



GENERAL MANAGER UPDATE

Dear Valued Partners,

2016 has been an eventful year for all of us. As we look forward to 2017, we are working hard to make your experience with Uber even better.

You may be aware that Uber has appointed Mr Jeff Jones as President of Ridesharing at Uber. He wrote a LinkedIn post to introduce himself and share some of his observations since starting at Uber. I encourage you to read it in its entirety at t.uber.com/jeffjonespost. As General Manager of Singapore, I want to affirm what Jeff wrote about. I know we have room for improvement and I want to assure you we are working hard to listen to feedback from driver-partners like you. We know that it's only by listening that we will improve your Uber experience.

In 2017, we are going to work together with you for:

BETTER DRIVING EXPERIENCE

Many of our innovations such as back-to-back trips and **Driver Destinations** have come from the driver-partner community. We know that more can be done and our team is constantly working with your input to improve your driving experience.

We received feedback on how rider pick-ups can be confusing and even frustrating at certain locations. In response, we launched **uberVENUES**; featuring designated pick-up points so you know exactly where to meet your rider. We even reached out to tens of thousands of you to pin-point challenging pick-up locations. Stay tuned for more.

BETTER COMMUNICATION

We recognise that our messages are too frequent, do not connect and can even be confusing. Uber is doing a top-to-bottom audit of driver communications. We want to make sure that when we reach out to you, we're doing it right. Your time is valuable and when you have a problem, it should be quick and easy to get in touch with someone.



BETTER JOB AT LISTENING

At our regular partner roundtables, I've had the opportunity to better understand what's on your mind. For example, drivers who signed up to use the app shared that they wanted more training on how to use the app, as well as about features and benefits of being a driver-partner. We took the feedback to heart and are doing a 100% revamp of the driver experience at the UberHUB in Paya Lebar. We're also introducing an additional refresher system for new drivers to help provide more training on how to use the app.

Even so, there's clearly more room for improvement and our team is 100% committed to making that happen. Together, we can make Uber a truly great experience for all of our driver-partners.

Stay tuned,

A handwritten signature in black ink that reads "Warren Tseng".

Warren Tseng

General Manager, Uber Singapore



PARTNER ROUNDTABLE

In November, we met with 9 Uber driver-partners to find out more about what types of perks we can offer to help ease your everyday costs.

Thanks to the feedback received, we have been working on getting you various perks to help lower your driving costs and take home higher earnings. Stay tuned for exciting perks coming your way!

These sessions are held regularly - look out for your invitation to one of the sessions.

WE'VE HEARD YOU, AND WE WANT TO HEAR MORE!

HIGHLIGHTS

1. Uber Fuel Card:

Fuel is one of the biggest contributors to your everyday costs. For fuel rebates, we've introduced the Uber Fuel Card, powered by Esso. The Uber Fuel Card guarantees up to 30% off fuel costs for our driver-partners. In addition, thanks to your feedback, we've updated the billing cycle for the Uber Fuel Card and you can now expect your Uber rebates the week after your fuel transactions, with no more 10-day lag! Find out more here: t.uber.com/fueldiscount

2. Telecommunication:

Phone bills play a big part in your everyday costs. To help ease these costs, we are working on various package plans with potential partners. Stay tuned!

3. Car Wash & Vacuum:

To keep their cars spick and span and ready for the Uber experience, partners currently pay around \$10-\$15 for each car wash. If you are an **UberENTREPRENEUR** and you'd like to offer your car wash and vacuum services, please write in to t.uber.com/likeaboss



INTERVIEW WITH MR PETER LIM

This month's Driver Ambassador is also a 6-Star Driver! Mr Peter Lim has gotten an average rating of 4.79 because he has always been a patient and awesome listener to our riders. We took our turn talking to him and find out why he's on Uber.

Q: Why do you like Uber?

The best thing about Uber is that I'm my own boss. I get to decide what I want to do, and the stress that comes with driving can be left on the road - when I'm at home, I don't bring the stress home with me. Also, I meet new people every day. Everyone has a different background, and are of different nationalities with a different story to share.

Q: How has Uber changed Singapore?

Uber has changed the experience for passengers. Because it welcomes healthy competition and new technology, consumers get to where they need to go faster. It also creates jobs!

Q: What do you want to say to your fellow driver-partners?

Take pride in whatever you do. Whatever it is that you are, make sure you're the best version you can be.



UberENTREPRENEUR



UberENTREPRENEUR

Driver-partner Alphonso Ngiam

INTRODUCING UberENTREPRENEUR

Here, we celebrate driver-partners who own businesses and drive with Uber at the same time. This is an initiative from the Uber Singapore Team to support our driver-partners in their everyday lives, and provide exclusive perks to benefit you and fellow driver-partners! Every month, some of our UberENTREPRENEURS' businesses will be featured here, along with exclusive promotions all Uber driver-partners can enjoy.

If you'd like to be featured in the next monthly digest, go to

t.uber.com/likeaboss

HOW TO REDEEM

1. Open the Uber Driver App.
2. On the home screen, scroll to UberENTREPRENEUR and click "REDEEM NOW".
3. Enter your mobile number on the redemption form.
4. Get the merchant to enter a unique code.
5. Enjoy your offer!

Have our newsletter delivered to your house! t.uber.com/subscribe
To unsubscribe, go to t.uber.com/unsubscribe

THE MINIMALIST BRAND

PREORDER: Having been inspired by sleek, neat wallets in crowdfunder campaigns, driver-partner Alphonso Ngiam decided to make one of his own. His wallets makes for great gifts for loved ones.



How to redeem: Visit the online store www.minimalistbrand.com.

Use code **UEALPH** and add your Uber phone number under Special Requests upon checkout.

Valid until 31 Mar 2017

ENJOY 15% OFF WALLETS

PRIVATE TUITION

Uber driver-partner Shaerilynn has tutored countless students aged 9 to 17, in four subjects: English, Math, Science and Malay language. Let Shaerilynn coach your children and have them achieve better results!



Contact: 96336158
Email: aeishahbakar@gmail.com

Valid until 31 Jan 2017

ENJOY 10% OFF 1ST-MONTH FEES

YONG TAU FOO

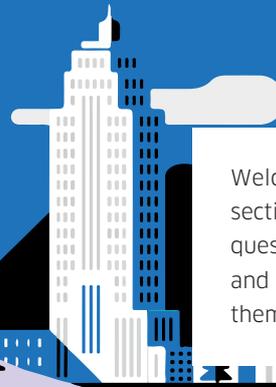
Mathew Lim had long been helping out in his family's many food stalls across the island, before setting up his own Yong Tau Foo stall in Esplanade Xchange. Enjoy a steaming bowl of Mathew's Yong Tau Foo at only \$3.50 for 5 items!



Location: Esplanade Xchange
90 Bras Basah Road #B1-35

Valid until 31 Jan 2017

ENJOY 5 ITEMS FOR JUST \$3.50



ASK NADIA



Welcome to our very first **Ask Nadia** section. Here, we answer your questions on riders, incentives, perks and more! Have a question? Send them at t.uber.com/AskNadia



Q: I received a request for an uberX trip but when I went down to pick the riders up, they were 4 adults and 2 children! What should I do?

- **Not-a-Bus Tan**

A: Hey **Not-a-Bus**, all you need to do is tell them to cancel and rebook an uberXL. Tell them that an uberXL car will be more comfortable and safer. Remember, your ratings will not be affected by cancelled rides.

Q: Fuel is so expensive. Can you help?

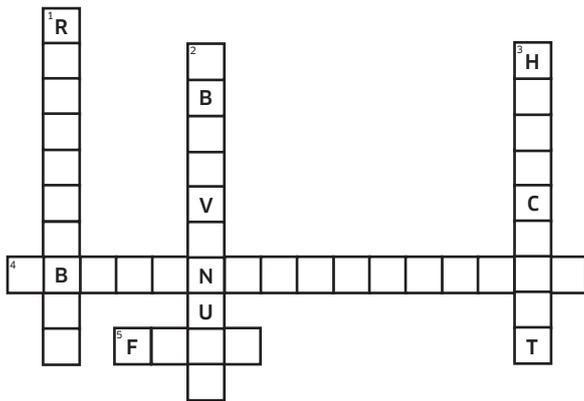
- **Stressed Teo**

A: **Stressed**, fear not. With the Uber Fuel Card, you get a guaranteed 18% off your petrol at all Esso stations islandwide. More discounts are applicable for driver-partners on LCR and driving their own car. Visit t.uber.com/fueldiscount.

Q: Nadia, help! My rider has really, really bad body odour. I haven't breathed for the past 10 minutes. Is there something I can do?

- **Can't-Breathe Ng**

A: Hi **Can't-Breathe**, we understand rider situations like these cannot be avoided. But you're always welcome to stock up on free air fresheners in our uberSWAG counter at UberHUB!



DOWN

- 1 These _____ sessions are held frequently for us to hear your feedback.
- 2 This feature has been implemented for you to locate your riders easier. t.uber.com/venuesSG
- 3 When picking up uberPOOL riders, you always have to confirm _____.

ACROSS

- 4 Uber's close-knit community of driver-partners with their own business.
- 5 The Uber _____ Card gets you big discounts up to 30% at all Esso stations islandwide.

Want free UberSWAG? Complete the crossword puzzle below and come down to UberHUB. Hint: answers are in past issues of Bi-weekly emails and Monthly Digests!



Name:

Contact:

Email:

PRO-TIPS BY NADIA



CALLING YOUR RIDER

Starting December 5, the number you use to contact riders will change with every trip. To easily contact your rider from now on, please use the in-app contact button.



EASING YOUR AIRPORT PICKUPS

Airport Notifications: From December 5, we will be constantly monitoring the supply and demand at Changi Airport. We will notify drivers in the nearby area via SMS when demand is high and requests will be easy to get! Look out for an SMS when you are around Changi and plan your trips with more ease.



UBERVENUES

We know that airport pickups and drop-offs can be challenging and confusing for you - this is why we've implemented **uberVENUES** at the airport! Do stay clear of inaccessible taxi holding areas and instead follow our designated pickup and drop-off points.