



## COMPLAINT HANDLING POLICY- Legal

### 1. About us

Vibe Direct LLC- is a mobile transportation platform. The company offers an app-based transportation platform with a flexible option to earn money.

Vibe Rides is committed to collaborating with cities, the taxi industry and communities to solve the world's transportation, environmental, and employment challenges with smart transportation innovations. By continuously improving the user experience and creating social value, Vibe Rides strives to build an open, efficient, and sustainable transportation ecosystem.

Vibe Rides operates through **Vibe Direct LLC in the USA** and facilitates the provision of point to point transportation services requested by passengers through the mobile application operated by Vibe Rides and facilitated through our apps and platforms. For more information, please visit [www.viberides.com](http://www.viberides.com)

### 2. About this policy

2.1 This policy is Vibe Rides Complaint Handling Policy. This policy sets out our approach to managing complaints we receive about our services. We are committed to treating complaints seriously and dealing with them promptly, fairly, genuinely and with respect for our customers and their privacy.

### 3. Objective of the policy

3.1 We value our customers and are committed to resolving complaints confidentially and as efficiently as possible. We also value feedback and complaints because they assist us to improve Vibe Rides services.

#### 3.2 Our Complaint Handling Policy aims to:

- (a) manage complaints efficiently, fairly and with respect for customers' privacy; and
- (b) create a culture of learning from complaints that assists Vibe Rides to improve the services it provides.

### 4. Your safety

4.1 Your safety is our priority. If you consider that there is an imminent threat to your safety or witness a breach of the law, please contact the police and emergency medical services if required.

### 5. Our commitment

5.1 We are grateful if you take the time to let us know how you are feeling about Vibe Rides services. We take pride in our customer service and welcome feedback and the chance to improve. We know that there is the chance that things can go wrong but if you take the time to contact us about a complaint that you have, our aim is to manage and resolve your complaint efficiently, effectively, with respect and whilst maintaining your privacy in accordance with legal requirements.



## 6. How we meet our commitment

6.1 We will provide sufficient resources, including appropriately trained, qualified and supervised personnel, to enable us to manage customer complaints efficiently and effectively through documented systems and work procedures.

6.2 We will address each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome while at all times respecting customers' privacy.

6.3 We will provide an easily accessible complaints process for our customers and we will respond quickly to complaints in a professional, courteous and fair manner, aiming to resolve concerns at a customer's initial contact.

6.4 We will keep customers informed on the progress of their complaint until the matter is resolved.

6.5 We will advise customers that if their complaints are not resolved, how and to whom the complaint can be escalated for resolution.

6.6 We will record, monitor and review complaints in order to help identify any steps we can take for proactive improvement of our services.

6.7 We will review our complaints handling procedure regularly to ensure it meets customers' needs.

## 7. Complaints process

7.1 If you have feedback or a complaint about Vibe Rides services, please contact us by phone, fax, email, via our website, our mobile application, or by mail:

**Phone: Driver** xxx-xxxx-xxxx

**Email:** [Driversupport@viberides.com](mailto:Driversupport@viberides.com)

[Support@viberides.com](mailto:Support@viberides.com)

**Web:** [www.viberides.com](http://www.viberides.com)

**Mail:** 11807 Westheimer Rd, #550-427, Houston, Texas 77077

7.2 We seek to acknowledge and resolve all complaints as promptly as possible. We will acknowledge your complaint within 7 business days (but if you contact us by mail, we will mail our acknowledgement to you within 7 business days after we receive it).

7.3 We assess each complaint to determine the most appropriate response and priorities addressing complaints that we consider require urgent action.

7.4 Where possible, complaints will be resolved at the first point of contact. If we are unable to resolve your complaint immediately, we will provide you with a contact person and an estimated timeframe for resolving your complaint. We seek to resolve all complaints within 14 business days after receiving it, however for more complex complaints we will contact you to explain why the investigation requires more time to be resolved. We will record the investigation and the relevant circumstances and information surrounding your complaint.



7.5 During the complaints process we will protect your privacy and only utilize your personal information in accordance with privacy laws and our privacy policy.

7.6 At the conclusion of our investigation we will contact you by telephone or in writing to explain our findings and any actions we have or intend to take. If we contact you by telephone, you may request a written summary of our investigation and our findings during that discussion. If you are satisfied with the outcome of our investigation, we will record your complaint as being resolved and close it in our system.

7.7 While we use our best endeavors to resolve all complaints directly, if we cannot resolve the complaint to your satisfaction after prudent escalation within our business, you may choose to make a complaint to a relevant industry regulator in your jurisdiction.