

COMFORTDELGRO BUS TURNS UP THE HEAT **IN LOCAL UNSCHEDULED BUS INDUSTRY**

6 August 2018 - ComfortDelGro Bus (CDG Bus), which has been on an aggressive expansion drive with two recent acquisitions, is launching a new on-demand booking app which guarantees commuters a seat on its buses.

Called CDGBus OnDemand¹, it is the next step in private charter transport here and is similar to the one that its sister company in Australia, CDC NSW, has already launched².

This is how it works. Commuters who successfully book a ride on the premium service via the App will be guaranteed a seat. They can make multiple bookings up to 24 hours in advance. They can also book for multiple passengers, as well as store regular pick-up and drop-off points as “Favourites” for quicker bookings in the future. Both debit and credit card payments are accepted. Bookings will be confirmed once the payments are made. Commuters can also track the status of the bus prior to its arrival.

For starters, CDG Bus’ more popular Tanjong Rhu to Shenton Way premium service will be available for App booking.

The Tanjong Rhu-Shenton Way premium service, which operates from Mondays to Fridays, offers eight trips during the morning peak hours between 7.45am and 9.15am and six trips during the evening peak hours between 6pm and 8pm. Buses are scheduled to arrive at

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² In January 2018, CDC NSW launched an on-demand bus service in the Carlingford, North Rocks and Epping areas. Called OurBus, it enables commuters to book a bus ride to connect them to major bus and train nodes using a mobile phone app. (<http://www.cdccourbus.com.au/>)

intervals of between 10 and 20 minutes. Passengers can board the bus from designated pick up points along the service route.

To mark the App's launch, commuters will enjoy 50% off the fare for the first ride that they book via the App. From 6 August to 5 October 2018, they will also receive a refund for every 16th ride that they book. The fare per trip remains unchanged at \$5. If a bus is oversubscribed, commuters who did not book a ride via the App will have to wait for the next available bus.

Said Mr Pang Weng Heng, CEO of ComfortDelGro Bus: "With the wide proliferation of smartphones, it only makes sense for us to launch this new booking service for the convenience of our commuters. It gives them the assurance of a ride with the affordability of a bus ride. We plan to roll out more services on the App going forward."

CDGBus' latest service launch comes on top of a series of acquisitions in recent months. On 10 April 2018, it announced its acquisition of the private bus chartering assets of AZ Bus Pte Ltd – one of the largest in the local bus charter industry to-date. More recently, on 25 July 2018, that it will acquire the private bus chartering assets of Ric-Tat Travel & Coach Services Pte Ltd and its associated companies.

The Company also recently secured a 10-year contract by Shell Eastern Petroleum (Pte) Ltd to provide bus transportation services in Bukom, and is the longest running shuttle bus operator for the National University of Singapore – operating it since 2001. Last year, it also provided ad hoc charter services for the Republic of Singapore Air Force Open House, Chingay Parade, National Day Rally, as well as marathons and sports activities such as the Standard Chartered Marathon, Yellow Ribbon Run, OCBC Cycle as well as the ASEAN School Games 2017.

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 41,500 buses, taxis and rental vehicles. Headquartered in Singapore, the Group also has operations in China, the United Kingdom, Ireland, Australia, Vietnam and Malaysia.

ComfortDelGro Bus Pte Ltd is the largest private land transport company in the private charter-bus industry with a fleet of 530 buses, serving over 165 multinationals, schools and other organisations. It operates employee and school bus charters as well as overland bus services to West Malaysia. It also operates premium bus services and shuttle bus services for industrial parks, shopping malls, educational institutions and condominiums.