



## FREQUENTLY ASKED QUESTIONS

### HOW TO JOIN/CONVERT TO WHIZZGRAB

- I'm an existing WhizzCar member and would like to join WhizzGrab
- I'm an existing registered Grab driver and would like to join WhizzGrab
- I'm an existing WhizzCar member AND registered Grab driver
- I'm an existing Grab PowerHour (GPH) driver but not with WhizzGrab
- I'm neither a WhizzCar member nor a Grab driver and am interested in this program

For all the above, simply visit [Grab PowerHour](#) (GPH) to register. There're \$100 refundable deposit, no membership or registration fees but you must have a valid credit/debit card to join WhizzGrab. You'll be notified via SMS and e-mail when your GPH and WhizzGrab accounts are activated. Please remember that you need to fulfill a minimum of 2 Grab trips per booking to qualify for WhizzGrab rates and trip incentives. Please visit the GPH website to view the requirements to qualify for incentives from Grab.

#### 1) What are the differences between my existing membership and WhizzGrab?

- a) You would need to undergo a medical exam and training and pass a test to qualify for a private-hire driver vocational license (PDVL).
- b) WhizzGrab rates are lower in certain aspects, such as the hourly usage rates and excess mileage fee and you will enjoy incentives from Grab and WhizzCar, subject to terms and conditions.
- c) You must fulfil at least 2 Grab trips per booking to enjoy WhizzGrab rates and incentives, otherwise higher Whizz-Ezzy rates will apply. This is to ensure that the attractive rates and incentives are not taken advantage of illegitimately.
- d) To meet the needs of regular WhizzCar members and those of WhizzGrab drivers, WhizzGrab members will only be able to book WhizzGrab-designated vehicles that are Z10-classified, marked with LTA private-hire decals, and covered by private-hire insurance. Regular WhizzCar members can book any available car for personal use regardless of its classification.

Please select one of the available cars:  
(Actual car model and color may vary.)

24/04/2017 14:00 - 17:00

Admiralty (Singapore)

Kind: Vehicle

[Change request parameters](#)

Estimate Cost (subject to GST) - Function not applicable to WEzzy member.:

Km travelled:  estimate

	Suzuki Swift (A) - Econ + SKV6824D (SKV6824D) Category Economy Plus Fuel level No Fuel Level
	Mazda 5 (A) - MPV SLC9380K (SLC9380K) Category MPV Fuel level No Fuel Level
	Toy Prius C Hybrid (A) - Exec. SLJ773H (SLJ773H) Category Executive Fuel level No Fuel Level
	Mazda 2 (A) - Econ + SLJ95... Category Economy Plus Fuel level No Fuel Level

In the WhizzCar booking screen, a WhizzGrab-designated vehicle will be marked by a Grab logo.



## 2) How quickly will my WhizzGrab application be processed?

To expedite your application, please ensure that all forms and documents are complete and submitted promptly:

- Mon–Thu register by 4:00pm: receive welcome pack by SingPost AM Mail the next morning
- Fri register by 4:00pm: receive welcome pack by SingPost AM Mail on Monday morning
- Sat & Sun: receive welcome pack on Tuesday morning
- Public Holidays: receive welcome pack next working day + 1 day

For immediate processing, you may visit our office at 501 Guillemard Road during office hours:  
Mon – Fri 9:00am – 7:00pm and Sat 9:00am – 4:00pm only

## 3) What's the insurance coverage for WhizzGrab?

All WhizzCars have comprehensive motor insurance coverage. However, members are liable for the following excess liability per damage/accident:

- Age 23 years & above with more than 100 hours driving experience – \$3,000 + GST
  - Age 21-22 or 66-68 years or with less than 100 hours or 2 years driving experience – \$5,000 to \$6,000 + GST
- *Driving experience denotes driving in Singapore for the last 12 months.*  
- *The excess amount will be subject to review if the member is at fault in any accident.*

## 4) I'm an existing WhizzCar member. Are there any fees for switching to WhizzGrab?

There will be no additional registration fee but deposit is required. Your existing deposit, if any, will be refunded and you will need to change to a different personal key fob/Ezlink. Individual Members on a 12-month commitment will be liable for the remaining months of membership fees, which can be offset from the deposit.

## 5) Can I switch back if I find WhizzGrab unsuitable? If yes, are there any fees?

One switchback is allowed per member with no fee. Subsequent changes or re-joining after cancelling will incur the prevailing registration and administrative fees.

## 6) Can I use my current WhizzCar membership to drive for GRAB without converting to WhizzGRAB?

Yes, if you're already a registered Grab driver. You must book and use a WhizzGrab-designated vehicle as explained in (1d) above and your existing membership plan rates (Standard or Extra Value or Whizz-Ezzy) will apply.

## 7) Can I choose any vehicle in the WhizzCar fleet to drive for GRAB?

No, you may only book designated WhizzGrab vehicles. These vehicles are clearly marked in the online booking system.

## 8) I am an individual member on Extra Value Plan and have accumulated unused driving credits. Can I convert to WhizzGRAB and transfer my driving credits over?

Please use your credits before switching to WhizzGrab or they will no longer be valid.



**9) Can I hold 2 memberships at same time e.g. Individual/Supplementary/Whizz-Ezzy and WhizzGRAB?**

You may hold only one membership type at any time. A principal member who wants to convert to WhizzGrab without the Supplementary member/s doing so can do so alone and the Supplementary member/s must re-join as Individual or Whizz-Ezzy member/s independently.

**10) Can I sign up for WhizzGrab as a corporate member?**

No, you can sign up for WhizzGrab as an individual only.

**11) What other terms & conditions and rules & regulations should I be aware of?**

All existing terms & conditions and rules & regulations listed in the WhizzCar member's handbook will apply. Please pay specific attention to Section VIII Rules and Penalties.

**12) Is my WhizzCar wallet/account linked to my Grab driver's wallet?**

No, the two are separate. WhizzGrab trip incentives will go into your WhizzGrab wallet/account and will be used to offset usage charges and any balance will be debited from your credit/debit card on record. You will need to ensure that your credit/debit card has sufficient credit for debits to be made immediately after your reservation ends.

**13) How do I book a car and inform Grab of the car registration number??**

Make a booking AT LEAST 3 HOURS IN ADVANCE. You will receive a confirmation e-mail/SMS, then please IMMEDIATELY screenshot the e-mail/SMS and change your vehicle plate number or other details through [Help Center > Account and Setup > I want to update my car plate number](#). Kindly check that you have:

- updated to the newest version of the Grab Driver's App
- refreshed the App to view the changes.

**14) How do I obtain the vehicle log card, rental agreement, certificate of insurance, and proof of road tax?**

You will not need these documents. Please refer to (13) for the procedure to instruct Grab to update vehicle information in your driver's profile.

**15) Can I add a relief driver?**

Only the member who makes the reservation under his/her account is allowed to drive the vehicle, otherwise there will not be any insurance coverage for unauthorized drivers.

**16) Can WhizzGrab drivers pick up a car from Station A and return it to Station B?**

No, all vehicles must be picked up from and returned to the same station.

**17) In the event of vehicle breakdown or accident, will there be a replacement vehicle?**

There will not be a replacement vehicle as this is a car-sharing service. 24-hour roadside assistance is available for minor incidents like flat tyre or battery. Members can book and use a different vehicle that's available if they wish.



**18) When will I receive my WhizzCar trip incentives?**

Subject to you fulfilling the minimum trip requirements, your WhizzCar trip incentives for any one week (Mon-Sun) will be credited to your WhizzCar account within 2 weeks.

*For WhizzGrab/WhizzCar matters not listed above, please e-mail [info@whizzcar.com](mailto:info@whizzcar.com)*

*For Grab/Grab PowerHour matters, please contact Grab customer service [support.sg@grab.com](mailto:support.sg@grab.com)*

**WhizzCar – a division of Popular Rent A Car**

[www.whizzcar.com](http://www.whizzcar.com)