



DRIVER'S GRIEVANCE GUIDELINES

Effective Date: 1st JUN 2020

Applies to: All registered drivers under EzCab Sdn. Bhd.

1. Objective

These guidelines are established to provide a structured and transparent process for ride-hailing drivers to raise concerns, complaints, or grievances regarding any aspect of their engagement with the Company, including platform operations, earnings, treatment by passengers, safety, or support services.

2. Scope

This policy applies to all active and suspended drivers on the platform, covering:

- Platform-related issues (e.g., app glitches, unfair deactivations)
- Fare or payment disputes
- Rider misconduct
- Account suspension or termination
- Harassment or discrimination
- Unfair treatment by staff or fellow drivers

3. Guiding Principles

- **Fairness:** Every grievance will be reviewed without prejudice.
- **Confidentiality:** All complaints will be handled with discretion and privacy.
- **Non-retaliation:** No driver will face retaliation for raising a genuine grievance.
- **Timeliness:** All complaints will be acknowledged and resolved promptly.

4. Grievance Submission Process

Step 1: Informal Resolution

Drivers are encouraged to resolve minor issues informally with the support team via:

- **Driver Support Hotline:**
In *Passenger Rating* page after complete order submit an issue at the comment section.
- **Driver Support Whatsapp:**
Drivers may report issues via EZCAB Driver Support Whatsapp number: **+6012-355 9267**

Step 2: Formal Grievance Submission

If the issue remains unresolved, drivers may submit a formal grievance using one of the following channels:

- **Email Submission**
Send to: driversupport@ezcab.com.my
Subject: "Driver Grievance – [Your Full Name / Vehicle Registration Number]"
Include details: Date, time, description of incident, relevant screenshots.
- **Walk-in: Customer Service**
Drivers may request an in-person review by EZCAB office Service Counter during office hour.

5. Grievance Review Timeline

Process Stage	Timeline
Acknowledgement	Within 2 working days
Preliminary Review	Within 5 working days
Investigation & Decision	Within 14 working days
Appeal (if applicable)	Within 7 working days

Note: Complex cases may require additional time. Drivers will be informed accordingly.

6. Appeal Process

If dissatisfied with the resolution, the driver may appeal the outcome within 7 calendar days from the decision date by writing to: driversupport@ezcab.com.my.

7. Support and Assistance

Drivers may request help in drafting their grievance or understanding the process by contacting:

- **Driver Careline:** 03-62592929
- **WhatsApp Support:** +6012-355 9267
- **EZCAB office Service Counter Address:** 19, Jalan 1/46A, Off Jalan Selingsing 7, Taman Niaga Waris, 51200, Kuala Lumpur

8. Misuse of the Grievance Process

Drivers are expected to use the grievance process responsibly. Malicious, false, or repetitive unsubstantiated claims may lead to suspension of grievance privileges or account action.

9. Record Keeping

All grievances and outcomes will be documented and retained for a minimum of 6 months.

10. Review and Amendments

These guidelines are subject to periodic review. The Company reserves the right to amend the policy with prior notice to ensure alignment with company operations and legal requirements.