I. Information services: where and how to buy transport services

1. How does Uber work in Belgium?

Uber is a technology platform, which smartphone apps connect professional driver-partners and riders.

In cities where Uber operates, riders can request a ride with the rider app. When a nearby driver-partner accepts a request, the app displays an estimated time of arrival for the driver-partner heading to the rider's pickup location. The app notifies the rider when the driver-partner is about to arrive.

The app also provides information about the driver-partner with whom riders will ride, including first name, vehicle type, and license plate number. This info helps the driver-partner and the rider connect at the riders' pickup location.

Riders can use the app to enter a preferred destination anytime before or during the ride. If riders have a preferred route, riders and driver-partners can talk through the directions together.

When the rider arrives at its destination and exits the vehicle, the trip ends. The fare is automatically calculated and charged to the payment method riders have linked to their Uber account.

Immediately after a trip ends, riders can rate their driver from 1 to 5 Stars via the app. Driver-partners are also asked to rate riders. Uber's feedback system is designed to foster a community of respect and accountability for everyone.

2. How to create an Uber account in Belgium?

Creating an Uber account requires a valid email address and phone number. Users also need to create a password and agree to Uber's terms and conditions and Uber's privacy notice.

Users must fill in their first and last name, phone number, and preferred language. Once users complete this part of the signup process, a text SMS is sent to verify the phone number.

Next, users enter their payment information. Adding a bank card number allows trip fares to be automatically charged after each ride. Prepaid cards are not accepted.

After users provide this info, Uber will send an email to confirm the account registration. Once users confirm, they will be able to use the app to request a ride.

3. Downloading the rider app

IOS DOWNLOAD STEPS

Users can download and install the Uber rider app on devices with iOS 8 and newer. Open the App Store on a mobile device, then follow the steps below.

1. Tap "Search" in the menu bar at the bottom, then type "Uber" in the search bar

- 2. Select "Uber" from the search results
- 3. Next to the Uber icon, tap "Get." The user may be required to enter its Apple ID or password.
- 4. When the download is complete, "Get" will change to "Open." Tap "Open" to open the app.
- 6. In the Uber app, tap "Sign in" if the user has an account, or "Register" to create an account

ANDROID DOWNLOAD STEPS

Users can download and install the Uber rider app on Android devices with operating system 4.0.3 and newer. Head to the Google Play store and follow these steps:

- 1. Tap the Google Play icon.
- 2. Tap the search bar, type Uber, then tap Search.
- 3. Select the Uber icon and tap INSTALL.
- 4. After app installation is complete, tap OPEN.
- 5. In the Uber app, tap SIGN IN if the user has an account or tap REGISTER to create one.

WINDOWS

Since June 2018, the Uber app is no longer available on Windows devices. Windows users can request a ride via m.uber.com.

4. Use Uber without a smartphone

The Uber app is made for use on smartphones.

If users don't have a smartphone, they can still login to their account and request a ride by visiting Uber's mobile website, m.uber.com.

5. Updating a payment method on the Uber account

Adding and selecting a preferred payment method will allow users to request a ride. In Belgium users can add credit cards or a PayPal account as payment methods. When a ride ends, the selected payment method is charged. Adding a debit card is not possible in Belgium.

During a ride, users should use the app to check that the preferred payment method is selected. Swipe up from the bottom of the app and tap the desired payment method before the trip ends.

ADD A PAYMENT METHOD

- 1. Select "Wallet" from the app menu.
- 2. Tap Add Payment.

3. Add a payment method by scanning a card, manually entering card info, or adding an alternative payment type.

SCAN A CREDIT CARD

1. To scan a card, tap the camera icon. The user's phone may ask permission for the Uber app to use the camera.

- 2. Center the card in the phone's screen so that all 4 corners flash green. Cards with embossed letters and numbers are typically easiest to scan.
- 3. Enter the card's expiration date, CVV number, and billing ZIP or postal code.
- 4. Tap SAVE.

MANUALLY ADD A CREDIT CARD

- 1. Enter the card number.
- 2. Enter the expiration date, CVV number, and billing ZIP or postal code.
- 3. Tap SAVE.

UPDATE CARD INFO

The user can edit a credit card's expiration date, CVV number, and billing zip or postal code. If the user has an Uber for Business profile, the user can also change the profile its card is associated with by selecting Settings from the menu. Select Profiles to get started.

- 1. Select "Wallet" from the app menu.
- 2. Select the payment option the user would like to update.
- 3. Tap the three dot icon, then tap edit.
- 4. Make changes, then tap SAVE when done.

While a credit card number can't be edited, a card can be removed from the account and then added again as a new payment method. Read on to learn how.

DELETE A PAYMENT METHOD

The account must have at least one payment method at all times. If the user wishes to delete the only payment method, it needs to add a new one first.

- 1. Select "Wallet" from the menu.
- 2. Select the card the user would like to delete.
- 3. Tap the three dot icon in the upper right corner.
- 4. Tap DELETE, then confirm.

6. Paying with PayPal

Using the app, follow these steps to add PayPal as an account payment method:

- 1. Open the menu from the Uber app
- 2. Select "Wallet."
- 3. Tap "Add Payment."
- 4. Choose "PayPal."
- 5. Enter email or phone number for the PayPal account.

Also, users can add PayPal to their account through the website by signing in to their account & choosing payment method, Add payment method then choose Paypal.

If users don't see PayPal listed as a payment option, this may be because the device's region or country code is not set to one of Uber's PayPal enabled countries.

II. <u>Vehicles</u>

In Belgium, users can be put in touch with professional partner-drivers driving different types of vehicles by choosing the following options in the Uber application:

- UberX Affordable, everyday rides
- Uber Black Premium rides in luxury cars
- UberVan Spacious rides for groups up to 5
- UberX ChildSeat Rides equipped with a car seat

The options listed above may only be available in certain cities.