

COMFORTDELGRO TRIALS RIDE-HAILING SERVICE

28 January 2021 – Come 4 February 2021, ComfortDelGro Taxi is embarking on a beta trial of its new ride-hailing service.

The move, which will serve to supplement its 10,000 strong taxi fleet, will involve a small number of private hire cars (PHCs) as the Company gauges reception to the service. Upon completion of the beta trial, which is expected to run into March 2021, the Company will assess the response to the service and gradually open it up to more PHC drivers.

ComfortDelGro Taxi was awarded the Ride-hail Service Operator Licence (RSOL) and Street-hail Service Operator Licence (SSOL) in November 2020.

The PHC offering will only be available on the ComfortRIDE booking option and it will be served by both PHCs and taxis. Passengers can choose from two options – either ‘Taxi or Car’ or ‘Taxi Only’ – when making a ComfortRIDE booking. The former will be served by both PHCs and taxis, while the latter by ComfortDelGro taxis only. A very recent multiple stop feature in the ComfortDelGro Taxi Booking App, which allows passengers to add an extra stop, is also available for its ride-hailing service. Fares for the extra stop are automatically added into the total fare.

Only in-app cashless payments are accepted for the ride-hailing option. There are no administrative fees for credit/debit card payments or other cashless payment modes such as NETS Click and PayLah! for ComfortRIDE trips, which account for more than half of all bookings presently.

Starting today, ComfortDelGro Taxi will also be recruiting a small group of PHC drivers for the ride-hailing beta trial to collect feedback from them. During the trial, the commission fee for booking jobs will be lower than the current market rate. Those invited to come on board will undergo a two-hour training session to help them familiarise with the CDG Driver App where they will receive ComfortRIDE jobs.

ComfortDelGro Taxi will gradually invite more drivers to come on board when demand grows. Those who wish to register their interest can do so at: <https://bit.ly/RegisterWithCDG> or email their names, mobile numbers and email addresses to driving@cdgphc.com.sg.

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 41,000 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.
