



## TERMS OF USE

### DEFINITIONS:

- a. **Client/Customer/Employer:** This is an Individual or organization that is willing to hire a driver for a purpose (Full time employment and temporary employment) via this platform.
- b. **Driver:** This is a person that has been professionally orientated and vetted to render his/her services as a **CONTRACT STAFF for full time employment and short term jobs** to **client/customer/employer** within the stipulated time and job description.
- c. **Service:** This entails providing a professionally trained, reliable and vetted driver in 24 hours or less for contract employment and providing temporary employment solutions such as day service, week service, weekend service, outsourcing and private training sessions.
- d. **Company/Service Provider:** This refers to the entity in charge of providing and rendering professionally trained and vetted drivers to persons and/or organizations who need their services.
- e. **Stipulated Time:** This refers to an agreed period of time within which service is to be provided/rendered.

### VALUE PROPOSITION TO USERS OF FULL TIME DRIVERS:

- a. You pay a service charge for access to driver's provision
- b. Your verified and trained driver comes in after confirmation of payment for compatibility assessment for an examination to check if such driver meets specification of the proposed user. Also, after driver has been selected the driver resumes with his uniform and must show a Tag card from the company for proper identification
- c. You pay monthly rates to the company and **rate driver accordingly**.  
. The monthly rates covers **driver's salary, health management, pension contribution, training programs, Automatic replacement assurance**
- d. **Private Monthly rates Plan** (Monday - Friday) (NGN55,000), (Monday - Saturday) (NGN60,000) (Monday - Sunday) (NGN100,000) | **Company Monthly rates Plan** (Monday - Friday) (NGN60,000), (Monday - Saturday) (NGN 70,000) (Monday - Sunday) (NGN150,000) | **Special Driver Monthly rates Plan** : Spy Police (Mon – Friday) (NGN 85,000) Spy Police (Mon – Saturday

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(NGN 95, 000) Spy Police (Mon – Sunday (NGN 180, 000)) Escort driver (Mon – Friday (NGN 90, 000)) Escort driver (Mon – Saturday) (NGN 100, 000) Escort driver (Mon – Sunday (NGN 180,000)) Executive driver (Mon – Friday (NGN 120, 000) Executive driver (Mon – Saturday) (NGN 150,000) Executive driver (Mon – Sunday) (NGN 200,000)

e. Please take note:

- i. Our time of Resumption and closing time for driver's operation is Mon to Fri (6am to 8pm), Sat (10am to 4pm), while Sunday (6am to 2pm) respectively.
- ii. Normal Overtime and Allowance (8pm – 12 midnight) (**Overtime is #500/hr**) (**Payment comes through us**)
- iii. Abnormal Overtime and Allowance (12am – 6am ) (**Overtime is #1000/hr**) (**Payment comes through us**)
- iv. (Interstate /Travelling Allowance is **NGN 5,500 per day**) (**Payment comes through us**)
- v. Early Morning pick up (before 6am ) **NGN 1500/hr. (Payment comes through us)**
- vi. Public holiday charges **NGN 3500/day (Payment comes through us)**
- vii. Weekend allowance **NGN 3500/day (Payment comes through us)**
- viii. Outstation allowance **NGN 5000/day (Payment comes through us)**
- ix. Drivers on our platform complies with FRSC speed limit standard which is 90km/h
- x. Driver's on our platform style of driving is defensive & safety driving
- xi. Drivers on our platform would always be on their Uniform Shirt days of work rendered

f. Every driver possesses a **Monthly Record Card** in which driver shall be properly rated, confirmed available at work and salaries collection accordingly by the User.

#### **VALUE PROPOSITION TO USERS OF SHORT TIME DRIVERS:**

- a. You pay a service charge for access to driver's provision
- b. Your verified and trained driver comes in after confirmation of payment for the short term or temporary job, corporately dressed and must show a Tag card from the company for proper identification
- c. You pay PER USE to company for service of driver.

#### **VALUE PROPOSITION TO USERS OF DRIVERS FOR UBER:**

- a. You pay a service charge for access to driver's provision
- b. Your verified and trained driver comes in after confirmation of payment to drive your uber car and must show a Tag card from the company for proper identification
- c. Option to payment management

## **PROCESS FOR HIRING FULL TIME DRIVERS:**

### **Hiring a professionally trained and vetted driver;**

#### **a. Via KING'S PLAN:**

- i. Fill in all your requirement and select your preferred salary structure.
- ii. Pay a one-off upfront service charge of **#25,000.00**.
- iii. Get a driver that matches your requirement in 24 hours from time of request. Carry out a 72hours driver's compatibility assessment.
- iii. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- iv. We send the employer the following;
  - i. Complete drivers profile
  - ii. SLA (Service Level Agreement)
  - iii. Comprehensive Guarantors information
  - iv. Guarantor's guaranteed confidential letter
  - v. Referee's guaranteed confidential letter
  - vi. For this service, psychometric assessment based on employer's requirement will be conducted on driver.
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver when the need arise.
- viii. Users shall be required to rate drivers on a daily/weekly/monthly basis.
- ix. Monthly rates shall be made to company 5 days before the end of every month. The monthly rates covers **driver's salary, health management, pension contribution, training programs, Automatic replacement assurance.**

#### **b. Via PREMIUM'S PLAN:**

- i. Fill in all your requirement and select your preferred salary structure.
- ii. Pay a one-off upfront service charge of **#18,000.00**
- iii. Get a driver that matches your requirement in 24 hours from time of request.
- iv. Carry out a 48 hours driver's compatibility assessment.
- v. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- vi. We send the employer **ONLY** the following;
  - i Basic drivers details
  - ii Guarantors information
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace when the need arise.

- viii. Users shall be required to rate drivers on a daily/weekly/monthly basis.
- ix. Monthly rates shall be made to company 5 days before the end of every month. The monthly rates covers **driver's salary, health management, pension contribution, training programs, Automatic replacement assurance.**

**c. Via GOLD'S PLAN:**

- i. Fill in all your requirement and select your preferred salary structure.
- ii. Pay a one-off upfront service charge of **#8,000.00**
- iii. Get a driver that matches your requirement in 24 hours from time of request.
- iv. Carry out a 24 hours driver's compatibility assessment.
- v. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- vi. We send the employer **ONLY** the following;
  - i. Driver's contact and details
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace when the need arise.
- viii. Users shall be required to rate drivers on a daily/weekly/monthly basis.
- ix. Monthly rates shall be made to company 5 days before the end of every month. The monthly rates covers **driver's salary, health management, pension contribution, training programs, Automatic replacement assurance.**

**PROCESS FOR BOOKING:**

**Booking a professionally trained and vetted driver for an hour (you can only use 2hours minimum)**

- a. Fill in all your requirement a day before the day of use.
- b. Get appointed driver that matches your request on the day of use. Pay after service, a charge of **#1,850.00** (all other cost inclusive).

**Booking a professionally trained and vetted driver for a day (10hours maximum)**

- c. Fill in all your requirement a day before the day of use.
- d. Get appointed driver that matches your request on the day of use. Pay after service, a charge of **#7,350.00** (all other cost inclusive).

**Booking a professionally trained and vetted driver for a Week;**

- i. Fill in all your requirement a week before the week of use.
- ii. Get appointed driver that matches your request on the week of use.
- iii. Pay after service, a charge of **#25,000.00** per driver or **#50,000.00** for a uniformed driver (all other cost inclusive).

**Booking a professionally trained and vetted driver for weekend (Sat. & Sun.);**

- i. Fill in all your requirement a day before the day of use.
- ii. Get appointed driver that matches your request on the day of use.
- iii. Pay after service, a charge of #10,000 (all other cost inclusive).

**Request a private one to one training session**

- i. Fill in all your arrangement for the training session.
- ii. Get professional instructor for training sessions.
- iii. Pay company at the end of set time

**PROCESS FOR SUBSCRIBING MONTH ON MONTH DAY SERVICES:**

**Subscribing for month on month daily service**

- a. Fill in all your requirement
- b. Select the subscription duration period
- c. Choose the plan you want for your self
- d. Get an appointed driver for each day service

**VALUE PROPOSITION TO USERS ON I-PAY DRIVER PLAN (FOR FULL TIME DRIVING):**

- a. This plan allows User to pay an upfront and one-off service charge based on the number of month user would need company driver's services.

<b>Schedule of Month User needs driver</b>	<b>Service Plan charges (NGN)</b>
<b>1 month</b>	<b>20,000.00/driver</b>
<b>2 months</b>	<b>24,000.00/driver</b>
<b>3 months</b>	<b>26,000.00/driver</b>
<b>4 months</b>	<b>28,000.00/driver</b>
<b>5 months</b>	<b>30,000.00/driver</b>
<b>6 months</b>	<b>32,000.00/driver</b>
<b>7 months</b>	<b>35,000.00/driver</b>
<b>8 months</b>	<b>37,000.00/driver</b>
<b>9 months</b>	<b>39,000.00/driver</b>
<b>10 months</b>	<b>42,000.00/driver</b>
<b>11 months</b>	<b>45,000.00/driver</b>
<b>12 months</b>	<b>50,000.00/driver</b>

- b. Your verified and trained driver comes in after confirmation of payment for compatibility assessment for an examination to check if such driver meets specification of the proposed user. Also, after driver has been selected the driver resumes with his uniform and must show a Tag card from the company for proper identification
- c. You pay monthly salary directly to the driver assigned to you by company and chosen by you to drive you. You take care of driver's **salary, welfare management, pension, rate driver accordingly.**

- d. Company takes care of **Automatic replacement, training programs, overtime/interstate/Outstation Allowance Collection ONLY** within the schedule months user needs driver for.
- e. **User** is allowed to negotiate salaries of the drivers based on driver's respective and required working schedules. The least amount that might be considered as salary to be agreed between **User** and company would be **NGN 45,000.00 (to be considered for five working days)**, however company shall give it best effort to work with **User's salary budget**.
- f. Please take note:
  - i. Our time of Resumption and closing time for driver's operation is Mon to Fri (6am to 8pm), Sat (10am to 4pm), while Sunday (6am to 2pm) respectively.
  - ii. Normal Overtime and Allowance (8pm – 12 midnight) (**Overtime is #500/hr (Payment comes through us)**)
  - iii. Abnormal Overtime and Allowance (12am – 6am ) (**Overtime is #1000/hr (Payment comes through us)**)
  - iv. (Interstate /Travelling Allowance is **NGN 5,500 per day (Payment comes through us)**)
  - v. Early Morning pick up (before 6am ) **NGN 1500/hr. (Payment comes through us)**
  - vi. Public holiday charges **NGN 3500/day (Payment comes through us)**
  - vii. Weekend allowance **NGN 3500/day (Payment comes through us)**
  - viii. Outstation allowance **NGN 5000/day (Payment comes through us)**
  - ix. Drivers on our platform complies with FRSC speed limit standard which is 90km/h
  - x. Driver's on our platform style of driving is defensive & safety driving
  - xi. Drivers on our platform would always be on their Uniform Shirt days of work rendered
- g. Every driver possesses a Monthly Record Card in which driver shall be properly rated accordingly by the User.
- h. **Driver shall be available for retraining programs every last Saturdays of every month.**
- i. **User can renew the company driver's services after completion of the former scheduled month under this arrangement by choosing to pay another service charge for same previous plan or for a fresh schedule month selected by User.**
- j. **User and driver must see out their contracts before any termination under this plan.**
- k. **Once contract is due, driver would be sent back into the company's driver pool for re-mobilization.**
- l. **There shall be a deduction of 1.5% from every monthly salary set by the user, at the point of paying for the service. i.e. company shall charge user a service fee plus a cumulative 1.5% of every driver's salary selected within the duration of time a user would be making use of driver's services.**

## PROCESS FOR HIRING ON i-PAY DRIVER FULL TIME SERVICE PLAN

Hiring a professionally trained and vetted driver;

### I-PAY DRIVER PLAN

- iv. Fill in all your requirement and select your preferred salary structure.
- v. Pay a one-off upfront service charge

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- vi. Get a driver that matches your requirement in 24 hours from time of request. Carry out a 72hours driver's compatibility assessment.
- v. Employ when impressed with driver skills and compatibility (*we have a record of over 85% driver to employer match at first attempt*).
- vi. Use shall have access to the following;
  - a) Complete drivers profile
  - b) SLA (Service Level Agreement)
  - c) Comprehensive Guarantors information
  - d) Guarantor's guaranteed confidential letter
  - e) Referee's guaranteed confidential letter
  - f) For this service, psychometric assessment based on employer's requirement will be conducted on driver.
  - g) Power to negotiate driver's salaries and make direct payment to drivers as at when due.
  - h) Power to manage statutory benefits of the driver and driver's welfare
  - i) Drivers are on uniform for the month schedule user has selected for company service delivery.
- vii. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver during the specified number of month user as chosen.
- viii. Users shall be required to rate drivers on a daily/weekly/monthly basis, likewise same for the drivers on the users.
- ix. User shall pay salaries to drivers as at when due and ensure drivers statutory benefits are well taken care of.
- x. Driver shall be available for retraining programs every last Saturdays of every month.

**PRICING SUMMARY**

<b>SERVICE TYPE</b>	<b>CHARGES</b>
<b>Drivers charges for Full/Short term program</b>	<b>NGN 5,000.00/driver</b>
<b>Driver for an hour</b>	<b>NGN 1, 850.00/driver</b>
<b>Driver for a day</b>	<b>NGN 7,350.00/driver</b>
<b>Driver for a week</b>	<b>NGN 25,000.00/driver</b>
<b>Driver for a week with uniform</b>	<b>N50,000.00/driver</b>
<b>Driver for a weekend (sat. &amp; sun.)</b>	<b>N10,000.00/driver</b>

<b>Driver for inter-state</b>	<b>Contact for price</b>
<b>Driver for contract employment</b>	<b>N25,000.00/driver</b>
<b>Outsourcing(Training, supply and payroll)</b>	<b>Contact for price</b>
<b>Private one to one driving training</b>	<b>N 5,000.00/hour</b>
<b>Subscription for 2 times day service in a month</b>	<b>N10,500.00/Month</b>
<b>Subscription for 3 times day service in a month</b>	<b>N15,750.00/Month</b>
<b>Subscription for 4 times day service in a month</b>	<b>N21,000.00/Month</b>
<b>Subscription for 5 times day service in a month</b>	<b>N26,250.00/Month</b>
<b>Subscription for 6 times day service in a month</b>	<b>N31,500.00/Month</b>
<b>Subscription for 7 times day service in a month</b>	<b>N36,750.00/Month</b>
<b>Subscription for 8 times day service in a month</b>	<b>N42,000.00/Month</b>
<b>Subscription for 9 times day service in a month</b>	<b>N47,250.00/Month</b>
<b>Subscription for 10 times day service in a month</b>	<b>N52,500.00/Month</b>
<b>Hotel transfers</b>	<b>N15,750.00/trip + driver plus car</b>
<b>Airport Transfers</b>	<b>N15,750.00/trip + driver plus car</b>
<b>Daily Move me around</b>	<b>N23,750.00/driver plus car</b>
<b>Wedding Transfers</b>	<b>N75,000.00/driver plus car</b>
<b>Tenancy Verification</b>	<b>N7,500.00/tenant</b>
<b>Intense Verification</b>	<b>N18,000.00/driver</b>

#### **VERIFICATION:**

Drivers are tested on Knowledge of road signs, simple Logical reasoning, temperamental checks, handling emergency highway scenario. Back ground checks are carried on Personality/Family

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Background, metropolitan route acquaintance, driving experience, temperamental checks. Health checks on blood pressure, Eye/Vision test. Checks on driver's license, BVN and other driving documents. Drivers are trained on how to drive clients in style and safety, use of navigation map on smart phone. Guarantor's **verification are carried on guarantor's details, Confirmation of details, etc.**

## USAGE:

### How to use professionally trained and vetted drivers on DRIVERSNG platform

- i. Fair judgment should be exercised when relating with drivers from our platform.
- ii. Discussions with drivers should be centered on their duties to serve you better and not on personal issues.
- iii. Drivers are only to be used for driving as to be stated within the scope of their job description.
- iv. All forms of assaults must be avoided, such as physical assaults, sexual assaults, etc. As a professional driver he/she is required to exercise car-care rights and drive you in safety, style and comfort.
- v. Professionalism requires that the **Client/Customer/Employer** properly consider suggestions, contributions and advise that driver may offer concerning car care, driving you in safety and comfort.
- vi. **Client/Customer/Employer** must ensure that either comprehensive insurance cover and or at least third party insurance cover is on the said vehicle.
- vii. **Client/Customer/Employer** must not give out gift or tip driver except if it relate to their service delivery.
- viii. **Client/Customer/Employer** must treat driver as professionals and with respect. As we frown at maltreatment of any form.
- ix. **Client/Customer/Employer** cannot convert the provided professional driver role (which is driving and car-care) into another use.

## SERVICE:

- i. Using this service/website/Mobile Application makes you binding to company to provide and render to you the **Client/Customer/Employer** the services of a **fulltime/temporary driver** in the Company's Service to the Client and the agreed scope of work that will be framed up by **Client/Customer/Employer** as job description via your application to hire a driver.
- ii. The services to be rendered by company through its Driver has being framed up by **Client/Customer/Employer** as job description via your application to hire a driver.
- iii. The **Client/Customer/Employer** shall ensure that they strictly adhere to the job description that is framed up via your application to hire a driver.

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- iv. The service delivery is to commence as soon as compatibility accessibility has been completed within the stipulated time, in which **Client/Customer/Employer** is satisfied that driver matches expectation and requirement. Guarantor's forms and other important documents are handled over to Employer/Client.
- v. The **Client/Customer/Employer** shall have the responsibility to provide a Vehicle (Car/Bus/Van/truck) for the use of the **personal/corporate/truck /day driver/weekly/ weekend driver**. The car to be used for the provision of a driver services under this contract shall be as already framed up as job description via your application to hire a driver.

## **RESPONSIBILITIES AND OBLIGATIONS:**

- i. The company shall be responsible to provide driver's guarantors upon being held fully liable for theft or deliberate damage of client's vehicle by the appointed driver.
- ii. The **Client/Customer/Employer** shall ensure that the vehicle to be used under this service delivery has been equipped with all the required safety tools (Fire extinguisher, first aid box, bin, etc.), is in good condition and kept in a good and efficient condition
- iii. The Company or its driver shall not be held liable in the event the said vehicle is tinted without necessary permits from the required regulatory bodies.
- iv. The **Client/Customer/Employer** shall ensure that the said vehicle is duly maintained for optimal performance.
- v. The **Client/Customer/Employer** shall ensure that the said vehicle is duly registered and all the vehicle papers/documents are up to date
- vi. The Company and or its Driver shall not be held liable in the event that the vehicle has not being registered, maintained and or renewed.
- vii. The Company shall not be held liable in the event of accident(s) not due to the negligence, Refusal and or failure of the Company and or its driver
- viii. The **Client/Customer/Employer** shall ensure that the said vehicle has a comprehensive insurance and or at least a third party insurance.
- ix. The **Client/Customer/Employer** shall release her driver for re-training, update sessions programs at required times.
- x. The **Client/Customer/Employer** shall ensure that the driver's salary is paid through the company's account inclusive of management fee on or before five days to month ending.
- xi. The **Client/Customer/Employer** shall be automatically debited for driver's salary and additional service fee five days to month ending.
- xii. The **Client/Customer/Employer** must have read and understood '**how to use a Professional driver from our platform**' policy above.
- xiii. Drivers can't have any access to employer's contact except express permission by client and vice versa.

## **MONTHLY RATES**

Users (**Client/Customer/Employer**) can choose the best plan (that suits their needs, financial goals and objectives, either for Private users, company users or for special demand users;

### **PRIVATE USERS MONTHLY RATE PLAN:**

- a. **Mondays–Fridays-Rate: User (Client/Customer/Employer) pays the company NGN 55, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.**
- b. **Mondays–Saturdays-Rate: User (Client/Customer/Employer) pays the company NGN 60, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.**
- c. **Mondays–Sundays-Rate: User (Client/Customer/Employer) pays the company NGN 100, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.**

### **COMPANY USERS MONTHLY RATE PLAN:**

- a. **Mondays–Fridays-Rate: User (Client/Customer/Employer) pays the company NGN 60, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.**
- b. **Mondays–Saturdays-Rate: User (Client/Customer/Employer) pays the company NGN 70, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.**
- c. **Mondays–Sundays-Rate: User (Client/Customer/Employer) pays the company NGN 150, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.**

### **SPECIAL DEMAND USERS MONTHLY RATE PLAN:**

**Spy Police:**

- a. **Mondays–Fridays-Rate:** User (Client/Customer/Employer) pays the company NGN 85, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.
- b. **Mondays–Saturdays-Rate:** User (Client/Customer/Employer) pays the company NGN 95, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.
- c. **Mondays–Sundays-Rate:** User (Client/Customer/Employer) pays the company NGN 180, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.

**Escort Driver:**

- a. **Mondays–Fridays-Rate:** User (Client/Customer/Employer) pays the company NGN 90, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.
- b. **Mondays–Saturdays-Rate:** User (Client/Customer/Employer) pays the company NGN 100, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.
- c. **Mondays–Sundays-Rate:** User (Client/Customer/Employer) pays the company NGN 180, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.

**Executive/International Driver:**

- a. **Mondays–Fridays-Rate:** User (Client/Customer/Employer) pays the company NGN 120, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.
- b. **Mondays–Saturdays-Rate:** User (Client/Customer/Employer) pays the company NGN 150, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.
- c. **Mondays–Sundays-Rate:** User (Client/Customer/Employer) pays the company NGN 200, 000.00 monthly. This rate consist of driver’s salary, health management, pension contribution, training programs, Automatic replacement assurance.

## **RATING DRIVERS PERFORMANCE WEEKLY**

**Client/Customer/Employer** shall rate drivers on a weekly basis for performance evaluation, in other for drivers to enjoy benefits from the company every month end. The rating shall be based on the following criteria's; **Neatness, Dressing, Punctuality, Service quality (Professional driving, accident or damage free, comporment) and Integrity**. The user should also bear in mind that the drivers would also be rating them as well.

## **FINANCIAL OBLIGATION, REFUND & PAYMENT**

- i. Payment is completed before Compatibility assessment of driver is carried out within one to three days.
- ii. Driver's salary shall be paid into company account, while company shall pay driver's salaries at month end for **Client/Customer/Employer** enjoying additional services.
- iii. The mode of payment is prepaid and it's a one-off service charge set at #25,000.00 for king's service, #18,000.00 for premium's service or #8,000.00 for gold's service respectively.
- iv. Driver can only resume at appointment when the **Client/Customer/Employer** has fulfilled all financial obligation approved to service provider.
- v. Refund is only possible when service provider has failed to match up expectations, or client is dissatisfied at service rendered. In the scenario where client has been served by service provider and still wants a refund this amounts to a 50% refund, while when client has not been served at all or expectations not met or client can't longer bear with service provider or service provider can't meet up within promised time, as requested by client there shall be a refund of 75% as the other 25% covers cost of transfer, search and matching.
- vi. Where we determine that a refund request is valid, we shall make reasonable efforts to grant the refund request.

## **CONTRACT POLICY**

- i. **Client/Customer/Employer** is required to signify the number of month to service provider for which service will be needed and must honor the stipulated terms of contract.

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- ii. In a situation, when **Client/Customer/Employer** have completed the stipulated time for the contract, driver can be released to the company's pool or a review can happen, which would cover salary and stipulated time for work review.
- iii. **Client/Customer/Employer** should give service provider minimum of 2 weeks' notice before changing driver for any reason.
- iv. In a situation, when **Client/Customer/Employer** request for change of driver, request would only be granted when contract has being honored by **Client/Customer/Employer**.
- v. In a situation where **Client/Customer/Employer** has sincerely admitted not to longer honor contract agreement and pushes for a change/replacement before the expiration of driver's contract, **Client/Customer/Employer** shall compensate/pay driver for all the days driver has worked and 25% of driver's salary shall resume as service charge if **Client/Customer/Employer** would still require a replacement.
- vi. In a situation, when driver decides not to honor the stipulated amount of time stated by the contract and leaves, driver would not be compensated/paid for days worked for.

## **ALLOWABLE SERVICE & DISCOUNT ON SERVICE CHARGE**

- i. **Client/Customer/Employer** is allowed to make a 50% upfront payment for activation of service delivery and complete payment after driver's matching is completed.
- ii. 5% discount is allowable on service charge across board
- iii. Driver's salary can be paid to company at the beginning of a new month for payment to be made early to driver, but salary must come in five days to the end of the month or as at when due.
- iv. Separate driver compensation allowance (travelling allowance or overtime) must be made available to cover inter-state travelling, longer stay after agreed closing time and other sundries respectively as the case may be.

## **SERVICE CHARGE & PRICING FOR SHORT-TERM SERVICE**

**All Service Charges Must Be Paid Through Us Before Commencement Of Service.**

**NB:** Service charge paid directly to driver and any other connive at exclusion of driversng.com makes such customer or driver liable for any consequences for their own actions

## **FINANCIAL OBLIGATION, REFUND & PAYMENT FOR SHORT TERM SERVICE**

- i. Service charges must be made upfront through the company.
- ii. Payment is completed before provision of professional driver's availability is made.
- iii. The mode of payment is prepaid.

- iv. Driver can only resume at appointment when the **Client/Customer/Employer** has fulfilled all financial obligation approved to service provider.
- v. Refund is only possible when service provider has failed to match up expectations, or client is dissatisfied at service rendered. In the scenario where client has been served by service provider and still wants a refund this amounts to a 50% refund, while when client has not been served at all or expectations not met or client can't longer bear with service provider or service provider can't meet up within promised time, as requested by client there shall be a refund of 75%
- vi. Where we determine that a refund request is valid, we shall make reasonable efforts to grant the refund request.

### **CONTRACT POLICY FOR SHORT TERM SERVICE**

- i. **Client/Customer/Employer** is required to signify the purpose of the short term services expressly.
- ii. The company would be responsible for paying ALL drivers on its platform their wages for services. Carried out.

### **ALLOWABLE SERVICE & DISCOUNT ON SERVICE CHARGE FOR SHORT TERM SERVICE**

- 1. **Client/Customer/Employer** is allowed to make a 50% upfront payment for activation of service delivery and complete payment after driver's matching is completed.
- 2. 5% discount is allowable on service charge across board

### **CAR RIDING SHARING COMMUNITY**

#### **FINANCIAL OBLIGATION, REFUND & PAYMENT (UBER PARTNERS)**

- 1. Payment is completed before Compatibility assessment of driver is carried out within 24 Hours.
- 2. The mode of payment is prepaid and it's a one-off service charge set at #5,000.00 under the Platinum Plan
- 3. The mode of payment is prepaid and it's a one-off service charge set at #10,000.00 under the Payment Management/diamond plan.
- 4. Driver can only resume at appointment when the Partner has fulfilled all financial obligation approved to service provider.

5. Refund is only possible when service provider has failed to match up expectations, or client is dissatisfied at service rendered. In the scenario where client has been served by service provider and still wants a refund this amounts to a 50% refund, while when client has not been served at all or expectations not met or client can't longer bear with service provider or service provider can't meet up within promised time, as requested by client there shall be a refund of 75% as the other 25% covers cost of transfer, search and matching.
6. Where we determine that a refund request is valid, we shall make reasonable efforts to grant the refund request.
7. In a situation where the driver default in payment to the service provider within 48hours, the driver shall be terminated and shall pay the partner the days he has worked.

### **VERIFIED DRIVERS FOR UBER (PLATINUM PLAN)**

#### **PROCESS:**

Hiring a professionally trained and vetted driver;

- i. Fill in all your requirement via [www.driversng.com](http://www.driversng.com)
- ii. Pay a one-off upfront service charge of #5,000.00.
- iii. Get a driver that matches your requirement in 24 hours from time of request.
- iv. Employ when impressed with driver skills and compatibility (we have a record of over 85% driver to employer match at first attempt).
- v. We send in guarantor's details and other important documents.
- vi. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver in 24 hours.

### **UBER PARTNERS RESPONSIBILITIES (PLATINUM PLAN)**

1. The Partner shall have the responsibility to provide a car for the use of the Uber driver
2. The mode of payment is prepaid and it's a one-off service charge set at #5,000.00 under the Platinum Package
3. That the Partner have the right to subject his Driver and the guarantors to litigation. See TYPE "A" form attached with the service agreement.
4. The Partner shall ensure that the vehicle to be used under this contract is in good condition and kept in a good and efficient condition.
5. The Partner shall ensure that the said vehicle is duly maintained for optimal performance.
6. The Partner shall ensure that the said vehicle is duly registered and **ALL** the vehicle papers/documents are up to date.



7. The Partner shall ensure that comprehensive insurance and/or at least third party insurance is covered for the said vehicle.
8. The Company and or its Driver shall not be held liable in the event that the vehicle has not be registered, maintained and or renewed.
9. The Company shall not be held liable in the event of accident(s) not due to the negligence, refusal and or failure of the Company and or its driver.

**. COMPANY'S RESPONSIBILITIES UNDER VERIFIED DRIVERS FOR UBER (PLATINUM PLAN)**

1. The company has carried a background of the selected driver, provided guarantors have been verified and are found reliable.
2. The company shall have provided the Uber Partner a certified driver on Uber
3. The Company shall have provided the Uber Partner with a service level agreement
4. The company have no interest in any form of debt realization for partner nor shall the driver, However the Company provide all the necessary documentations.
5. That there shall not be any other responsibilities other than the provision of properly trained, verified and vetted drivers for your Uber cars.
6. In a situation, when Partner request for change of driver, request would only be granted when contract has being honored by Partner.

**VERIFIED DRIVERS FOR UBER & PAYMENT MANAGEMENT (DIAMOND PLAN)**

**PROCESS:**

Hiring a professionally trained and vetted driver;

- i. Fill in all your requirement via [www.driversng.com](http://www.driversng.com)
- ii. Make a subscription fee of #10,000.00 monthly.
- vii. Company assigns drivers that matches your requirement in 24 hours from time of request.
- viii. Employ when impressed with driver skills and compatibility (we have a record of over 85% driver to employer match at first attempt).
- ix. We send in guarantor's details and other important documents and monitor driver weekly performance.
- x. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver in 24 hours.

**UBER PARTNERS RESPONSIBILITIES (PAYMENT MANAGEMENT PLAN) (DIAMOND PLAN)**

1. The Partner shall have the responsibility to provide a car for the use of the Uber driver.
2. The mode of payment is prepaid and it's a monthly set at #10,000.00 under the Payment Management.
3. The Partner shall ensure that the said vehicle is duly registered and all the vehicle papers/documents are up to date.
4. The driver/service provider shall not be held liable in the event that the vehicle has not being registered, or the vehicle documents have not been renewed.
5. In situation where driver is working with the Partner on a Rental basis, the partner shall ensure that the vehicle to be used under the contract is in good condition and kept in a good and efficient condition.
6. The partner shall ensure that the said vehicle is duly registered and ALL the vehicle papers/documents are up to date.
7. The Partner shall ensure that comprehensive insurance and/or at least third party insurance is covered for the said vehicle.
8. The company shall not be held liable in the event of accident(s) not due to negligence, refusal and or failure of the company and or its driver.

#### **COMPANY'S RESPONSIBILITIES UNDER VERIFIED DRIVERS FOR UBER (DIAMOND PLAN)**

1. The company has carried a background of the selected driver, provided guarantors have been verified and are found reliable.
2. The company shall have provided the Uber Partner a certified driver on Uber
3. The Company shall have provided the Uber Partner with a service level agreement
4. The company shall be active in debt realization for partner.
5. The company takes full responsibility for managing the payment activities set for drivers operating on the payment management/diamond plan
6. The company shall provide a guaranteed agreed weekly payment for the Uber partner slated by the company.
7. The company shall provide monthly report to the partner.
8. The company shall provide automatic drivers replacement when its deemed fit

#### **VERIFIED DRIVERS FOR UBER (HP-PLATINUM PLAN)**

##### **PROCESS:**

Hiring a professionally trained and vetted driver;

- i. Fill in all your requirement via [www.driversng.com](http://www.driversng.com)

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- ii. Pay a one-off upfront service charge of #10,000.00.
- xi. Get a driver that matches your requirement in 24 hours from time of request.
- xii. Employ when impressed with driver skills and compatibility (we have a record of over 85% driver to employer match at first attempt).
- xiii. We send in guarantor's details and other important documents.
- xiv. When you are not satisfied with driver we have sent for compatibility assessment, we replace driver in 24 hours.

**UBER PARTNERS RESPONSIBILITIES (HIRE-PURCHASE (HP) PLATINUM PLAN)**

1. The Partner shall have the responsibility to provide a car for the use of the Uber driver
2. The mode of payment is prepaid and it's a one-off service charge set at **#10,000.00** under the **HP-Platinum Package**
3. That the Partner have the right to subject his Driver and the guarantors to litigation. See TYPE "A" form attached with the service agreement.
4. The Partner shall ensure that the vehicle to be used under this contract is in good condition and kept in a good and efficient condition.
5. The Partner shall ensure that the said vehicle is duly maintained for optimal performance. The Partner shall ensure that the said vehicle is duly registered and **ALL** the vehicle papers/documents are up to date.
6. The Partner shall ensure that comprehensive insurance and/or at least third party insurance is covered for the said vehicle.
7. The Company and or its Driver shall not be held liable in the event that the vehicle has not be registered, maintained and or renewed.
8. The Company shall not be held liable in the event of accident(s) not due to the negligence, refusal and or failure of the Company and or its driver.

**. COMPANY'S RESPONSIBILITIES UNDER VERIFIED DRIVERS FOR UBER (HP-PLATINUM PLAN)**

1. The company has carried a background of the selected driver, provided guarantors have been verified and are found reliable.
2. The company shall have provided the Uber Partner a certified driver on Uber
3. The Company shall have provided the Uber Partner with a service level agreement
4. The company have no interest in any form of debt realization for partner nor shall the driver, However the Company provide all the necessary documentations.
5. That there shall not be any other responsibilities other than the provision of properly trained, verified and vetted drivers for your Uber cars.
6. In a situation, when Partner request for change of driver, request would only be granted when contract has being honored by Partner.

## **VERIFIED DRIVERS FOR UBER & PAYMENT MANAGEMENT (HIRE PURCHASE- DIAMOND PLAN)**

### **PROCESS:**

Subscribing to the Hire Purchase Diamond Plan;

- i. Fill in all your requirement via [www.driversng.com](http://www.driversng.com)
- ii. Company receives assessment (which done from vehicle inspection center)report from proposed client
- iii. Both company and proposed client shall agree on a valuation fee for vehicle.
- iv. Both company and proposed client shall agree on a date of ownership transfer of vehicle to company and shall have signed against this duly.
- v. Both company and proposed client shall agree on an amount to be delivered by the company on a monthly basis.
- vi. Client makes a subscription fee of #10,000.00 monthly.
- vii. Company remits to client on a monthly basis

## **UBER PARTNERS RESPONSIBILITIES (PAYMENT MANAGEMENT PLAN) (HIRE- PURCHASE (HP) DIAMOND PLAN)**

1. The Partner shall ensure that the said vehicle is duly registered and all the vehicle papers/documents are up to date.
2. The driver/service provider shall not be held liable in the event that the vehicle has not being registered, or the vehicle documents have not been renewed.
3. The partner shall ensure that the said vehicle is duly registered and ALL the vehicle papers/documents are up to date.
4. The Partner shall ensure that comprehensive insurance and/or at least third party insurance is covered for the said vehicle.
5. The company shall not be held liable in the event of accident(s) not due to negligence, refusal and or failure of the company and or its driver.
6. The partner shall be debited **NGN 10,000.00** on a monthly basis for subscription.

## **COMPANY'S RESPONSIBILITIES UNDER VERIFIED DRIVERS FOR UBER (HIRE PURCHASE (HP) DIAMOND PLAN)**

1. The company shall be responsible for any maintenance or repairs within **N10, 000**.
2. The Company shall have provided the Uber Partner with a service level agreement
3. The company shall be active in debt realization for partner.
4. The company takes full responsibility for managing the payment activities

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5. The company shall provide a guaranteed agreed MONTHLY payment for the Uber partner slated by the company.
6. The company shall provide monthly report to the partner.
7. The company shall provide automatic drivers replacement when its deemed fit

**I, THE USER (CLIENT/CUSTOMER/EMPLOYER) HEREBY ACKNOWLEDGE TO HAVE READ AND AGREED TO THIS TERMS OF USE. I AGREE TO ABIDE BY THE TERMS OF USE IN USING SERVICES OFFERED AND RENDERED BY THE SERVICE PROVIDER.**