

If you utilize the BlueSG Service, you certify that you have read and accepted this User Guide and you also certify that you have read and accepted the Terms and Conditions, both form a single contract.

SUMMARY

I. HOW TO REGISTER?

1.A. Registering

- i) Registering for BlueSG on BlueSG.com.sg or on BlueSG App
- ii) Registering for BlueSG over the Phone

1.B. Pairing your card with BlueSG subscription

II. HOW TO USE THE BLUESG CAR?

2.A. Planning your trip

2.B. Starting your trip

2.C. Ending your trip

III. HOW TO MANAGE YOUR ACCOUNT AND STAY INFORMED?

3.A. On the BlueSG Website

3.B. On the BlueSG App

IV. HOW AND WHY TO CONTACT US?

- From the car: press the blue button.
- From your phone: Customer Relations Center (CRC) helpline.
- Through the BlueSG website
- Us contacting you.
- Bodily injury, property damage or car malfunction

V. WHAT IF THERE IS AN ACCIDENT?

VI. HOW TO BEHAVE?

6.A. Behaviour of Members

6.B. Examples of Additional Fees

I. HOW TO REGISTER?

1.A. REGISTERING

i) REGISTERING FOR BLUESG ON BLUESG.COM.SG OR ON BLUESG APP

Step 1: Visit the Website or Download the App

Visit our website at BlueSG.com.sg or download the app. The BlueSG app is available for download on all iOS and Android devices at the Apple store or Google Play.



Step 2: Select an Offer

Select the membership plan of your choice to begin the membership registration process. Prior to commencing the membership registration process, you confirm that you have checked that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.

Step 3: Create Your Account

Enter your first name, last name, birthdate and email address, and choose a password for online access. The password is case sensitive and will be used for account access on the app and on the BlueSG website. You will then receive an email confirmation.

Step 4: Enter Contact Details

Enter your information including contact details, preferred spoken language and address.

Step 5: Upload Required Documents

For Singaporeans, Permanent Residents and drivers from ASEAN¹ countries: you are required to upload a scan of your valid driving license and your national registration identity card (NRIC), the front and back of each.

For foreigners: you are required to upload a scan of your valid foreign driving license, both front and back, your international driving permit and the ID page of your passport.

For detailed requirements of a valid driving license, please refer to the Terms and Conditions.

Step 6: Select a Card Type and Create a PIN

Select between receiving a new BlueSG card (only available for Premium memberships) or using your existing EZ Link or NETS Flashpay card. EZ Link cards that are more than 5 years old cannot be used for the BlueSG Service.

Next, you also have to create a 4 digit PIN that will be used at a BlueSG charging kiosk when collecting a BlueSG Car.

Step 7: Enter Promo Code and Review and Accept Terms

If you have a promotional code, enter it here and click to apply. The order summary will display the total amount of membership fees you will be charged over the term of your membership.

If you are a new customer selecting the Basic Plan, you will also enjoy free subscription on the first month. This will be automatically applied to your order summary.

Finish by reading and accepting the legally binding documents including (1) the Terms and Conditions, (2) the Privacy Policy and User Guide, (3) the auto-renewal of the Basic or Premium membership and (4) Declaration of driver license validity.

¹ ASEAN Countries – Brunei Darussalam, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam.

Step 8: Enter Payment Method

Select a payment method (Visa or Mastercard). Once you select your card type, you will be redirected to the secured payment providers page to enter your billing information. You will then receive a payment mode confirmation email to your email address.

Step 9: Membership Processing

After a successful application review, you will receive an email with your order summary and instructions for using the service. You will then receive either your new card by mail or activation instructions for using your EZ Link or NETS Flashpay card within the BlueSG network. You are now ready to drive.

Your documents are being reviewed by our teams.

ii) ASSISTANCE FOR REGISTRATION

Step 1: Call the Customer Relations Centre

The Customer Relations Centre (“CRC”) is the BlueSG information and help center which operates 24 hours per day, 7 days a week and can be reached by phone at +65 3163 7800 (“CRC Helpline”).

The CRC is available to members and non-members for processing their requests for information with respect to the BlueSG services (such as general information, Membership, account information, and claims).

Prior to commencing the registration process, you confirm that you have checked that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.

Step 2: Information to Have Ready

- Driving License
- Current Address

Step 3: Select Card Type

Select between receiving a new BlueSG card and using your existing EZ Link or NETS Flashpay card.

1.B. PAIRING YOUR CARD WITH BLUESG SUBSCRIPTION

1. Receive Activation Code

You will receive a text message or an email with a 6 digit pairing code that will be used at a BlueSG charging kiosk to pair the card to your BlueSG subscription. The pairing of the EZ Link or NETS Flashpay or BlueSG card to your BlueSG subscription needs to be only done once, prior to your first reservation.

2. Pairing card at BlueSG charging kiosk

Visit a BlueSG charging kiosk and tap your card on the card reader. Enter the 6 digit pairing code when prompted. You will see a confirmation message in your BlueSG account.

II. HOW TO USE THE BLUESG CAR

2.A. PLANNING YOUR TRIP

1. Locate a Station

To find a BlueSG station closest to your location and destination, download the BlueSG app for iPhone or Android. Station locations can also be viewed on BlueSG.com.sg. The maps can toggle between displaying available BlueSG Cars and available BlueSG Parking Spaces for your convenience.

2. Reserving a BlueSG Car and a BlueSG Parking Space

You have the option to reserve an available BlueSG Car for 30 minutes and/or an available Parking Space for 45 minutes.

To reserve a BlueSG Car, select your desired departure station from the map on either the BlueSG website or app. If the car icon has a number between 1 and 4 in it you can then press this icon and then select “Reserve a BlueSG Car”. You will have 30 minutes from the reservation time to initiate your trip.

To reserve a BlueSG Parking Space, select your desired destination station from the map in either the BlueSG website or app or the onboard PC located in the BlueSG Car. If the parking icon has a number between 1 and 4 in it you can then press this icon and then select “Reserve a Parking Space”.

You will have 45 minutes from the reservation time to return and plug your BlueSG Car at this station.

In the event that you cancel your reservation for a BlueSG Car within the reservation period, you will not be permitted to make another reservation for a period of 10 minutes from the time of cancellation.

Note: If you allow your reservation to expire, you will be charged an Additional Fee set forth in the Schedule 1 in the Terms and Conditions.

You can also call the CRC Helpline for assistance in making reservations for the BlueSG Car or BlueSG Parking Space from both your phone and from inside the BlueSG Cars.

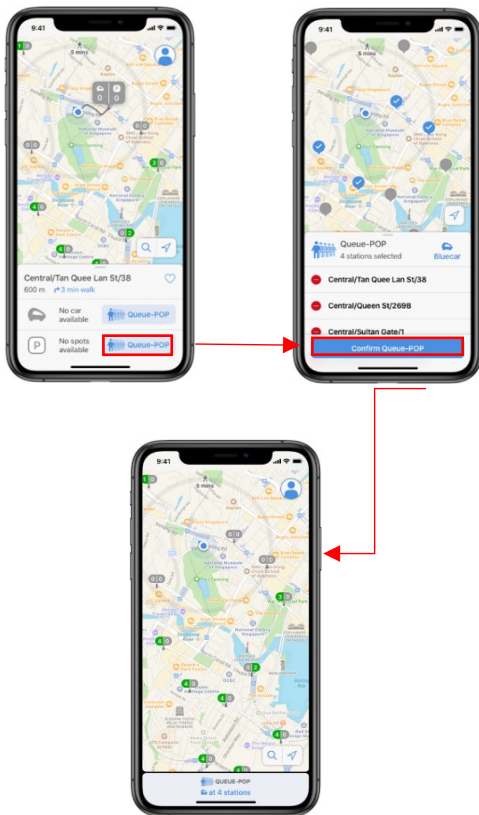
In the event that you are unable to reserve a BlueSG Car or BlueSG Parking Space at your preferred BlueSG Station, you may utilise the Queue-POP function as shown below.

Step 1: click on the Queue-POP button when "Reservation" and "Start Rental" buttons are not displayed.

Step 2: on the next page displayed, you may select several different BlueSG Stations within the proximity of your preferred BlueSG Station and click "Confirm Queue-POP".

Step 3: you will see an on-going Queue-POP on the selected stations indicated by a dedicated mark.

Step 4: you will receive an automatic reservation when one of the BlueSG Cars or BlueSG Parking Spaces at the selected BlueSG Stations becomes available.

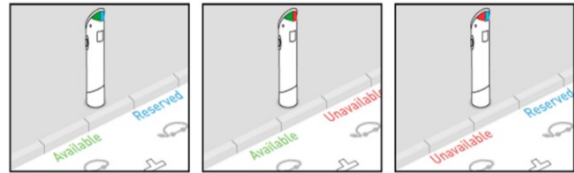


2.B. STARTING YOUR TRIP

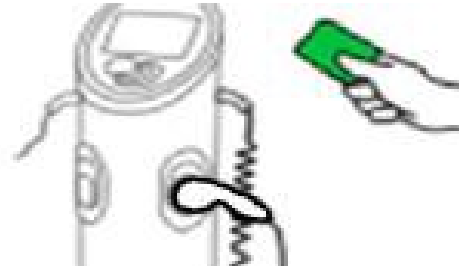
1. Directly from the Charge Point

Step 1: Rent an Available BlueSG Car

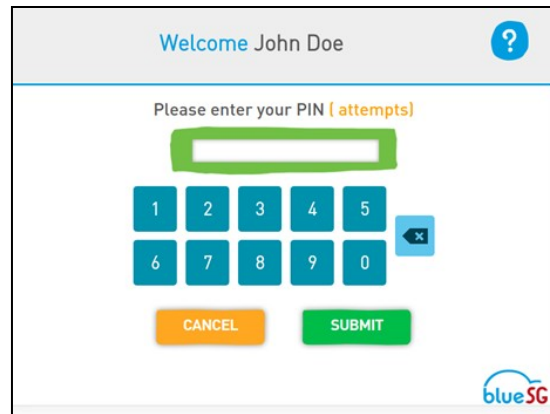
If you have reserved a BlueSG Car in advance, go to the BlueSG charge point where the BlueSG Car allocated to you is plugged indicated by the blue light at the charging kiosk. If you do not have a BlueSG Car reservation, you go at any green charge point where a BlueSG Car is plugged. A red charge point indicates that the charge point is unavailable and accordingly, the BlueSG Car plugged at this charge point is unavailable.



Step 2: Tap Your Card on the Charging Kiosk

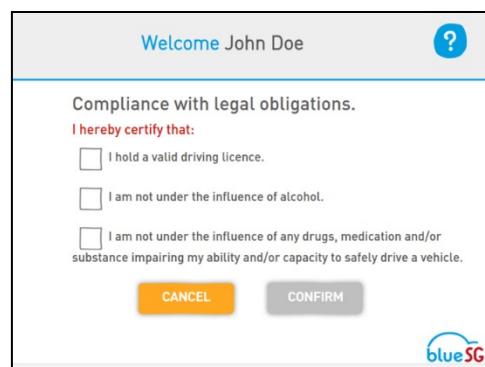


Step 3: Enter Your PIN



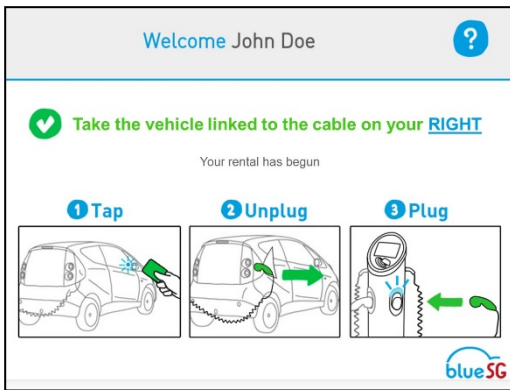
Step 4: Legal Notice

Read and check these three statements to confirm that you can legally operate a BlueSG Car. Failure to comply will result in severe consequences including, inter alia, no insurance coverage in the event of an accident.



Step 5: BlueSG Car Assignment

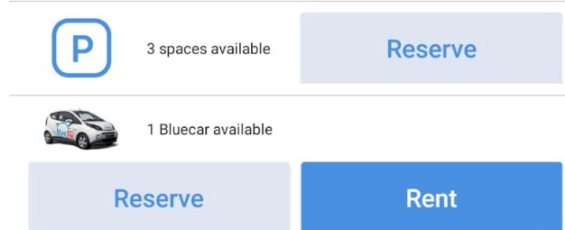
The charging kiosk will indicate which charge point the BlueSG Car you have been assigned to is plugged to. The charge point will also begin flashing a blue light.



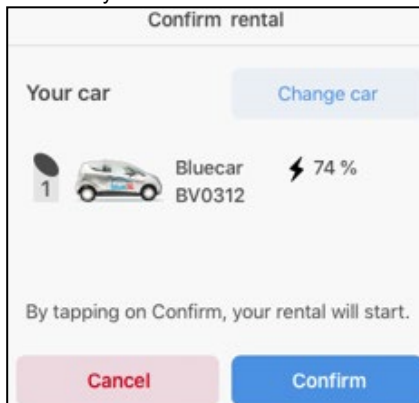
1. Start a Rental from the BlueSG Mobile App

You also have the option of starting your rental from the BlueSG mobile app by following the steps below.

Step 1: First click on "Rent".




Step 2: You will be automatically assigned a car, but you may select a different car using the app at this step if any others are available to rent at your selected station.



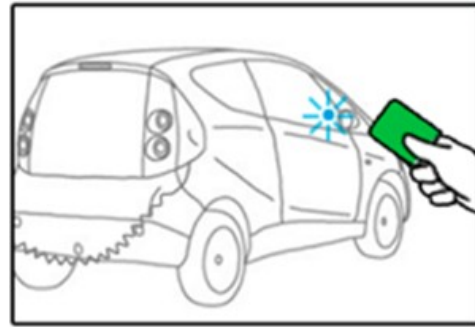
Step 3: You will receive a notification confirming that your rental has started and stating the location of the BlueSG Car.

3. Check the BlueSG Car's Exterior Condition

Check the outside of the BlueSG Car in order to determine whether there is any pre-existing damage or visible reasons why the BlueSG Car may not be in drivable condition. If you notice any damage or other visible concerns, please report it to the CRC by calling the CRC Helpline, or by pressing the blue button  located on the dashboard of the BlueSG Car. If you do not report damage or other visible concerns, you will be held responsible.

4. Unlock the BlueSG Car

Unlock the BlueSG car by tapping your card on the reader located next to the driver's side mirror.

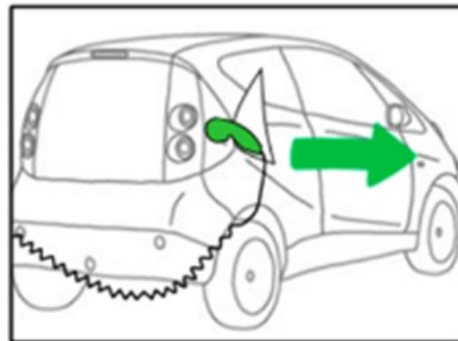


5. Unplug the BlueSG Car


Open the charging cable cover, press the button with the **green** light.



Once the light stops flashing, pull the cable out from the car and plug it back onto the charging kiosk.



6. Check the BlueSG Car's Interior Condition


Check the BlueSG Car's interior condition. If you notice any damage or any missing items including, without limitation, the safety equipment (triangle), please report it to CRC by pressing the blue button  located on the dashboard of the BlueSG Car.

2.C. ENDING YOUR TRIP

1. Reserve a parking spot

It is recommended that you reserve a BlueSG Parking Space prior to arriving at the station.

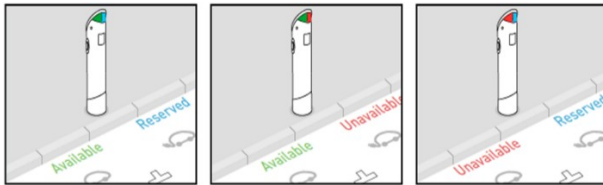
2. Locate a Station

To locate a station to return your BlueSG Car, you can use the car navigation feature from the GPS menu in your BlueSG Car or the BlueSG app from your Android or iPhone. You may also press the blue button  located below the heating/air conditioning system in order to request assistance from the CRC in locating a station or available charge point.

3. Park at an Available Charge Point and BlueSG Parking Space

If you have reserved a BlueSG Parking Space in advance, park at the BlueSG charge point that has been allocated to you and indicated by the **blue** light. If you do not have a parking spot reservation, you can park at any open **green** charge point. A

red charge point indicates that the charge point and accordingly, the parking spot is unavailable.

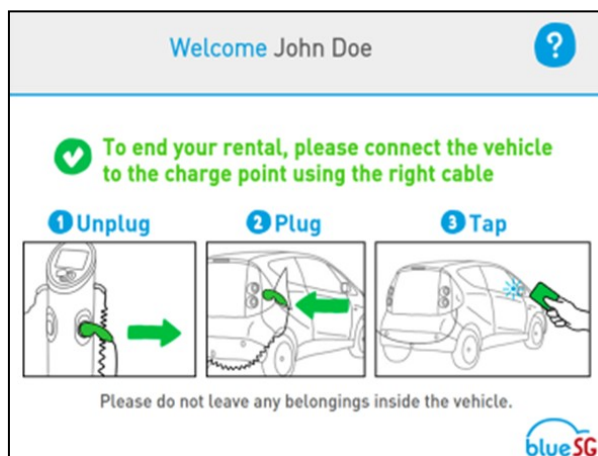


4. Prepare to Exit the BlueSG Car

Shift into neutral, engage the parking break, roll the windows up, turn off the headlights, remove the key from the ignition and remove all personal belongings from the BlueSG Car.

5. Tap Your Card

Tap your Membership Card on the charge point where indicated until it flashes green. Then take the charging cable as indicated.



6. Plug the Cable

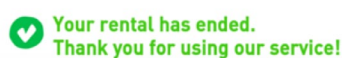
Grip the charging plug tightly and pull the cable from the charge point. Open the charging port cover on the BlueSG Car and insert the charging cable into the port fully. Close the charging port cover. The BlueSG Car must be plugged before you lock it.

7. Lock the Car

Lock the BlueSG Car by tapping your card on the reader located next to the driver's side mirror.

8. Trip Completion

Upon completing your trip and where the BlueSG Car has been returned correctly, a trip completion confirmation will be shown on the screen of the charge point. In addition, the chargepoint will flash a green light. If you do not see this trip completion confirmation on the charge point or if the charge point flashes a red or blue light, the BlueSG Car has not been returned correctly and you must repeat steps 2-6 as set out above. If the BlueSG Car still does not return correctly, please contact the CRC Helpline for assistance. Failure to return the BlueSG Car correctly will result in the penalty set forth in the Schedule 1 being imposed and a continuation of the Rental Period. Accordingly You shall also continue to be charged Rental Fees, up to a maximum of \$500 for that Rental Period.



The end of the rental and a trip completion confirmation does not necessarily mean that the BlueSG Car has been returned in accordance with the Terms and Conditions. In the event that

you have failed to return the BlueSG Car in accordance with the Terms and Conditions, you are responsible for any incidents occurring subsequently to such return.

Within minutes of completing your trip, you will also receive a text message or a push notification indicating that your ride has ended. If you do not receive this text message or push notification, the BlueSG Car has not been returned correctly and you must repeat steps 2-6 as set out above. If the car still does not return correctly, please contact the CRC Helpline for assistance. Failure to return the BlueSG Car correctly will result in the penalty set forth in the Schedule 1 being imposed and a continuation of the Rental Period. Accordingly, You shall also continue to be charged Rental Fees, up to a maximum of \$500 for that Rental Period.

9. Parking the BlueSG Car

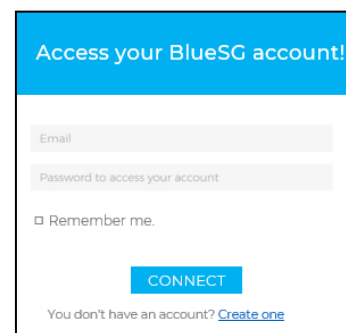
If, at any time during your Rental Period, you park the BlueSG Car in any other parking space other than a BlueSG Parking Space and for any other purpose other than to return the BlueSG Car to a BlueSG Parking Space, you are required to insert your personal cashcard in the vehicle in-unit ("IU") and pay the applicable parking fees that will be levied by the car park operator to enable you to exit the car park.

II. HOW TO MANAGE YOUR BLUESG ACCOUNT AND KEEP YOURSELF INFORMED?

3A ON THE BLUESG WEBSITE

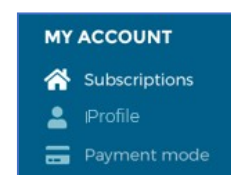
Step 1: Visit BlueSG.com.sg and Log In

Go to BlueSG.com.sg and click on the "My Account" tab on the homepage. Enter your username and password and click OK.



Step 2: Your Account

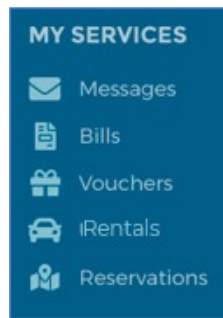
In this section you can view your subscription(s), update a part of your personal information and edit your payment information.



Step 3: Your Services

In this section, you can, among other things:

- i) view your messages and send a message to BlueSG
- ii) view your bills and credits, and pay for due bills
- iii) reserve a Bluecar, a BlueSG Parking Space or view pending reservations. You can also view the BlueSG Stations closest to your location and destination.



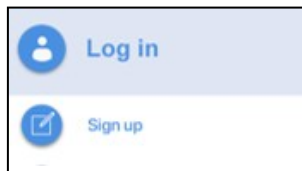
3B ON THE BLUESG APP

Step 1: Download and install the BlueSG app for iPhone/Android

The BlueSG app is available for download on all iOS and Android devices at the Apple store or Google play.

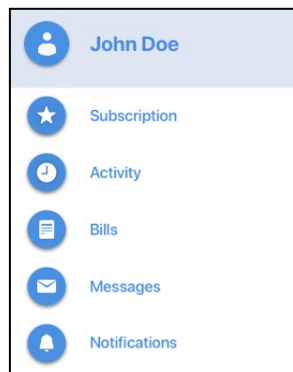
Step 2: Sign into Your Account

Open the BlueSG app, select "Log in" and log in with your username and password.



Step 3: Information Available

The BlueSG app provides access to membership information, reservations, rentals, charges, bills and personal information.




Step 4: Options Available

You have the option to change your PIN, reserve a BlueSG Car and BlueSG Parking Space. You can also update your address, pay your bills, and amend your payment card information.


III. HOW AND WHEN TO CONTACT US

1. Call CRC from the BlueSG Car

To contact the CRC Helpline, press the blue button  located on the dashboard of the BlueSG Car:



The blue button allows you to contact a CRC agent who is trained to assist you with any questions or problems related to the service.

The blue button  is connected to a hands-free communication system enabling you to give your full attention to driving your BlueSG Car.

A dedicated screen is then displayed on which you can:

- (i) Increase or decrease the volume; or
- (ii) End the communication

Note: A CRC agent can call you in the BlueSG Car at any time. Calls will be automatically answered and you will hear the representative over the hands free communication system.

2. Call CRC Helpline from your Phone

In the event that you experience technical difficulties, notice damage to the interior or exterior of the BlueSG Car, need directions, or need help locating a charging station, you have the option of calling the CRC Helpline directly from your phone to speak to an agent.

3. Contact Customer Relations through the BlueSG Website

You can send a message online to us through your BlueSG account. Start by visiting BlueSG.com.sg and log into your account by clicking on the "My Account" button. From there, click on "My Messages" in the "My Account" column. At the bottom of the following "Messages" page, click on the button "Create a message". Select a category from the drop down menu, then type your message. When finished, click "Preview". If you are satisfied with your message, click "Send".

4. Us Contacting You

If we need to contact you for any reason, we will do so by leaving a message in your personal area of the BlueSG Website, **PRIVILEGED METHOD OF COMMUNICATION**. This will automatically generate an email to your nominated email address, informing you that you have a new message. You must check your personal area of the BlueSG Website frequently.

5. When to Contact Us

- In addition to contacting the CRC for any general queries relating to the BlueSG Service, you may also contact the CRC in case of: any bodily injury sustained;
- any property damage occurring;
- BlueSG Car malfunctioning;
- an accident; or
- BlueSG Car is stolen, vandalized or damaged, during your Rental Period.

IV. WHAT IF THERE IS AN INCIDENT?

1. In the event of an accident or collision resulting in bodily injury during your Rental Period:

- (i) you shall immediately contact emergency services;
- (ii) thereafter, you shall contact the CRC and provide the circumstances of the accident, its known or presumed causes and the names and addresses of the persons involved and any witnesses (where applicable and known);

- (iii) in the event that you have not called emergency services and that BlueSG has been informed of the accident by other means, the CRC may contact emergency services;
- (iv) where the accident involves a government vehicle, damage to government property, a foreign vehicle, a pedestrian or cyclist, a hit-and-run case, or an injury requiring hospitalization or medical leave of 3 days or more, as required by applicable laws, you shall file a police report and send a copy of such police report to BlueSG.

2. In the event of an accident or collision not resulting in bodily injury or any other malfunction of a BlueSG Car occurring during your Rental Period:

- (i) you shall secure the BlueSG Car (where it is safe to do so);
- (ii) you shall immediately contact the CRC and provide the circumstances of the accident, its known or presumed causes and the names, contact and insurance details of the persons involved and any witnesses (where applicable and known) or, in case of a BlueSG Car malfunction, provide the CRC with the details of such malfunction;
- (iii) you shall remain in the vicinity of the BlueSG Car if it is safe to do and until the arrival of a repair service or tow truck dispatched by the CRC;
- (iv) if the BlueSG Car can no longer be used safely, the CRC **may** provide you with alternative transportation, which will take you to the address given by you to the CRC (within a maximum distance of 20 km from the disabled BlueSG Car). The CRC may, at its sole discretion, authorise you to leave the BlueSG Car if the BlueSG Car has been parked safely, without impeding traffic;
- (v) where the accident involves a government vehicle, damage to government property, a foreign vehicle, a pedestrian or cyclist, a hit-and-run case, as required by applicable laws, you shall file a police report and send a copy of such police report to BlueSG.

3. In the event a BlueSG Car is stolen, vandalised or damaged, you will

- (i) immediately file a police report and send a copy of such police report to BlueSG.

4. Accident Reporting

In addition to notifying our CRC of the accident, as required by applicable laws, you shall, within 24 hours of the accident (or next working day if the accident occurs on a Saturday or Sunday or public holiday), file a complete accident report at one of our Authorised Reporting Centres (as set out on the BlueSG website as may be amended from time to time). When you report the accident at our Authorised Reporting Centre, you shall bring with you the following: (a) driver's licence; (b) NRIC or FIN or passport; (c) photos referred to in (i)-(iv) below; and (d) police report (where applicable).

- (i) photographs of the damage caused to the BlueSG Car with at least two (2) photographs showing the damages while capturing the number plate; and
- (ii) photographs of all 4 sides of the exterior of the BlueSG Car; and
- (iii) photographs of the damage to the exterior of any other vehicle and/or property involved with at least two (2) photographs showing the damages while capturing the number plate. If it is a multiple vehicle collision, take photographs of the vehicles with direct contact (i.e. immediate front/rear vehicle); and
- (iv) photographs of the accident scene. The photographs should be sufficiently wide angled to capture the entire scene, including lane markings, skids marks and any debris nearby.

YOUR FAILURE TO ABIDE BY THE ABOVE STATED PROCEDURE WILL RESULT IN AN **ADDITIONAL FEE** OF

\$300 BEING IMPOSED ON YOUR ACCOUNT (AS CLEARLY SET OUT IN SECTION 2 OF SCHEDULE 1 OF THE TERMS AND CONDITIONS OF USE OF THE BLUESG SERVICE) AND/OR TERMINATION OF YOUR SUBSCRIPTION.

NOTWITHSTANDING THE FOREGOING, YOU ACKNOWLEDGE THAT YOUR FAILURE TO REPORT, OR DELAY IN REPORTING, ANY ACCIDENT, COLLISION, INCIDENT, THEFT, VANDALISM, DAMAGE OR OTHER MALFUNCTION INVOLVING A BLUESG CAR COULD

SIGNIFICANTLY IMPEDE ANY STEPS BLUESG WOULD OTHERWISE BE ABLE TO TAKE TO RECOVER THE BLUESG CAR AND/OR TO REMEDY OR MINIMISE ANY DAMAGE SUSTAINED. IN THESE CIRCUMSTANCES, YOU WILL BE LIABLE TO BLUESG FOR ALL LOSSES SUFFERED BY BLUESG AS A RESULT OF YOUR FAILURE OR DELAY IN REPORTING THE CIRCUMSTANCES REFERRED TO IN THIS SECTION.

V. HOW TO BEHAVE?

6.A. Behaviour of Members

You must, at all times, abide by the restrictions on use of the BlueSG Car as set out in section 4.5 of the Terms and Conditions including, inter alia, the following:

- (i) you must operate the BlueSG responsibly and with all due care and attention;
- (ii) the BlueSG Car can only be operated by You and no other person;
- (iii) you must maintain the cleanliness of the BlueSG Car;
- (iv) you must ensure that the BlueSG Car remains locked, secure and parked in a safe location when it is not being driven, with all windows fully shut and the trunk closed;
- (v) you and all passengers must use seat belts;
- (vi) you must drive with your headlights on between 7:00pm and 7:00am or when visibility is poor;
- (vii) you must not operate the BlueSG Car when under the influence of alcohol, drugs, medication, or any other legal or illegal substance that might alter or impair Your ability to safely and lawfully operate the BlueSG Car; and
- (viii) you must not operate the BlueSG Car while smoking, eating, drinking or illegally using drugs in a BlueSG Car.

For an exhaustive list of restrictions, please refer to section 4.6 of the Terms and Conditions.

6.B. Examples of Additional Fees:

You shall be liable to pay BlueSG Additional Fees for certain violations, acts or omissions or other failures to comply with the Terms and Conditions for e.g.:

- leaving Singapore: \$500 plus towing fees;
- BlueSG Car is returned in an unclean state at the end of the Rental Period: \$150.

For an exhaustive list of Additional Fees, please refer to Schedule 1 of the Terms and Conditions.