

## **NEW FLAT FARE OPTION FOR COMFORTDELGRO APP BOOKINGS**

3 April 2017 – One fare. No hidden add-ons and no sky-high surge prices. That is now an option for all ComfortDelGro booking customers.

Heeding the call to simplify the fare structure, ComfortDelGro Taxi will introduce a new flat fare option on 10 April 2017 for bookings made through its App. The new option will be made available alongside the traditional metered fare – and commuters will be able to choose the one that best suits them.

The flat fare option takes into account the distance to be travelled and computes a fare based on existing surcharges. Once a flat fare is chosen, there will be no additional surcharges levied – unless the passenger changes the destination point or makes unplanned stops along the way<sup>1</sup>. Travel delays due to traffic jams will not result in a higher fare – unlike the metered fare option.

Drivers will be encouraged to take on flat fare bookings through a waiver of the call levy. Those with the most number of flat fare bookings fulfilled will also be rewarded.

Dynamic pricing, which essentially allows for fares to fluctuate with commuter demand, is something the Company is still exploring. It is important to allow time for our drivers to get used to flat fares and for the company to monitor our fare pricing competitiveness in the market. It is also important to ensure that our street hail customers are still being served.

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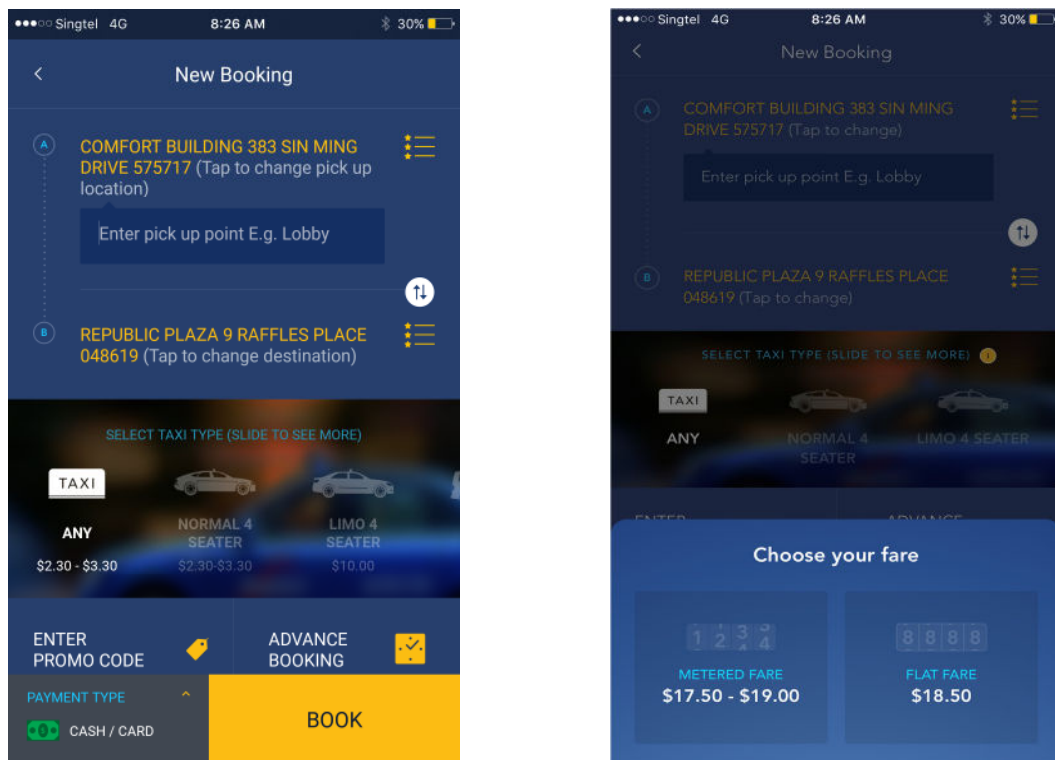
<sup>1</sup> Unplanned changes to a flat fare booking will incur charges. A \$5 charge for every additional en-route stop and a \$5 charge for a change to a further destination (for every 5km additional travelled thereof) are applicable. ERP charges will be levied as incurred.

Mr Yang Ban Seng, CEO of ComfortDelGro Taxi said: “As part of simplifying our taxi fares, we are now offering a flat fare option for bookings to provide passengers with certainty upfront at the point of booking, thus making it less confusing.”

This is how passengers can select the flat fare option using the App:

- When making a current booking, choose either “Any” or “Normal 4-seater” taxis
- Key in the pick-up and drop-off addresses
- Two options will appear for passengers to choose from: Flat or Metered Fare. Passengers can switch between fare options<sup>2</sup> before confirming. Promo codes are applicable for both types of fare options.

Flat fares are currently not available for street hail, advanced booking and premium taxi services.



<sup>2</sup> Flat fares refreshes every five minutes.

## Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 45,300 buses, taxis and rental vehicles. It operates in seven countries - Singapore, China, the United Kingdom, Ireland, Australia, Vietnam and Malaysia – giving it the broadest footprint amongst its international peers. ComfortDelGro operates close to 17,000 taxis in Singapore.



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