

COMFORTDELGRO CABBIES TO GET MORE THAN \$18M RELIEF PACKAGE TO COMBAT FALLING DEMAND

13 February 2020 – ComfortDelGro Taxi is matching dollar for dollar the relief package that is being given to cabbies who have been hit by falling demand as a result of the current novel coronavirus (COVID-19) outbreak.

Cabbies will get rental rebates totalling \$900 over the next three months, on top of the savings worth \$900 which the Government has just announced. The total relief package for more than ComfortDelGro's 10,000 taxis amount to \$1,800 per cab, or more than \$18 million in total over the next three months. The Company will constantly review the situation depending on how the current novel coronavirus (COVID-19) situation unfolds.

Details of the total package will be sent to the hirers by tomorrow.

ComfortDelGro Taxi has had also, from the onset of the COVID-19 outbreak, offered rental waiver to any of its cabbies who have been placed under quarantine by the Ministry of Health and financial assistance of up to \$800 per cabby from its Cabby Hardship Fund¹.

This is not the first time that ComfortDelGro Taxi has extended relief. During the SARS outbreak and the Iraqi war in 2003, ComfortDelGro Taxi was the first operator to provide a \$11.7 million relief to its cabbies in the form of daily rental rebates.

Said Mr Ang Wei Neng, CEO of ComfortDelGro Taxi, about the initiative: "We know that it is a challenging time for our cabbies and are keenly aware of the impact it has had on our cabbies. We started providing masks to our cabbies a day after the first COVID-19 case was detected in Singapore and financial assistance even when cabbies are given leave of absence or being quarantined. Today, we are also giving additional relief in the form of rental rebates to our hirers. We encourage our hirers to share the rebates with their relief cabbies. We had also started

¹ [ComfortDelGro to Waive Taxi Rental for Cabbies Affected by Wuhan Coronavirus](#) (27 January 2020)

temperature screening for our cabbies and have started providing disinfecting solutions for them so that they can clean and disinfect their taxis daily.

“We have been working with the relevant Authorities to facilitate contact tracing. As such, we have instituted the standard operating procedure for our cabbies to print receipts at the end of every trip so that our passengers can track their journeys. Apart from receipts, street hail passengers can also track their taxi trips for contact tracing purposes by using the ‘Pay for Street Hail’ feature in the ComfortDelGro Taxi Booking App. At the end of the day, we want our taxi passengers to feel safe taking our taxis.”

The “Pay for Street Hail” feature² is a unique paperless way for passengers to track their street hail trips electronically through our app which will also be useful should contact tracing be needed. To encourage passengers to use it, a \$2 promo code, TRACE³, will be available for DBS/POSB credit and debit card⁴ users to apply towards their street hail trips. Those who have NETSClick can also use it to pay for fares through the same street hail payment feature in our app without incurring any administration fee⁵.

Since the start of the ongoing COVID-19 outbreak, cabbies have seen a drop in demand.

Cabby Harry Ng, 61, who has been with ComfortDelGro Taxi for 25 years, said of the relief: “Business is slower with fewer passengers taking taxis so the relief given by the Company and Government is very much welcome. It’s important to stay healthy and to practise good personal hygiene. By doing so, passengers will remain confident in using our taxi services. I am also confident that we will ride this through as we did before.”

² A video showing how a passenger can use the “Pay for Street Hail” feature can be found on our Facebook at <https://www.facebook.com/watch/?v=836780203428169>

³ Limited to the first 100,000 redemptions. T&Cs apply.

⁴ Administration fee is not applicable for DBS/POSB credit and debit cards for the “Pay for Street Hail” feature

⁵ Administration fee is waived for three months, ending 12 May 2020.

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. ComfortDelGro operates about 10,000 taxis in Singapore.