't think you have to work an hour straight to get credit; we will add partial hours together to make whole hours. Remember Peak

Hours change so always check your regional summary for the latest information.

HOURLY GUARANTEES

In certain cities iRYDE will guarantee your average hourly earnings. You must opt in each week to qualify for the guarantee. If you want to opt in please make sure you do by 11:59pm each Sunday, otherwise you will have to wait until the following week. You must also maintain a ninety percent acceptance rate just like the Power Driver Bonus. For an hour to count towards your average you must spend at least fifty minutes in driver mode and fulfill the hourly completed ride requirement. Remember that a ride is only considered completed after you tap the drop off button on the iRYDE app.

Guaranteed pay amounts can change hour by hour and week to week. Some hours can be guaranteed at twenty five dollars and others at twenty hours. iRYDE will review your eligible gross ride receipts from similar hours with that designated amount. We then calculate your average hourly receipts and if your average does not exceed the guaranteed average then we will provide you with a bonus to make up the rest. Remember we always review the hours you work for other guaranteed amounts in order to repeat this process in the future.

WEEKLY GUARANTEES

New Drivers with iRYDE who are in select cities can earn Weekly Guarantees. If you

don't earn the guaranteed amount iRYDE will cover the difference. However you must be approved to drive with iRYDE under a referral code or promotional code and be approved to start driving within thirty days of starting your Driver employment application. Additionally you must complete enough rides, hours and achieve a ninety percent acceptance rate for each week under the guarantee. Payment of this guarantee will be on your next direct deposit. Remember they do calculate tips into your guarantees so work hard for bigger tips.

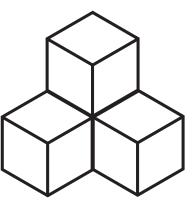
TIPS

While driving for iRYDE you will receive tips on occasion. Sometimes they may be a dollar and sometimes you might even strike it big with a hundred dollar tip. iRYDE does not charge a commission fee on tips, so you will receive one hundred percent of any tips given to you through our application. These tips are added into your weekly pay and completely tax free.

PRIME TIME

iRYDE offers our drivers many incentives to help them make more money to enjoy the opportunities associated with working for iRYDE. Prime Time adds a considerable percentage to your ride subtotal before adding any taxes and fees. When ride requests highly outnumber the amount of drivers the iRYDE system will automatically turn on Prime Time. When this is activated you will see a circular icon on the top bar of your apps home screen. You will also receive a notification with the percentage that has been set for Prime Time. The percentage added to your subtotal is based on the demand and can have a wide range.

If you are already in a ride and Prime Time starts, that ride will not be charged extra. However, if Prime Time ends during a ride the bill will still include the additional Prime Time fees. Prime Time does not affect iRYDE Line rides. iRYDE Line rides are when a passenger is going from one point to another with no additional stops and can pair additional people into one ride who will ultimately split the bill. When performing a iRYDE Line during prime time you will not see a change in pricing so don't be alarmed or think that your app has stopped working; it is all normal.



iRYDE Insurance

As with any company that requires you to drive a vehicle, iRYDE does have automotive insurance for drivers. hope you never have to use the insurance but if you need it, they offer it to all employees of iRYDE. iRYDE automotive insurance is valid nationwide, however New York does not recognize this insurance.

HOW iRYDE INSURANCE WORKS

iRYDE insurance is only active while you are in driver mode using the iRYDE app. If you are not in driver mode then your personal insurance is the only insurance active for your vehicle. iRYDE automotive insurance does not replace your personal insurance and you will need to maintain personal insurance to drive for iRYDE.

iRYDE's Primary Insurance is designed to act as the primary insurance from the time you accept a ride requires until you have dropped off your passenger and ended the ride. This policy will protect you in case of an accident with up to one million dollars in coverage. If you have commercial insurance, this policy will work in excess of your current insurance.

iRYDE has Contingent Liability Coverage which is designed to provide protection to you while you are in drive mode but have not accepted a ride request yet. This policy offers a maximum of fifty thousand dollars per person, one hundred thousand per accident and twenty five thousand for property damage. The iRYDE driver does not have to pay a deductible under this policy. iRYDE also carries Contingent Collision Coverage which is designed to cover damage to your vehicle. You are required to have collision coverage on your personal insurance policy to qualify to receive this policy as well. This policy requires a twenty five hundred dollar deductible and covers up to fifty thousand dollars in physical damage to your vehicle. If you qualify for this policy it will work regardless if you are at fault for the accident or not, iRYDE also offers a similar policy with the same requirements that covers physical damage to your vehicle that results from a noncollision incident. These incidents include fire, vandalism, and natural disasters. The deductibles and coverage amounts are the same as Contingent Collision Coverage.

IMPLICATIONS OF IRYDE ON YOUR AUTO INSURANCE, CAR LOANS, AND CAR LEASES

Drivers must always inform their insurance company that you are going to be a rideshare driver. If you don't have a private policy that covers rideshares from your insurance company they may drop you from their services or choose to deny to pay for your insurance claim even if the accident was not rideshare related. If you have the proper policy though, you will always be covered

Companies such as Uber and iRYDE are considered dependable sources of income to some auto loan lenders. If you have low credit or no credit you may still be approved but there is always a catch. Your interest rate will be extremely high and you most likely will not be able to refinance for a major portion of the loan due to your credit and the amount still owed on the vehicle.

You can also use iRYDE for car leases because ridesharing with a company is considered a dependable source of income. Remember though that if you lease a vehicle you are not purchasing it and you will (in most cases) have a limit on the amount of miles you can put on the vehicle. You will also have relatively high lease prices due to low or no credit scores.

MEDICAL INSURANCE COVERAGE OF THE DRIVER IN A IRYDE ACCIDENT

iRYDE covers all of our drivers with UM/ UIM (Underinsured Motorist/ Uninsured Motorist) Insurance which is designed for when you are in an accident and you are already transporting a passenger. This insurance only works while transporting a passenger. If you are not at fault and the other driver is uninsured or underinsured iRYDE will cover up to one million dollars in compensation for bodily damages that you or your passengers incur.

HOW IRYDE INSURANCE WORKS IN AN ACCIDENT

If you are in an accident you should report it to iRYDE as soon as possible so that they can start the insurance claims process. There are many different ways to contact iRYDE, but in an accident or emergency, the Trust and Safety Team can be reached toll free at 1-888-407-6061. Please make sure to also file a claim with your personal insurance and provide proof of your personal automotive insurance to the relevant parties at the scene of the accident. Remember that calling the police to get an official report made is always the best decision because it can speed the claims process up considerably. The folks at iRYDE understand that accidents happen and do not penalize drivers for having one. Please remember to act accordingly in an accident because you are a representative of the iRYDE Driving Team.

WELCOME TO iRYDE!

Welcome to iRYDE! We are glad to have you in our ever expanding family. As a new iRYDE driver, the iRYDE team will be sending you a iRYDE Welcome Kit with a couple of things to help you get started driving with iRYDE. If at any time you have a problem, concern or question remember that you can always call iRYDE.

THE WELCOME KIT

The iRYDE Welcome Kit will be mailed to you upon completion and acceptance of you application. When you receive it you will find the Mustache Emblem and the 'Getting Started Guide'. You should place your moustache emblem in the lower right hand corner of your windshield. iRYDE recommends that you leave it in the plastic sleeve that it comes in and place it inside the window. If you lose you emblem you can contact iRYDE and they will send you another one. In the meantime simply print a temporary out from the iRYDE website.

HOW MUCH DOES IRYDE OR UBER PAY DRIVERS FOR VOMIT?

While driving for iRYDE you will occasionally run into passengers who are intoxicated. Seriously.. they are shameless sometimes. One guy lit a joint in my friend's car, and some drivers are convinced everybody is drunk. These passengers still need to be treated with respect and dignity even if they do not show any.

If a passenger (regardless if they are healthy, sick or under the influence of drugs or alcohol) causes any damage to your vehicle you need to report it to the iRYDE support team within twenty four hours. You should always check your vehicle for damage after each ride and if you find any you are required to provide at least two pictures of the damage and any identifying information for the passenger (name, pick up or drop off information). iRYDE determines fees that are charged to passengers and amounts are based on a case by case basis.

HOW TO TREAT DRUNK AND DISORDERLY PASSENGERS

Proper treatment of passengers must always be adhered to, especially if a passenger is under the influence of drugs or alcohol and if they person is showing disorderly conduct. However if you feel like you are in danger you can ask the passenger to cancel the ride. If they refuse you can cancel the ride and then immediately contact iRYDE to explain the situation in detail. If you do transport your passenger remember to be patient with them and do your best to keep them happy. Your passenger may ask you to pull over because they are going to be sick or even get sick in your vehicle if this happens do not get angry, maintain your composure and if there is damage file a case with iRYDE so that we can get you any compensation you deserve. Also remember that many intoxicated people tend to leave large tips so sometimes it is worth it to be tolerant of their condition.

WHAT IF A PASSENGER BRINGS DRUGS OR ALCOHOL INTO YOUR VEHICLE?

iRYDE has a zero tolerance policy for drugs and alcohol in iRYDE Driver's vehicles. This applies to drivers but also to passengers. In the event that this happens it is best to deny the transport and cancel the ride. Afterwards you need to call in to iRYDE and report the situation. If at any time the passenger refuses to exit your vehicle it is recommended that you call the local police immediately and then call iRYDE to report it. Passengers who cause issues with iRYDE drivers can be removed from the iRYDE system and denied access to their services. iRYDE's 24/7 contact number is 1-888-407-6061.

As we touched on before, ratings are a very important part of the iRYDE experience. They act as a checks and balances system for both riders and drivers alike. If a passenger acts up in your car, and you feel like other drivers shouldn't be paired with them, rate them a 3 or below and you will never be paired with them again.

Get More iRYDE Tips

Tips are a crucial part of being a iRYDE driver. You can make great money giving rides to people just off of the standard ride fees, but tips can make an impressive difference. If you learn how to earn more and bigger tips you will be able to possibly double or triple your earning. Remember that tips are tax free so the more money you make means the more money you get to bring home at the end of the week. There are some basic techniques that you can use to improve your chances of receiving better and more tips. Your vehicle and the way you drive it can impact a passenger's opinion of you very quickly. Always make sure your vehicle is one hundred percent clean and organized. Ensure that there is no trash or crumbs. These small details can make a big impression to a passenger. When you first meet a passenger call them by their name and be extremely friendly. Offer to help them with their luggage both when they get picked up and when you drop them off. You should feel free to start up a conversation and even if the passenger doesn't want to chat at least you made the effort. Relaxing music can set an easy going mood for the passenger as well, or you can even plug in an auxiliary cord and offer it to the passenger to pick their own music.

All these tips can really help you to bring in better tips and hopefully have passengers return to iRYDE and request you as their driver. These tips may not work one hundred percent of the time but they do have a massive chance of creating return customers.

A bonus fact for you is that as a iRYDE Driver you have a better chance than an Uber driver to get tips. The Uber application does not have an option for passengers to tip their drivers and they are not technically allowed to accept cash tips. iRYDE gives you an opportunity you cannot find anywhere else.



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How to log into iRYDE Driver

If you're already a driver

There are two ways to log into the iRYDE Driver app.

Manually. If you're not logged in to the original iRYDE app:

- 1. Open iRYDE Driver
- 2. Tap 'Get Started'
- 3. Enter your account's phone number to log in

Continue As. If you're already logged in to the original iRYDE app:

- 1. Tap 'Get Started.'
- 2. That's it!

If you're not a driver yet

- 1. Tap 'Get Started' in the iRYDE Driver app
- 2. Enter your phone number
- 3. You'll be taken to the online driver application

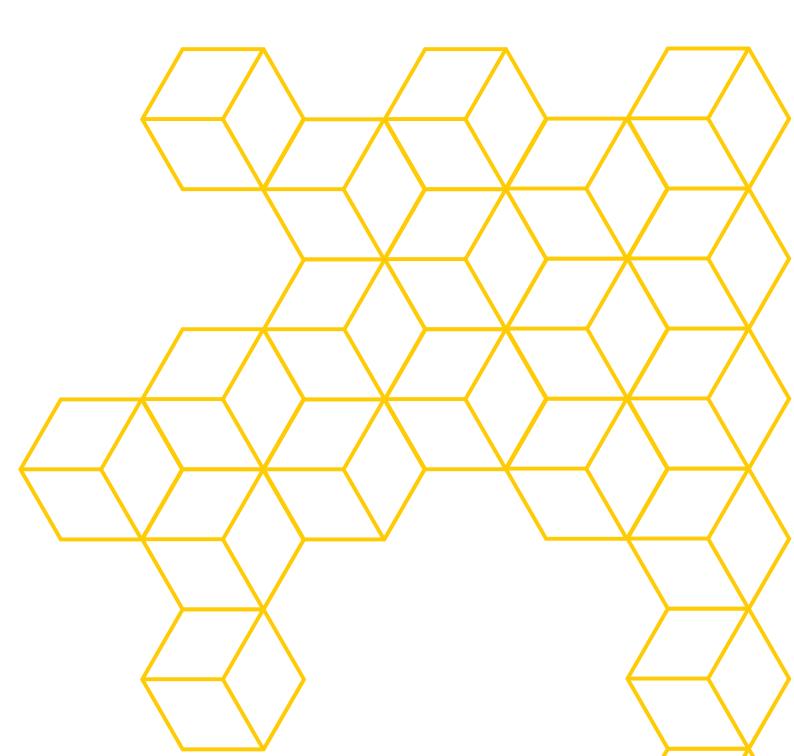
If you haven't finished the application process:

- 1. Tap 'Get Started' in the iRYDE Driver app
- 2. Enter your phone number
- 3. You'll be taken to the driver console
- 4. Click 'Continue application' on the card at the bottom

If you share a device: On a shared device, you must log out of rider mode on the original iRYDE app to allow the driver you share the device with to successfully log in to the iRYDE Driver app.

The **welcome kit** is a box sent to a new driver after they successfully complete 30 rides and become welcomed into the community.

- 1x iRYDE Sticker (two if you can peel the one off the front of the box... good luck)
- 1x Booklet of ~20 referral cards for more drivers.
- 1x iRYDE Bingo card
- 1x 6-ft male-to-male auxiliary cable (think headphone jack)



Thanks for applying to be an iRYDE driver, we are excited to have you on the team! I think you will find our platform to be both user-friendly and financially beneficial.

To learn more about being an iRYDE driver, visit our website: https://www.iryde.com/drivers/ If you have additional questions, we encourage you to reach out to our Community Managers who are dedicated to your success and experience. They can be reached here: info@iryde.com.

Once again, thank you for your interest in iRYDE!

