

COMFORTDELGRO TAXI LAUNCHES **EPONYMOUS DELIVERY SERVICE PLATFORM**

29 April 2020 – There's a new food delivery service in town and it's called ComfortDelivery.

From today, any food and beverage (F&B) outlet can go into the ComfortDelivery webpage (<https://www.cdgtaxi.com.sg/comfortdelivery>), sign up for an account, and have immediate access to a fleet of 10,000 taxis, ready to go at a moment's notice.

The dedicated F&B delivery service, which will be available daily from 9am to 10pm, was set up specifically to assist ComfortDelGro Taxi cabbies during the COVID-19 pandemic, and in particular, during the circuit breaker period. It has been on trial since last Thursday to familiarise cabbies and F&B outlets with the system and iron out any teething problems.

Deliveries will be charged a distance-based rate starting at \$6.50. Outlets who book cabbies for two drop-offs in one booking pay a discounted rate starting at \$8.50. All fees go directly to the cabbies' pockets. There will be no fee imposed on either the cabbies or the F&B outlets during the circuit breaker period which ends on 1 June 2020.

F&B businesses that have more than one outlet will need to set up separate accounts for each pick-up location. About 20 orders of up to three different destinations per order can be made at any one time. Cabbies will bid for the delivery jobs via the ComfortDelivery Driver App. Upon collection, the outlet just needs to pay the cabby through PayNow or by cash. It can also track the location of the taxi and the time in which the cabby delivers the order through the platform.

Mr Ang Wei Neng, CEO of ComfortDelGro Taxi, said: "ComfortDelivery provides an affordable delivery service for all F&B owners, starting from \$6.50 per trip. As a Company, we are not taking any fee from either the F&B outlet or the cabby during the circuit breaker period. What the merchant pays is what the cabby receives. With ComfortDelivery, we want to give all F&B businesses access to fast, reliable and affordable delivery service that benefits people who ask for the food to be

delivered to them. In the process, our cabbies can also earn some extra income during these very challenging times."

F&B restaurants such as The Peranakan and The Straits Clan's Kin have signed on with ComfortDelivery for the trial. Owner of The Peranakan, an authentic Nonya cuisine restaurant, Mr Raymond Khoo, said: "We have been experiencing a surge in delivery orders during this period and ComfortDelivery comes at the right time. It is not an easy task sourcing for reliable delivery partners as we have to ensure that customers get to enjoy our food fast and warm. It has been a seamless experience with ComfortDelivery so far and definitely a bonus that the service comes with an affordable price tag."

Ms Lynn Yeow-De Vito, Community Leader for the #savefnbsg, a ground-up coalition of over 500 restaurants ranging from independent restaurant operations to groups, said: "We are grateful to ComfortDelGro Taxi for this initiative. These are trying times for everyone and we are glad to be able to work together to find mutually beneficial solutions to the challenges we all face."

ComfortDelGro cabbies will be trained on the usage of the App and on how to handle food safely. They will be required to adhere to elevated safe distancing measures, including the contactless delivery process, that have been recommended by the Singapore Food Association. They will also be encouraged to create a PayNow account if they do not already have one. Cabbies who are keen to learn more about being a part of ComfortDelivery can email their interest to comfortdelivery@cdgtaxi.com.sg.

Cabby Muhamad Azhar Bin Kamarudin, who is currently providing delivery service with Cedele daily, underwent digital training for ComfortDelivery last week. The 43-year-old said: "I have been providing food delivery service for Cedele for about two weeks now and the experience, though new, has been surprisingly enjoyable so far. At least, I am guaranteed a daily income to provide for my family. I hope that with ComfortDelivery, more F&B outlets can come on board and this way, I will be able to get more delivery jobs."

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 41,600 buses, taxis and rental vehicles. We also run 83km of light and heavy rail networks in Singapore. Our global operations span seven countries – Singapore, Australia, China, the United Kingdom, Ireland, Vietnam and Malaysia.
