

SUMMARY

I. HOW TO REGISTER?

1.A. Registering

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

1.B. Pairing EZ Link or NETS Flashpay Card with BlueSG account

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 KEEP YOURSELF 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. Penalties' example

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.

I. HOW TO REGISTER?

1.A. REGISTERING

i) REGISTERING FOR BLUESG ON BLUESG.COM.SG

Step 1: Visit the Website and Select a Plan

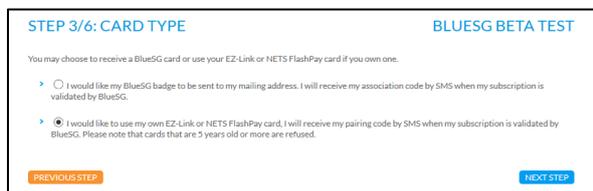
Visit our website at BlueSG.com.sg and select the membership plan of your choice to begin the membership registration process. Prior to commencing the membership registration process, you confirm that you have checked that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.

Step 2: Fill Out Application

Enter your personal particulars including contact details, address, choose a username and password for online access. You also have to create a 4 digit PIN that will be used at a BlueSG charging kiosk when collecting a BlueSG Car. The username and password are case sensitive and will be used for account access on the app and on the BlueSG website.

Step 3: Select a Card Type

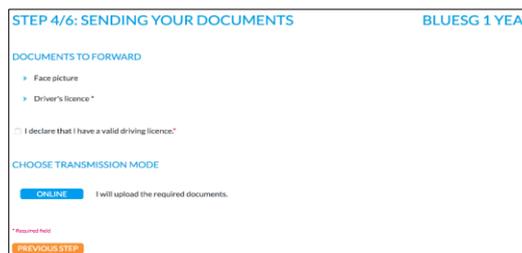
Select between receiving a new BlueSG card or using your existing EZ Link or NETS Flashpay card. EZ Link cards that are more than 5 years old cannot be used for the BlueSG Service.



Step 4: Upload Required Documents For Singaporeans, Permanent Residents and drivers from ASEAN¹ countries: you are required to upload a scan of your valid driving licence and your national registration identity card (NRIC), the front and back of each.

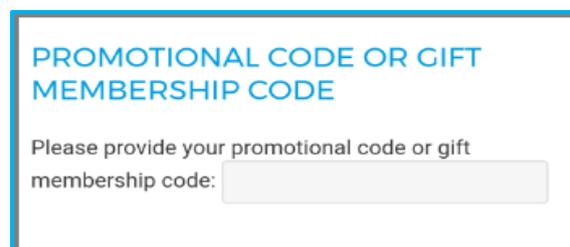
For foreigners: you are required to upload a scan of your valid foreign driving licence, both front and back, your international driving permit and the ID page of your passport.

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



Step 5: Enter Payment Method and Promo Code

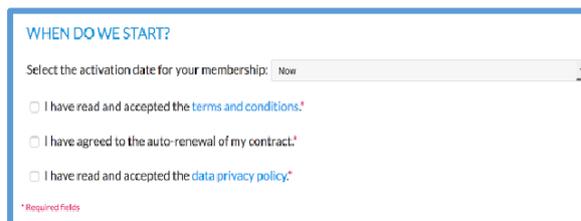
If you have a promotional code, enter it here. Next select a payment method (Visa or Mastercard) and enter your billing information. You will then receive a payment mode confirmation email to your email address.



Step 6: Review and Accept Contract

Review all of the information you have entered, editing where necessary. Select an activation date. Finish by reading and accepting the legally binding documents including (1) the Terms and Conditions, (2) the Privacy Statement and User Guide, (3) the auto-renewal of the yearly contract.

You also will have the option of selecting an activation date for your membership. Leave the option set to “now” to start as soon as your membership is processed and approved. Click “submit” when finish.



Step 7: Membership Processing

After a successful application review, you will 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.

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

ii) REGISTERING FOR BLUESG ON 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: Click “My Account”

Click the three-bar menu icon, then click “My Account”.



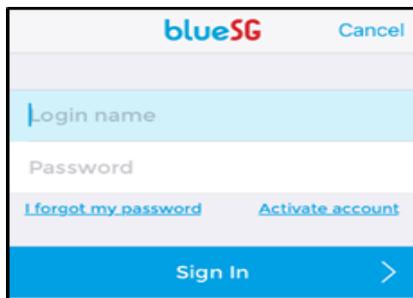
Step 3: Select an Offer

Choose from one of the available BlueSG membership offers, clicking “Join Now” to proceed. 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 4: Create an Account

Choose a username and password for your new account. The username and password are case sensitive, and will be used for account access in the app and on the BlueSG website.

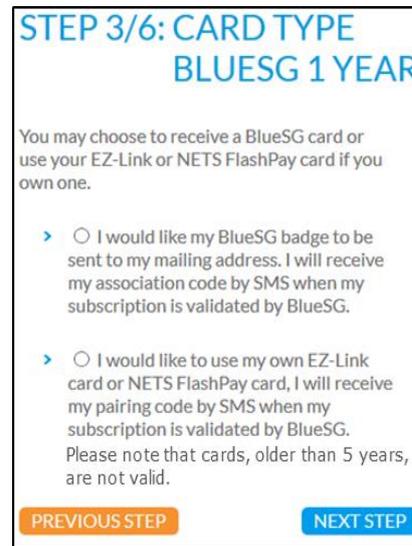


Step 5: Enter Personal and Contact Details

Enter your personal particulars including contact details.

Step 6: Create a PIN and Select a Card Type

Create a 4 digit PIN code to use with BlueSG membership card or EZ Link or NETS Flashpay card for access to and use of the service at BlueSG stations.



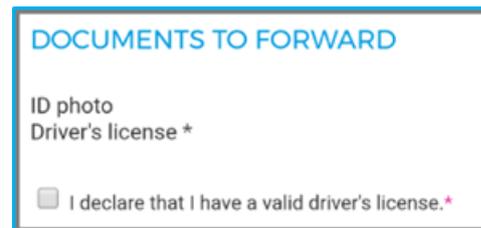
Step 7: Upload Required Documents

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

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

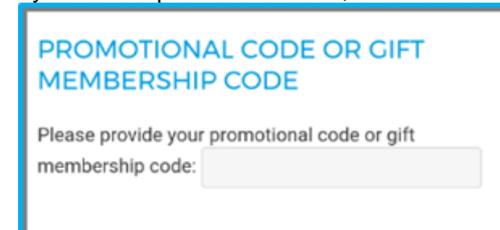
Your phone may provide you with the option of taking photos during this process.

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

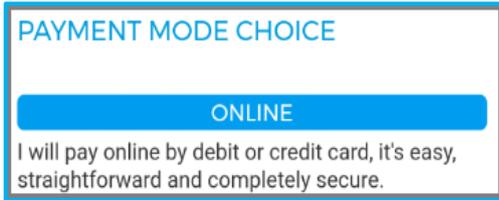


Step 8: Enter Payment Method

If you have a promotional code, enter it here.



Next select a payment method (Visa or Mastercard) and enter your billing information.



You will then receive a payment mode confirmation email to your email address.

Step 9: Review and Accept Terms and Conditions

Review all of the information you have entered, editing where necessary. Finish by reading carefully and accepting the legally binding documents including the: (1) the Terms and Conditions, (2) the Privacy Statement and User Guide, (3) the auto-renewal of the yearly contract.

You will also have the option of selecting an activation date for your membership. Leave the option set to “now” to start as soon as your membership is processed and approved. Click “submit” when finished.

iii) REGISTERING FOR BLUESG OVER THE PHONE

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 EZ LINK OR NETS FLASHPAY CARD WITH BLUESG ACCOUNT

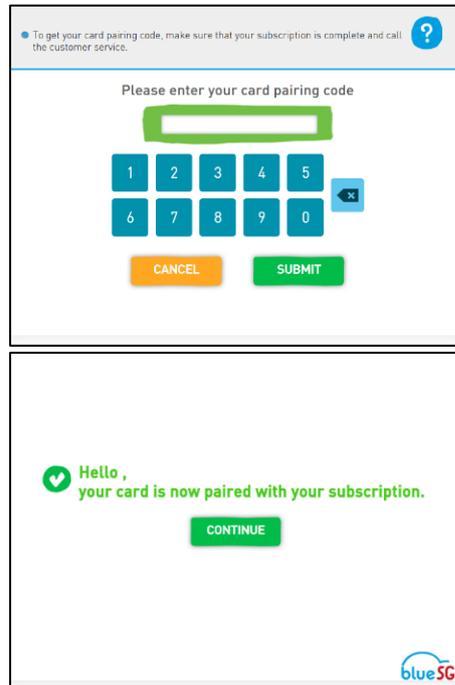
1. Receive Activation Code

If you have selected to use your EZ Link or NETS Flashpay card during the membership registration process, 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 EZ Link or NETS Flashpay card to your BlueSG account. The pairing of the EZ Link or NETS Flashpay card to your BlueSG account need to be only done once, prior to your first reservation. For the avoidance of doubt, until you successfully pair your EZ Link or NETS Flashpay card to your BlueSG

account, you will not be able to reserve a BlueSG Car or a BlueSG Parking Space.

2. Pairing Card at BlueSG charging kiosk

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



HOW TO USE THE BLUESG CAR

2.A. PLANNING YOUR TRIP

1. Locate a Station

To find a BlueSG stations 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 station 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 spot 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.

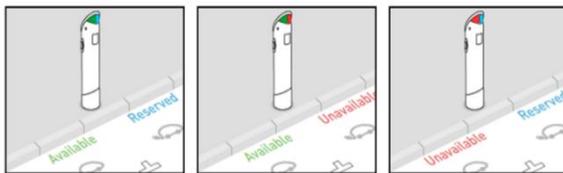
Note: If you allow your reservation to expire, you **will** be charged a penalty fee set forth in the Schedule 1 in the Terms and Conditions.

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.

2.B. STARTING YOUR TRIP

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.



2. Tap Your Card on the Charging Kiosk



3. Enter Your PIN

4. Legal Notice

Read and check these three statements to confirm that you can legally operate a BlueSG Car.

5. BlueSG Car Assignment

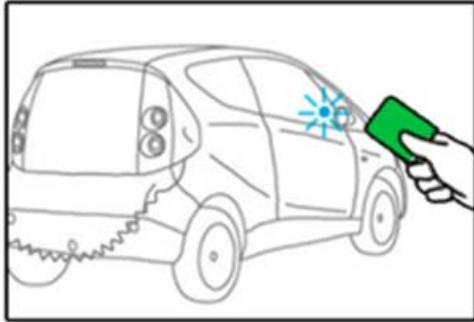
The charging kiosk will indicate which charge point the BlueSG Car you have been assigned to is plugged to. The charge point will also begin flashing a **blue** light.

6. 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.

7. Unlock the BlueSG Car

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

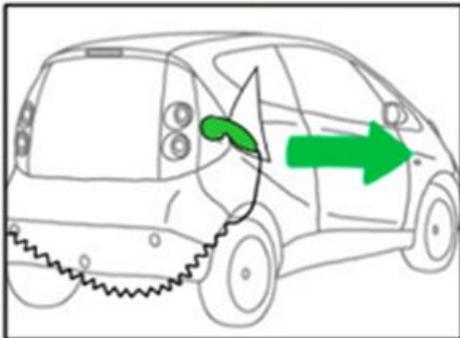


8. Unplug the BlueSG Car

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.



9. 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

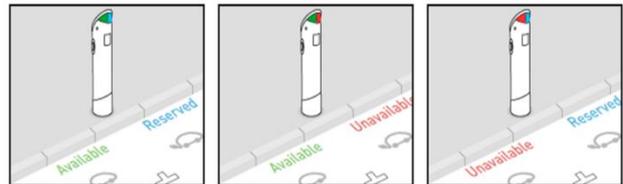
It is recommended that you reserve a BlueSG Parking Space prior to arriving at the station.

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.

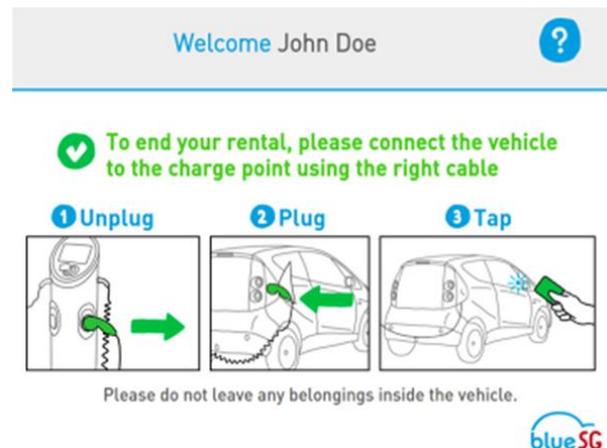


4. Prepare to Exit the BlueSG Car

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 property 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 charge point 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

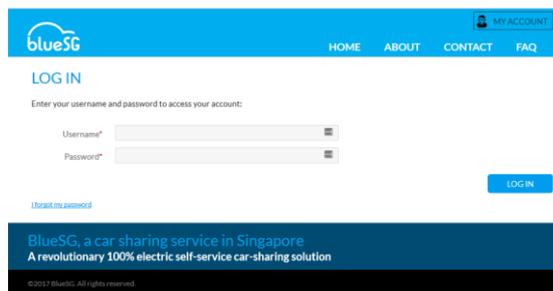
If, at any time during your Rental Period, you park the BlueSG Car in any other parking space other than a BlueSG Parking Space and for any other purpose other than to return the BlueSG Car to a BlueSG Parking Space, you are required to insert your personal cashcard in the vehicle in-unit (“IU”) and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

III. 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 Personal Information

In this section, you can view and update a part of your personal information.

Step 3: Your Services

In this section, you can, among other things, reserve a BlueSG Car, a BlueSG Parking Space or view pending reservations. You can also view the BlueSG Stations closest to your location and destination on the BlueSG website.

Step 4: Your Account

In this section you can view your subscription(s), rentals, reservation history, invoices, credits, vouchers, and messages. You can also send a message to BlueSG by clicking “My messages”, then “Create a message”.

Step 5: Updating Payment Information

If you need to update your payment information, navigate to the “My Account” area, and click “My Subscriptions”. You will see information for each subscription including type, start and expiration date, payment mode, and status. Under payment mode, click “edit” and enter your updated payment information.

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.

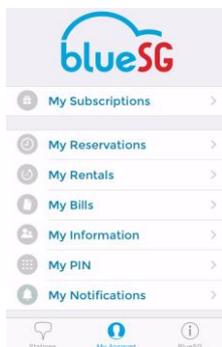
Step 2: Sign into Your Account

Open the BlueSG app and click the three-bar menu icon, then select “My Account”. In this section, select “I have an account” and sign 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, however you can only amend your payment card information on the BlueSG website under the “My Subscriptions” tab.

IV. HOW AND WHY 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.

V. WHAT IF THERE IS AN INCIDENT?

1. In the event of an accident or collision resulting in bodily injury during you 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, 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, 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

Within **12 hours** of any accident, you are required to:

- complete the online accident report form and sketch plan found on the BlueSG website; or
- complete the hardcopy of the accident report form and sketch plan found in the BlueSG Car and send a scanned copy of the completed report to BlueSG via email at the following address: claims@bluesg.com.sg. All original copies shall be sent to BlueSG by post to its registered address.

In addition to the accident report form and sketch plan, the items set out below shall be submitted to BlueSG online or via email at the abovementioned email address:

- photographs of the damage to the BlueSG Car with at least two (2) photographs showing the damages while capturing the number plate; and
- photographs of all 4 sides of the BlueSG Car; and
- photographs of the damage to any other vehicle 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

- 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;

You shall assist, fully co-operate with, and supply all necessary information to BlueSG and BlueSG's insurer, including any third party appointed to act on behalf of either BlueSG or its insurer, in relation to such Incident (including any investigation, litigation or claim in relation to such Incident).

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.

VI. 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 4.6 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. Penalties' example:

You shall be liable to pay BlueSG penalties 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: \$50.

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