



FREQUENTLY ASKED QUESTIONS

HOW TO JOIN/CONVERT TO WHIZZGRAB MEMBERSHIP

- 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 Power Hour (GPH) driver but not with WhizzGrab
- I'm neither a WhizzCar member nor a Grab driver and am interested in this program

For the above, simply visit [Grab Power Hour](#) (GPH) to register. For existing GPH drivers, <http://www.whizzcar.com/join-now/> → select **Whizz-Ezzy** membership → under referral code, select Grab power hour to join us directly as WhizzGrab members. There will be \$100 refundable deposit, no membership or registration fees but you must have a valid credit/debit card to join WhizzGrab. For GPH programme, Grab will liaise directly with drivers. For WhizzGrab registration will be notified via email. Please remember that you need to fulfil a minimum of 2 Grab trips per booking to qualify for WhizzGrab rates.

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.
- c) You must fulfil at least 2 Grab trips per booking to enjoy WhizzGrab rates, otherwise higher Whizz-Ezzy rates will apply. This is to ensure that the attractive rates 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 + SLJ9380K (SLJ9380K) 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 within 1 – 3 working days
- Fri register by 4:00pm: receive welcome pack within 1 – 3 working days
- Sat & Sun: receive welcome pack within 1 – 3 working days
- Public Holidays: receive welcome pack within 1 – 3 working days

For immediate processing, you may visit our office at 501 Guillemard Road during office hours, last registration:

Mon – Fri 9:00am – 4:00pm and Sat 9:00am – 12:00pm 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?

A. Existing Whizz-Ezzy Membership

There will be no additional registration fee but deposit is required.

B. Existing Individual Membership

Individual members on a 12-months commitment will be liable for the remaining months of membership fees, which can be offset from the deposit. Your existing deposit, if any, will be refunded and you will need to change to a different personal key fob/Ez-link.

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 termination of membership 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 / Extra Value / Whizz-Ezzy) applies.

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?

Extra Value plan are only applicable to Individual membership which cannot be brought forward. Upon downgrade effective month to Standard Plan / termination of that membership, all driving credits will be forfeited.

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, 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 account linked to my Grab driver's wallet?

No, the two are separate. You will need to ensure that your credit/debit card is valid and have sufficient funds to be deducted after your reservation ends. Payment deduction will be on the same/next working day.

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, then please IMMEDIATELY update your Driver's Grab App.

Step 1 → Download supporting documents from Google Page refer to (14)

Step 2 → Upload the following into Grab App

- Email booking confirmation
- PHV Decal
- Vehicle Insurance
- Vehicle log card

Step 3 → Input the Insurance expiry date (refer to our insurance for the expiry date).

Step 4 → Rental agreement start date and Rental agreement end date,

* start date of your booking and end date of your booking *

14) How do I obtain the vehicle log card, certificate of insurance, and PHV Decal?

In the email confirmation, we have added an additional message and have provided a link. Click on link provided to access Google page sorted by our locations.

Step 1 → Select the car location which you booked for (double click)

Step 2 → You will see the car number. Double click on the car and you will see all required documents (PHV decal, Log card and Insurance). You can either click to download the pictures or screenshot.



15) Can I add a relief driver?

No, only WhizzGrab members whom booked the vehicle under their account are allowed to drive, otherwise there will not be any insurance coverage for unauthorized drivers with penalties imposed. Refer member's penalty guide (Rule 10a).

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.

WhizzCar – a division of Popular Rent A Car

www.whizzcar.com