

Ola Complaints Policy for Australia (Customers and Third Parties)

Updated 1 November 2018

Objective

Ola Australia Pty Limited (**Ola**) aims to provide a fair and transparent process for the resolution of complaints raised by customers and third parties in relation to the booking and transport services provided by Ola and its drivers. In handling and resolving complaints, Ola will take a people-focused approach, and will include the complainant throughout the process, offering support where necessary.

The complaints handling process has been designed to ensure compliance with the Australian Standard AS/NZ 10002/2014, 'Guidelines for complaint management in organizations'.

Principles

In managing and resolving complaints the following principles will be appropriately applied, taking into account the nature of the complaint:

- Complaints shall be dealt with in a people-focused manner, placing the complainant at the centre of the process and resolutions;
- As much as possible, Ola aims to resolve complaints amicably;
- Complaints will be treated seriously;
- Complaints will be dealt with within a reasonable timeframe;
- All parties will be treated objectively and fairly;
- Support will be available to all parties to the complaint;
- Appropriate communication will occur throughout the process, including with any third parties;
- Appropriate documentation will be maintained; and
- Confidentiality will be maintained.

How can I make a complaint?

If you would like to lodge a complaint with Ola, you may do so in the following ways:

1 On the Ola App

To lodge a complaint on the Ola App, please take the following steps:

1. Open the App and select "My Rides", then select the 'ride' you would like to make a complaint about;
2. Click on "Support";
3. Select an option which best describes your complaint, for example "Billing/Payment Related Issue" or "Driver Related Issue";
4. Use the text box to provide us with more information about your complaint.

2 Send us an email

You may also lodge a complaint with Ola by sending us an email at support.au@olacabs.com

What information should I provide with my complaint?

To help us to resolve your complaint quickly, please provide as much of the following information as possible in your complaint:

- Your name;
- Your contact number and email;
- Your preferred method of communication (e.g., by phone, email);
- Your Ola account number;
- The name and contact number of any other passengers on the trip;
- The date and time of the trip in question;
- Details of your complaint;
- Any relevant photographs;
- If you require support in carrying out your complaint; and
- Your preferred outcome.

What will happen after I have lodged a complaint?

Confirmation

Once your complaint has been lodged, you will receive an email confirming that we have received your complaint and a reference number to quote if you ever need to contact us about your complaint. Ola aims to acknowledge all complaints within 1 hour.

Initial Review

Your ticket will be allocated to one of our trained frontline agents for initial review. The initial review will allow Ola to determine the nature of your complaint, and whether it is a complaint that Ola can resolve. There are some complaints which Ola cannot investigate or resolve because they relate to matters outside of Ola's organisation or are beyond Ola's ability to resolve.

| <i>What types of complaints can Ola resolve?</i> | <i>What types of complaints can Ola not resolve?</i> | |
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| <ul style="list-style-type: none">• Driver behaviour; | <i>Serious Complaints</i> | <i>Complaints not relevant to Ola</i> |

| <i>What types of complaints can Ola resolve?</i> | <i>What types of complaints can Ola not resolve?</i> | |
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| <ul style="list-style-type: none"> • Fare disputes; • Vehicle condition; • Route issues; • Unsafe driving. | <ul style="list-style-type: none"> • Assault (including sexual assault); • High value theft; • Vehicle accidents; • Use of drugs or alcohol by drivers; • Violent road rage; or • Other criminal activity. | <ul style="list-style-type: none"> • Complaints about external organisations; • Complaints about the conduct of a third party. |

If you have a complaint of a serious nature, as listed above, please contact your local police station or call 000.

If your complaint is a complaint that Ola cannot resolve, you will be contacted as soon as possible.

Where Ola is alerted of driver conduct that is of a serious nature, including committing a crime or a serious traffic offence, while providing transport services, Ola may take disciplinary action against the driver but customers should also report the matter to the relevant authority.

Plan of Action

After the initial review, Ola complaints handling agents will consider the details of your complaint.

If your complaint falls into a category covered by Ola's standard policies, your complaint will be dealt with according to those policies. To see if Ola has a policy relating to your complaint, please see Schedule 1 of this document. Schedule 1 will also tell you what action is likely to be taken for your complaint.

If your complaint falls outside of Ola's existing policies, our complaints handling agents will determine an appropriate plan of action for resolving the complaint.

If your complaint relates to an Ola employee(s), please be assured your complaint will be dealt with by impartial complaints handling agents and your identity will be kept confidential from the relevant employee(s).

Investigation

In most cases, Ola will launch an investigation into your complaint. Investigations will often involve:

- Contacting you for more information about your complaint;
- Contacting relevant other parties for information (e.g. drivers, other passengers, third parties); and/or
- Reviewing evidence such as photos.

Consideration, Decision and Response

Once an investigation into your complaint has been completed, complaints handling agents will consider the evidence, and make a decision about how the complaint will be resolved. Then, you will be contacted by us and we will let you know:

- details of the steps taken;
- the decision reached;
- the reasons for the decision reached;
- the proposed resolution(s); and
- options for review of the decision if you are dissatisfied with the resolutions proposed.

We aim to provide you with a response to your complaint within 10 days, however more serious complaints will be given priority.

Depending on your complaint, we may suggest some of the following resolutions:

- Offering you a refund;
- Providing you with an apology; or
- Instigating compulsory driver training.

Ticket Closed

Once your complaint has been resolved, Ola will close your complaint ticket and make appropriate records regarding your complaint. Your personal information will remain in Ola's records and be dealt with according to our Privacy Policy.

What if I'm not happy with Ola's response to my complaint?

Internal Review

If you are unsatisfied with Ola's response to your complaint, you can elect to have the decision internally reviewed by a senior complaints handling agent. The original decision maker may be consulted during this process but, will not have any role in conducting the internal review.

The steps taken in an internal review will differ based on the circumstances and the reasons for your dissatisfaction, but may involve the following steps:

- 1 an assessment of the complaint to determine if the senior complaints handling agent undertaking the internal review has enough information to deal with the complaint properly, and a consideration of potential remedies that may be available;
- 2 a formal discussion between the you and the complaints handling agent to try and identify a mutually beneficial resolution;
- 3 a further investigation by the relevant a complaints handling manager;
- 4 an internal review of the steps taken by the frontline agent who conducted the initial review of your complaint.

At the conclusion of an internal review, you will be contacted by a senior complaints handling agent and informed of the outcome of the review. In relation to some serious complaints, the complaints handling agent may suggest the dispute be escalated for review by Ola management.

To request an internal review of your complaint, please email support.au@olacabs.com.

External Review

If, following escalation to Ola management, you remain dissatisfied you may elect to take the matter to an external body. If this is the case, and Ola is contacted by the external body, Ola will co-operate with any review undertaken by that body and take into account its assessment or recommendations in reaching a final resolution with the Complainant.

Feedback

After your complaint has been resolved, we will contact you and ask you to partake in a voluntary survey about your experience with Ola's complaint handling process. You may choose to complete this survey anonymously, or not to complete it at all.

Your feedback will be used to help us understand how we can improve our complaints handling system, and minimise complaints overall.

Privacy

When lodging your complaint with Ola, you will provide Ola with personal information about yourself and information about your experience with Ola. Ola maintains high privacy standards to ensure that your personal information is treated confidentially. All personal information you have provided Ola while lodging your complaint will be dealt with according to Ola's Privacy Policy.

Schedule 1 – Ola Policies

| Category | Issue | Ola Policy | Resolution |
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| Billing Issue | Toll/Parking Charge Issue | Tolls are automatically included in a customer's bill. If a customer would like to avoid tolls, they can inform their Ola driver of their preferred route. If a customer does not ask the driver to avoid toll routes, the customer must pay for tolls. | <p>If a customer's fare has incorrectly included a toll charge, their fare will be recalculated accordingly, and a refund may be initiated.</p> <p>If a toll fare is not listed in the invoice, the existence of toll will be validated and a recalculation may be initiated accordingly.</p> |
| | Coupon Applied Incorrectly | Coupons are granted to customers from time to time as promotional offers and also as a goodwill gesture on any service failure. The terms of use of the coupons are clearly communicated along with the offer. | <p>If a customer's coupon has been incorrectly applied, the customer must provide Ola with:</p> <ul style="list-style-type: none"> - Coupon code details; and - the trip the customer used the Coupon for, <p>and Ola may initiate a refund basis certain system checks.</p> |
| | Customer charged a cleaning fee | Customers are liable for any charges levied by the drivers in case of any mess made in the vehicle which prevents the driver from taking more rides. Ola will facilitate this in case the driver is able to supply sufficient evidence of the customer actually having made the mess/ caused damage. This will be levied to the customer on actuals based on the bills submitted by the driver. | <p>If a customer and a driver are in disagreement regarding a cleaning fee, both parties can provide Ola with relevant photos of the "mess" and the vehicle.</p> <p>Ola will then evaluate the situation and either:</p> <ul style="list-style-type: none"> - charge the customer a cleaning fee; or - provide the customer with a refund for a cleaning fee incorrectly charged |
| | Cancellation charges | <p>A customer may be charged a cancellation fee if they cancel a ride more than 5 minutes after the driver has accepted the fare, or if the driver has already arrived at the pick-up location when the ride is cancelled.</p> <p>A customer will not be charged a cancellation fee is the driver is</p> | <p>If a customer has been incorrectly charged for a cancellation, they must provide the details of the trip in question to Ola and the customer may be offered a refund.</p> |

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| | | <p>delayed in reaching the pick-up location by more than 5 minutes from the shown ETA.</p> <p>If a cancellation fee is charged, the fee is deducted from the customer's credit card immediately.</p> | |
| | Different person took the trip | Drivers are required to confirm the name of the customer before beginning a trip to ensure the customer is the person who is taking the ride. | <p>If a customer believes another person has taken their ride booking (or used their account?), they must provide the pick-up and drop-off trip details of this ride to Ola.</p> <p>Ola may initiate a refund.</p> |
| Lost item | Lost item | <p>Ola and its drivers are not responsible for any items that a customer may lose while travelling.</p> <p>However, Ola will do its best to ensure any lost property is returned to the customer.</p> | If a customer reports a lost item, the Ola call centre will contact the relevant driver. If the driver finds the item, they will be put in contact with the customer to organise returning the item. |
| Poor car condition | Vehicle in poor condition | All Ola driver vehicles should be in clean and in a good condition when providing rides to customer. | If customer reports a vehicle to be unhygienic, feedback will be the driver to properly maintain their vehicles in terms of functionality and hygiene. |
| | Vehicle's license plate was different | All Ola drivers are required to use the vehicle they have registered with Ola. | Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training. |
| | A/C not working | All Ola driver are required to have a working air conditioning system in their vehicle. | The vehicle in question will then be 'offroaded' until the problem is remedied. If a driver is 'offroaded' more than 3 times more severe disciplinary action may be taken. |
| Route | Driver started the trip instead of cancelling | Ola drivers must only charge for fares which were taken by customers. | <p>If a customer has been charged for a ride that they had cancelled, they may be offered a refund.</p> <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training.</p> |

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| Long route | The distance of the journey is one of the factors that is used to calculate the cost of the trip. The driver can take an alternative route with the permission of the customer. | If a driver has taken a long route without the customer's permission, the customer may be offered a refund for the additional cost of the long fare. Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training. |
| Wrong route | The distance of the journey is one of the factors that is used to calculate the cost of the trip. The driver can take an alternative route with the permission of the customer. | If a driver has taken the wrong route without the customers' permission, the customer may be offered a refund for the additional cost of the fare. Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training. |
| Driver did not follow customer's directions | The distance of the journey is one of the factors that is used to calculate the cost of the trip. The driver is required to take the route that is the preference of the customer, even if this is an alternative route. | If a driver does not follow the directions of the customer the customer may be offered a refund. Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training. |
| Wrong pickup or drop-off location was wrong | The distance of the journey is one of the factors that is used to calculate the cost of the trip. The driver is required to use the location for pickup and drop-off that is specified by the customer. | If a driver uses the wrong pick-up or drop-off location on a trip, the customer may be offered a refund. Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training. |
| The route had heavy traffic | If the usual route to a destination has heavy traffic, the driver should ask the customer if they would like to use an alternate route. If a customer doesn't chose an alternate route, any delay caused by traffic is a cost that must be covered by the customer in their fare. | If a driver does not follow the directions of the customer, the customer may be offered a refund. Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training. |

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| | Driver made an unrequested stop | Ola drivers are not permitted to make unrequested stops on a trip, unless there is a reasonable excuse. | <p>If a driver makes an unrequested stop without a reasonable excuse, the customer may be partially refunded.</p> <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training.</p> |
| Unprofessional behaviour | Not the same person | Ola drivers are not permitted to take rides which they are not assigned, or ask another person to take a ride on their behalf. The customers can use the Emergency button on the customer app which is visible during an ongoing ride. Ola will receive an alert and will reach out to the customer on the registered phone and assist with the issue. | <p>Customer's may provide a rating for drivers at the conclusion of the trip.</p> <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training</p> |
| | Unsafe behaviour | All Ola drivers are required to act in a safe and professional manner at all times. The customers can use the Emergency button on the customer app which is visible during an ongoing ride. Ola will receive an alert and will reach out to the customer on the registered phone and assist with the issue. | <p>Customer's may provide a rating for drivers at the conclusion of the trip.</p> <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training.</p> |
| | Driver refused destination | Ola drivers must drop-off a customer at the requested address. | <p>The customer's ride will be reallocated to another driver.</p> <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training.</p> |
| | Driver was rude | All Ola drivers are required to act in a safe and professional manner at all times. | <p>Customer's may provide a rating for drivers at the conclusion of the trip.</p> <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training.</p> |
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| | <p>Delayed Start/ Stop</p> | <p>Drivers are not permitted to delay starting or ending the trip without a reasonable excuse.</p> <p>If a trip was automatically cancelled, Ola will reallocate the customer's trip to a new driver.</p> | <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training</p> <p>The customer may be offered a refund.</p> |
| | <p>Trip Abandoned midway</p> | <p>Unless there is an emergency, a driver should not abandon a trip midway.</p> | <p>Disciplinary action may be taken against the driver and/or the driver may be required to undergo driver training</p> <p>Customer may be offered a refund.</p> |