COMFORTDELGRO
TAXI

Relief Handbook



CHAPTER 1 - REQUIREMENT OF A RELIEF

1. Valid Taxi Vocational Licence and Driving Licence

Reliefs must ensure that their Taxi Driver Vocational Licence (TDVL) and Driving Licence (DL) remain valid at all times.

* *Note:* In the event that a relief fails to renew their TDVL before the expiry date or if their TDVL or DL is revoked by the Authority, the relief's account will be terminated.

2. Acceptance of Cashless Payments

Cashless payment offers passengers a convenient way to pay their taxi fare without the need to carry cash. Hence, this mode of payment is very popular among passengers. By accepting cashless payments, our cabbies can gain more trips, as passengers who prefer cashless transactions will only choose ComfortDelGro taxis.

Therefore, always ensure that the payment terminal is in working condition before you start driving. The company also takes a stern stance against drivers who fail to accept cashless payments. All cashless transactions made before 23:59 hrs will be credited to cabbies' UOB bank accounts by the next working day.

Our cashless payment modes include:-

a. Company-issued eVouchers, Cards, and Account Services

Many companies sign up for corporate accounts to allow their staff to take our taxis. Corporate customers can choose to pay using Cabcharge cards or eVouchers. We have also introduced virtual Cabcharge accounts for corporate customers, enabling passengers to pay without inserting or tapping their cards on the payment terminal.



b. Credit/Debit and Store Value Cards

Passengers can pay for their taxi fares using major credit/debit cards, such as Mastercard, VISA, American Express, and NETS.



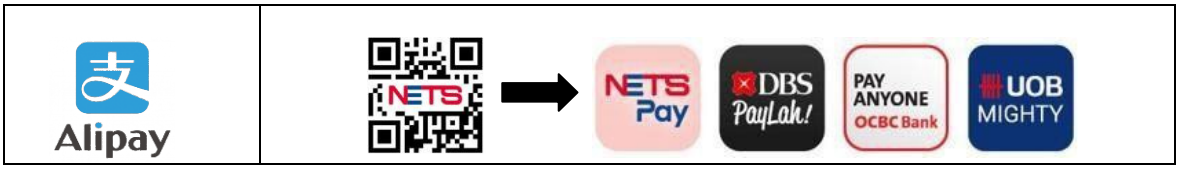
c. Virtual Payment Methods (e.g., Masterpass, Cabcharge Account)

This payment mode is entirely virtual, allowing passengers to pay for their taxi ride without inserting or tapping a card. The payment method is "paired" to the taxi trip and will be charged when the driver confirms the payment at the end of the trip.



d. Mobile Payment Methods (e.g., QR Code Payments)

A new and convenient payment method has been introduced—QR code scanning. Passengers simply need to use their mobile phones to scan the QR code displayed on the payment terminal. Some of the available QR code payment options include NETS QR, PayLah!, Pay Anyone, Mighty, and Alipay.



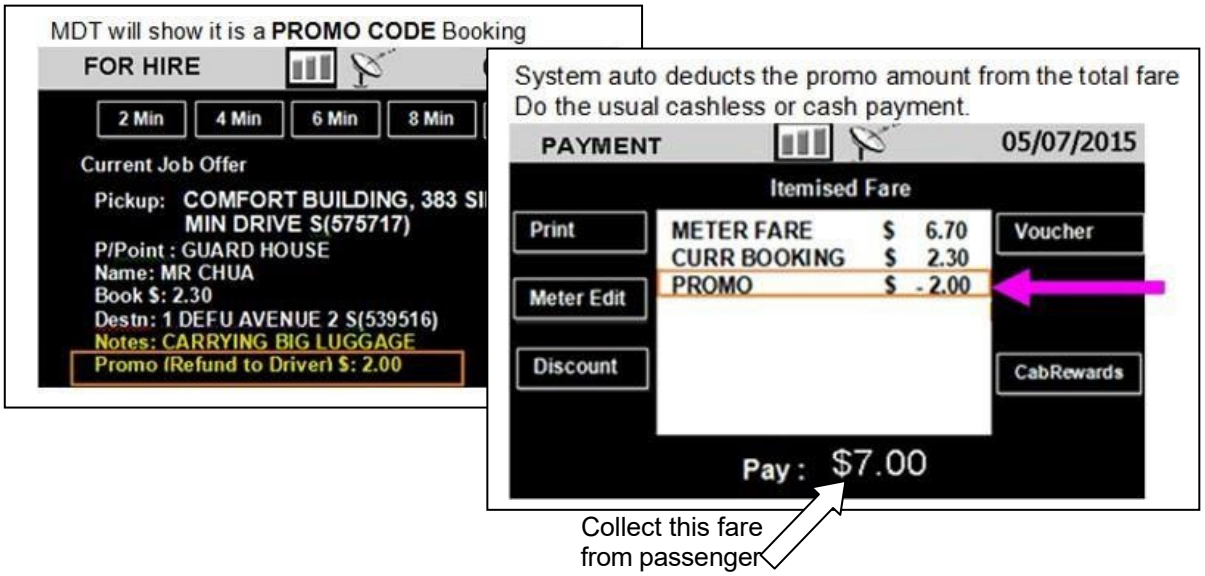
Cashless Payment Terminal

The payment terminal allows our driver to accept all the above payment methods. Drivers should followthe instructions on the payment terminals to accept the payment. When the payment terminal display **"NOT APPROVED"**, please ask the passengers for other payment methods.

Promo Codes for Booking and Flag-Down Trips

To encourage passengers to book or flag our taxis, we offer promo codes to offset their taxi fares. The company will bear this promo amount and reimburse drivers by the next working day.

Always remember to collect the fare after deducting the promo code value (as indicated below).



3. Dress Code

To maintain a professional image, hirers and their relief drivers are required to wear a collared shirt, long pants, and shoes when operating the taxi. T-shirts, polo shirts, and slippers are not acceptable.

4. Code of Conduct

As service providers, a cabby's conduct is crucial to our business. Providing good service helps attract and retain customers. Please take note of the highlighted "Dos" and "Don'ts" in the Code of Conduct (Annex A).

Hirers and their relief drivers must seek permission from the Group Corporate Communications Department at groupcorpcomms@comfortdelgro.com if approached by the media for interviews, filming, or photography sessions in their capacity as a ComfortDelGro cabby.

5. Identification Tag

Cabbies must display their identification tag (I-Tag), which shows their name and taxi number, while plying the road.

6. Subletting of Taxi to Hirer

A relief driver may be associated with up to a maximum of four taxis registered with the company before commencing driving the hirer's taxi. Please refer to Annex B for details on the registration and requirements for relief drivers.

Relief drivers may email or call our DROs to cancel their relief driving for a particular taxi or if they have ceased driving a taxi. The relief deposit will remain with the company unless the relief driver decides to resign.

7. Lost and Found Items

Cabbies are encouraged to remind passengers to check their belongings and ensure that any items stored in the boot are collected at the end of each trip. This simple act can save cabbies time and effort by avoiding extra trips to return lost items.

Any property left behind by passengers must be returned to the Lost and Found (L&F) Counter at the Sin Ming Office as soon as possible during office hours

The police will only accept lost items found in taxis on weekends and public holidays. Cabbies are advised to deposit lost items at our Lost and Found Counter during office hours.

For exceptional cases involving valuable items (e.g., identity cards, large sums of cash, passports, luggage, etc.), cabbies must immediately report the incident to the Customer Service and Operations Centre (CSOC) at 6552 4523. If a report has been lodged by the owner, the Customer Service Department will assist in arranging for the return of the item.

After office hours, cabbies must call CSOC at 6552 4523 to inform staff of the lost item and to keep it safe for return to the Lost and Found Counter on the next working day.

8. Resignation and Cessation as a Relief Driver

Relief drivers may email dro@cdgtaxi.com.sg or call our DROs at 6550 8566 to resign or tender their resignation.

The company reserves the right to terminate a registered relief pass with one (1) day's notice. A notification letter will be sent to the relief driver and their respective hirer(s).

If a relief driver is caught driving a company taxi without proper registration, it will be considered unauthorized relief driving, and they will be permanently barred from driving the company's taxis.

Upon resignation or cessation, the relief's security deposit will be refunded within 14 working days, after deducting any outstanding liabilities (if applicable).

CHAPTER 2 - PAYMENT

1. Commission Charges for Call Booking

Effective 1 July 2024, the commission GIRO deduction will be processed daily for commission incurred.

Fare	**New** *Commission Per Booking Job	Daily GIRO Deduction
Any job	7% of the fare collection (currently at a promotional rate of $0.70)	GIRO deduction is every day for commission incurred the day before (Mondays to Sundays)

Commission charges exclude ERP and the drop-off surcharge.

The daily commission calculation period runs from 0000 hours to 2359 hours (24-hour basis), with deductions occurring the following day.

Note: As of 6 June 2022, the call levy has been renamed Commission.

2. CDG Zig App Booking Platform Fee

Effective 1 January 2025, all customers who book a ride via the CDG Zig App will be charged a platform fee of $1.00 – $1.20.

If a customer chooses to pay the fare in cash, the cabby must collect the full ride fare, including the $1.00 – $1.20 platform fee. The company will then deduct the platform fee from the cabby's bank account via GIRO on a daily basis.

CHAPTER 3 - SERVICES AVAILABLE TO YOU

1. General Service Counter

The General Service Counter provides the following services to all cabbies:

- Registration/Cancellation of an existing relief driver
- Hirer/Relief Matching Service
- Updating of cabby's personal data, etc.

2. Cabby Portal

The Cabby Portal is a self-help system that provides online and up-to-date information. Cabbies can access the following services:

a. Update address and contact number
b. Hirer/Relief driver matching service
c. Check account statements and cashless refunds
d. E-Services
e. Feedback
f. Useful links

For information or guidance on how cabbies can log in or access the Cabby Portal, please refer to Annex E.

3. Driver Relations Officers (DROs)

DROs are specially assigned to assist cabbies with matters related to the company. Cabbies can contact DROs at 6550 8566 for feedback or any operational issues. Our DROs are available during office hours from 8:00 AM to 5:30 PM, Monday to Friday (excluding Saturdays, Sundays, and Public Holidays).

Cabbies can also email dro@cdgtaxi.com.sg for assistance, inquiries, or feedback. All emails will be responded to within two working days.

CHAPTER 4 - BENEFIT AND INCENTIVES

1. Benefit and Welfare

a. Personal Accident Benefit provides coverage of $30,000 for death and total permanent disability.

b. Relief drivers are covered for up to $3,000 per calendar year for accidental medical reimbursement in the event of an accident or incident while the hirer is plying the taxi.

c. All claim documents must be submitted within 60 days from the date of discharge or the date of the accident/incident at the General Service Counter at 383 Sin Ming Drive, Singapore 575717. Late submissions will be considered invalid. All medical claims will be processed strictly on a reimbursement basis.

2. Drive and Save Scheme (DAS)

The Drive and Save (DAS) Scheme will officially cease on 1 August 2025.

Under the scheme, all Comfort/CityCab relief who have contributed $20 per month to their CPF Medisave account via the CPF Board, will automatically receive a co-contribution top up of $20 per month from the Company to their CPF Medisave account. This Medisave top up into our drivers' Medisave account will help the renewal of their Taxi Driver Vocational Licence (TDVL).

Below are the criteria to be eligible for DAS:

1. Contribute monthly $20 to their CPF Medisave Account
2. Join the company for more than 1 month
3. Operate actively – 8 hours a day
4. Operate a minimum of 25 days a month
5. Achieve 30% bidding rate for current booking jobs

Additional information:

- CPF Medisave account contribution can be made through AXS or SAM machines. Please select "Self-Employed Medisave Account" in the payment menu.

For enquiries on CPF, please call CPF Board at 1800-227-1188 from Monday to Friday, 8.00am to 6.00pm. You may also visit their website at www.cpf.gov.sg

3. Diesel Petrol & EV charging

ComfortDelGro Engineering (CDGE) offers our cabbies subsidized rates for diesel, petrol, and EV charging.

4. Study Achievement Awards (SAA) for Primary and Secondary Level Education

The Study Achievement Award (SAA) is granted to relief drivers' children with good academic results in Singapore-based primary and secondary schools. Announcements regarding applications will be sent to cabbies via SMS or EDM.

5. **Raffles Medical Group**

CDG Taxi has partnered with Raffles Medical Group to provide discounted medical services for our relief drivers and their immediate family members, available from now until 28 February 2026. Hirers can present their Driver eID and NRIC at registration to enjoy reduced rates on the following services (refer to Annex D for details):

- General Practitioner (GP) Services
- Vocational License Medical Checkups
- Health Screenings
- Vaccinations
- Dental Services

6. **Corporate Discounts for Telco Services**

Relief drivers can enjoy exclusive corporate discounts with telco partners such as Singtel, M1, and StarHub. Simply present your Driver eID and NRIC at the point of registration to enjoy the special rates.

7. Cabby EDM

To stay connected and up to date, cabbies are encouraged to log in to the Cabby Portal regularly for the latest news, updates, and important information.

Additionally, the company encourages the use of email and regularly sends updates and news to cabbies' registered email addresses.

CHAPTER 5 – AWARDS

1. Awards

In recognition of cabbies with excellent service, good performance and safety records, the Company has introduced various awards to be presented to the deserving cabbies. The following are some of the awards that the Company offers:

a. Top Cabby Award

This is a quarterly award designed to recognize cabbies who have demonstrated excellent performance, including receiving no complaints or accidents, maintaining a high bidding rate, having no cancellations, no outstanding rentals, and achieving a good average star rating, among other criteria.

b. Thumbs-up Award

This is an award that recognizes cabbies who go above and beyond in their daily duties, demonstrating not only excellent performance but also genuine enthusiasm and dedication to their work.

c. Passion! Award

This is an award that recognizes outstanding cabbies who embody the company's purpose and values and go above and beyond their daily roles to make the organization better, brighter, and more resilient.

d. Excellence Service Award

The Excellent Service Award (EXSA) is a National Award that recognizes individuals who have delivered quality service.

e. Transport Gold Award

Spearheaded by the Singapore Kindness Movement and supported by Land Transport Authority (LTA) & Traffic Police, this award is given annually to honour frontline staff and drivers who have shown courteous behaviour and good service.

f. Public Transport Security and Safety Award (PTSSA)

This national award, given by LTA, recognises public transport workers who act quickly and carefully to prevent accidents, safety incidents, or security threats, protecting commuters and preventing damage to public transport infrastructure.

g. Singapore Road Safety Award (SRSA)

This award is a collaboration effort between the Traffic Police, LTA, and Workplace Safety and Health Council (WSHC) to recognise vocational drivers who consistently maintain good driving behaviour by keeping driving records clean.

CHAPTER 6 - MOTOR INSURANCE, ACCIDENT REPAIR

1. What should you do if you are involved in a traffic accident?

a. Make a report to the Police within 24 hours of an accident if the accident involves an injury case or a government vehicle/ property, e.g. QX1234Z, or a foreign vehicle, e.g. JEH 1234, or pedestrian or cyclist. Thereafter Cabbies are to call our insurer's 24-hour Fast- Response Accident Reporting Hotline (FLASH) at 6100 1620 for all accident reporting. FLASH responders will arrive within 30 minutes to assist you, from the time you report your location.

b. Remember to exchange particulars with the other party and whenever possible, secure a witness statement and take photographs of the accident scene and damages to the third-party vehicle. A FLASH contact centre officer will guide you on the dos and don'ts during the call while you waitfor its field responder to arrive.

c. For taxis maintained by CDGE, report to CDGE Accident Reporting Centre at 59, Loyang Drive. CDGE is open on Monday-Friday from 8am to 5pm; Saturday from 8am to 12pm.for Taxi Assessment and retrieval of video footage. Closed on Sunday and Public Holidays.

d. For taxis maintained by ST Engineering Mobility Services Pte. Ltd. (STEMOS), report to STEMOS Accident Reporting Centre at 31 Corporation Road. STEMOS is open on Monday-Saturday from 8.30 am to 5.45 pm for Taxi Assessment and retrieval of video footage. Closed on Sunday and Public Holidays.

e. Provide assistance to the injured passenger(s) or pedestrian(s) involved in the accident and call foran ambulance. If possible, send the injured to the hospital in another vehicle. Do not remove the vehicle from the scene of an accident when injuries are involved.

f. Do not admit liability, negotiate or offer promise of payment in any way if people are injured or if there are damages caused to a third-party vehicle or property.

g. If you receive any Police charge or summons to Court for the traffic accident; lawyer's letter or letters from the third party claiming against you for an accident, you should hand them immediately to our Comfort Office General Counter. Alternatively, you may email to dro@cdgtaxi.com.sg with the attachment or call the Driver Relations Officer at 6550 8566 for further queries or clarification.

2. Accident Repairs

The following are alternatives in which your accident vehicles can be repaired in order of priority.

a. **(Priority 1)** Repair Damaged Taxi in Taxi Business appointed workshop

The taxi will be repaired by our authorized workshop, CDGE or STEMOS or any other external authorized workshop appointed by Taxi Business. Rental downtime will be given to the hirer for the repair period.

Driver has to bear a Contribution towards Repair Cost of up to $1,000. (for details, please refer to paragraph 3).

b. (**Priority 2)** Vehicle Repaired by CDGE or STEMOS

Your vehicle will be repaired by CDGE or STEMOS if it is determined by them to be a third party case. CDGE or STEMOS will undertake the accident repairs and make the claim on your behalf. Rental downtime will be given to the hirer for the repair period. They will pay loss of earnings to the hirer based on circumstances of the accident reported and upon successful recovery and case settlement.

*Please note that for all cases undertaken by CDGE or STEMOS on behalf of hirer, they are subject to CDGE's or STEMOS's right to collect $1,000 as contribution to repair cost or the actual repair cost whichever is lower, should the case be rejected by the third party insurer due to untrue reports being made. Loss of earnings will be taken back by CDGE or STEMOS if paid to the hirer.

3. Contribution towards Repair Costs (CTRC)

This is applicable when a driver is involved in an accident, resulting in damage or total loss (e.g. beyond economical repairs) to the taxi.

To encourage drivers to maintain accident free, we have introduced a staggered CTRC (see following table) that varies with drivers' accident free (including Not–At-Fault accidents) performance record.

Accident-free for	CTRC payable	Remark
12 months or less	$1,000	The driver will be informed of the CTRC amount applicable upon reporting of the accident.
>12 months to 24 months	$900	
>24 months to 36 months	$800	
>36 months to 48 months	$600	
>48 months	$0	

4. Third Party Liability Claim

A cabby is required to bear a Third Party Liability of up to $1,500 or the actual third party claim amount whichever is lower in the event of an accident involving a third party claim.

5. Breach of Insurance Policy Conditions

The following occasions can give rise to a breach of insurance policy conditions resulting in the Insurance Company repudiating liability to the cabby, i.e. the cabby will be fully responsible for the damaged taxi repair cost and claims from the third party including legal costs. Hence the cabby must at all times ensure that.

a. All accidents must be reported to FLASH within 24 hours.

b. The accidents reported are true and accurate. Cabby must not give ambiguous versions or make a false report.

c. Cabby should not pay/compound a traffic summon or admit liability in any way (especially where injury is involved) without first seeking the consent of our insurance company.

d. The taxi is maintained in an efficient and satisfactory condition. This is related to the tyres and brakes in which the cabby should not be found driving a taxi with bald tyres and faulty brakes.

e. Cabby does not drive under the influence of intoxicating liquor or drugs.

6. Windscreen Coverage

Cabbies are entitled to replace the damaged windscreens or windows once a year free-of-charge on a calendar year basis under this Windscreen Coverage. In the event of a second or subsequent breakage within the same year, cabbies are required to contribute 25% of the windscreen repair cost.

CHAPTER 7 - TAXI MAINTENANCE AND REPAIR

1. All ComfortDelGro taxis are maintained and repaired by our authorized CDGE / STEMOS workshops. Taximaintenance includes scheduled Preventive Maintenance (PM) and unplanned repair - Corrective Maintenance (CM). When the taxi is in the workshop for servicing or repair, vehicle downtime will be given. The workshop is open on Monday to Friday, 8.00am to 5.00pm and on Saturday, 8.00am to 12.00pm. Closed on Sunday and Public Holiday.

2. Workshop will schedule the taxi for PM servicing according to the taxi travelled mileage or not later than 45 days from the last PM servicing whichever comes first.

3. In the event the taxi requires immediate attention due to safety or operational reliability reasons, the hirer shall proceed to the workshop for corrective maintenance (CM).

4. If the taxi breaks down after office hours, cabby can send the taxi to the workshop and report as follows:-

   - If the vehicle can still be driven, the cabby will drive to the respective servicing workshop and has to report to the security guard on duty at the main entrance. The guard will record the date and time on the form provided by workshop. The hirer must also indicate the nature of the fault or defect with the vehicle and hand over the keys to the guard. Workshop will collect taxi from the security guard on next working day.

   - If the vehicle cannot be driven, cabby will call Customer Contact Centre (CCC) and towing will be activated. The vehicle will be towed to the respective servicing workshop. The cabby need not follow tow truck back to the workshop. The tow truck driver will hand over taxi to the security guard on duty. The security guard will record the date and time on the form provided by workshop. The nature of fault or defect will be clearly indicated on the tow sheet and together with the keys be handed over to security guard. Workshop will collect taxi from the security guard on next working day.

5. The cabby is responsible for the damage of any forms (i.e. physical, mechanical or electrical) caused to the taxi due to his/her negligence, mishandling or abuse. The cost of repairs shall be borne by the cabby and no downtime will be provided.

6. MDT Repair

   Cabby can send their taxi to MDT Service Centre at 600, Sin Ming Ave, CityCab building for repair.

   The MDT Service Centre is open on Monday to Friday, 8.00am to 5.00pm and on Saturday, 8.00am to 12.30pm. Closed on Sunday and Public Holiday.

Annex A

Code of Conduct for Taxi Drivers ("Dos" & Don'ts")

The conduct of each driver is important in our business of service provision. It is with good service that we can attract and retain our customers. Here's a look at a few highlighted codes of conduct.

Dos

- Have enough rest before you start your shift
- Dress professionally in shirt, dark-colored pants and covered shoes.
- Always keep the taxi and taxi boot clean.
- Maintain sufficient small notes and loose change at all times. If you do not have enough change for the fare and passengers request to break the note at a retail outlet or petrol kiosk mid-journey, stop the taxi meter. Resume the meter fare only after passenger returns to the taxi.
- Accept cashless payment willingly.
- Be friendly & courteous.
- Smile and practice safe driving habits at all times.
- Assist passengers with bulky items.
- Assist wheelchair-bound passenger into the taxi.
- Ensure passengers' belongings such as luggage are safely and firmly placed in the taxi boot before proceeding with the trip.
- Remember to turn on the taxi meter only when passengers are on board
- Report all lost & found items to the office in the shortest possible time.

Don'ts

- Smoke in taxi
- Start an argument with a passenger.
- Challenge passengers to complain against you
- Be racist or sexist in your remarks when conversing with passengers
- Engage in topics related to politics
- Cancel a booking job without a valid reason
- Miss your booking
- Pick up the wrong passenger for booking jobs
- Pick and choose passengers
- Tout and overcharge
- Reject cashless payment

Annex B

Driving Safety

We are committed to creating a safe driving culture for our drivers and passengers.
Here are some tips to keeping everyone stay safe on the road.

Vehicular Safety

- Adhere to your preventive maintenance servicing schedules at your designated workshops to ensure that your vehicle remains road worthy.
- Adhere to your vehicle inspection schedule when the inspection is due.
- Regularly visually inspect your vehicle for signs of wear or damage, and address any issues promptly to avoid potential safety hazards.

Road and Driver Safety

- Drivers should follow the following advisory:
    - Adhere to all traffic rules and signs.
    - Drive within the speed limit.
    - Ensure that you and all passengers wear seat belts throughout the ride.
    - Maintain a safe distance from other vehicles.
    - Stay alert and anticipate the actions of other drivers.
    - Avoid driving in a vehicle's blind spots.
    - Stop and allow heavy vehicles to negotiate turns first.
    - Watch for road surface hazards.
    - Be vigilant for the safety of pedestrians.
- Avoid distractions while driving by following these tips:
    - Do not use your phone for calls or texting while driving.
    - Use hands-free devices if necessary.
    - Avoid eating, drinking, or engaging in other distracting activities while driving.
- Alcohol and Drug-Free Driving:
    - Never drive under the influence of alcohol or drugs.
    - Be aware of the effects of prescription medication that may impair your driving ability.
- Fatigue and Ergonomic Management:
    - Take regular breaks during long driving shifts.
    - Avoid driving if you feel sleepy or fatigued.

Annex C

Registration of Relief Driver

1 All new relief drivers are to go through an interview at Drivers Recruitment Office. The MDT course will be schedule upon successful interview. Relief drivers are advice to attend the MDT course before registered as relief driver.

2 For registration, the relief driver must bring along NRIC, Taxi Driver Vocational Licence and Driving Licence.

3 The relief driver has to place a security deposit of $1000, registration fee of $15 (excluding GST) and annual fee of $10 (excluding GST).

4 The security deposit of $1000 is refundable (subjected to any outstanding liabilities) when the relief driver resigns from the Company.

5 An Identification Tag will be issued to the relief driver upon registration.

6 All our drivers must have an UOB savings account for payment and refund through GIRO.

i) Drivers are required to submit two copies of the GIRO authorisation form to the UOB bank for endorsement.

ii) After endorsement, a copy is kept by the bank and the other has to return to Comfort Office upon registration.

Annex D

SERVICE COMPONENTS & RATE – RAFFLES MEDICAL GROUP					
S/N	**TYPE OF SERVICES**	**DESCRIPTION OF SERVICES**	**WALK-IN RATE**	**RATES FOR CDG (SGD)**	**EXCLUSIONS (IF ANY)**
1	General Practitioner	Doctor's Consultation & Medications (During Office Hours / After Office Hours, up to 3 Generic Medications for Acute Illnesses)	$22.50 - $37.45 (consult fee only, medications price not included)	**$33.00 w/o GST/ $35.97 w GST (up to 3 Generic Medications for Acute Illnesses)**	Non-generic acute medications, chronic medications, Procedures, Minor Surgeries and investigations
2	Dental Services	<u>For All</u> a) Dental Scaling & Polishing Package includes: • Oral Examination and Diagnosis (with General Dentist) • Scaling and Polishing • Topical Fluoride b) Other GP Dental Services • X-Ray (Periapical) • X-Ray (OPG) • Fillings (each) • Fillings (each) • Inlay / Onlay (Ceramic / Composite) • Veneers (each) • Crowns (each) • CEREC (each) • Dentures • Extraction (per tooth) Child • Extraction (per tooth) Adult	 $26.75 $96.30 $53.50 - $128.40 (Amalgram) $74.90 - $214 (Composite) $695.50 - $1123.50 $321 - $1284 $1016.50 - $1551.50 $214 $321 onwards $48.15 - $128.40 $85.60 - $267.50	**$150.00** **10% off list price**	Medications, injections, X-rays, consumables and other investigations .
3	Statutory Check-up	Vocational License Examination (without X-ray) Vocational License Examination (with X-ray)		**$32.11 w/o GST/ $35 w GST** **$45.87 w/o GST/ $50 w GST**	Other Radiology and Laboratory investigations

S/N	TYPE OF SERVICES	DESCRIPTION OF SERVICES	LIST PRICE	RATES FOR CDG (SGD)	EXCLUSIONS (IF ANY)
4	Health Screening	Essential Packages 1. Raffles Classic 2. Raffles Lifestyle 3. Raffles Plus Enhanced Packages 4. Raffles Deluxe 5. Raffles Deluxe Plus (For Men / Ladies)	 $138.00 $238.00 $398.00 $498.00 $705.00	**10% off list price**	Optional add-on tests
5	Vaccinations	Flu Vaccination (4-in-1) Hepatitis A Vaccination (2 doses) Hepatitis B Vaccination (3 doses) Varicella Vaccination (2 doses) All other Vaccinations	$35.97 $74.73 per dose $54.45 per dose $104.64 per dose	**$26.00 w GST** **10% off list price**	
6	Other Value-Added Services	Cervical Cancer Vaccine Package for Spouse & Children (Package includes 3 doses & 1st doctor's consultation). Medisave claimable up to $500 per account per year.	$720	**$698.00**	Add-on tests, Procedures, Minor Surgeries, Radiology, Laboratory investigations

Terms & Conditions

- Prices quoted are in Singapore dollars and inclusive of the prevailing GST.
- Prices quoted are subject to change per the prevailing GST.
- Prices are subject to change without notice.
- The quoted prices are not applicable for other ongoing credit card programmes and corporate programmes.
- Items in the package are non-exchangeable and non-refundable, including unutilised portion.
- Appointment is required for health screening and vaccination services.
- Medical Check-up is only available at Raffles Medical clinics with X-ray facilities.
- Applicable at Raffles Medical (Singapore) clinics.
- Listed terms are subject to change without prior notice.
- GP Services, Medical Check-up, Health Screening & Vaccinations are available at the following branches:

  Raffles Place (with X-ray facility), Anson Centre, Capital Sky, Marina Bay Finance Centre, Marina Square, Shaw Centre, Holland Village, Jurong East (with X-ray facility), Jurong Point, Clementi, Harbourfront, Lot 1, Hillion Mall, Yew Tee Point, Changi Airport Terminal 3 Basement 2 (with X-ray facility), Changi City Point, Eastpoint Mall, Whitesands, Tampines One, Bedok North, Siglap Centre, Joo Chiat, Marine Parade, Ang Mo Kio, Toa Payoh, Bishan, Causeway Point, Sembawang, Northpoint City, Woodleigh, Nex, Hougang Central, Rivervale Mall, Compass One, Waterway Point.

- For offer on 2 a) Dental Scaling & Polishing Package: -
  - The price quoted does not include practice cost, costs of prescribed medications, injections, x-ray and other investigations.
  - The price reflects the types of services offered by the general dental practitioner, time spent on and complexity of the case. Patients will be informed before treatment if any fees to be charged differ from those listed above.
  - Full payment will be collected before laboratory works (if any) can be processed.
  - Not to be used in conjunction with any other ongoing promotions, packages, or privileges.
  - Corporate discount does not apply to laboratory work, oral hygiene products, medication and other services by external vendors, etc. and specialist dental services.
  - Consumables charge is applicable for every dental visit. The consumable charge is for items such as disposable gloves, gowns, cups and bibs, disinfectants, autoclave pouches etc.

Method of Verification

- ComfortDelGro Company Identification Pass & NRIC must be presented at registration.
- Immediate Family Members present photocopies of ComfortDelGro Company Identification Pass or show the copy via handphone.
- 3rd Party fleet drivers taking jobs from Zig platform will present their photos in Zig Driver app.

Annex D

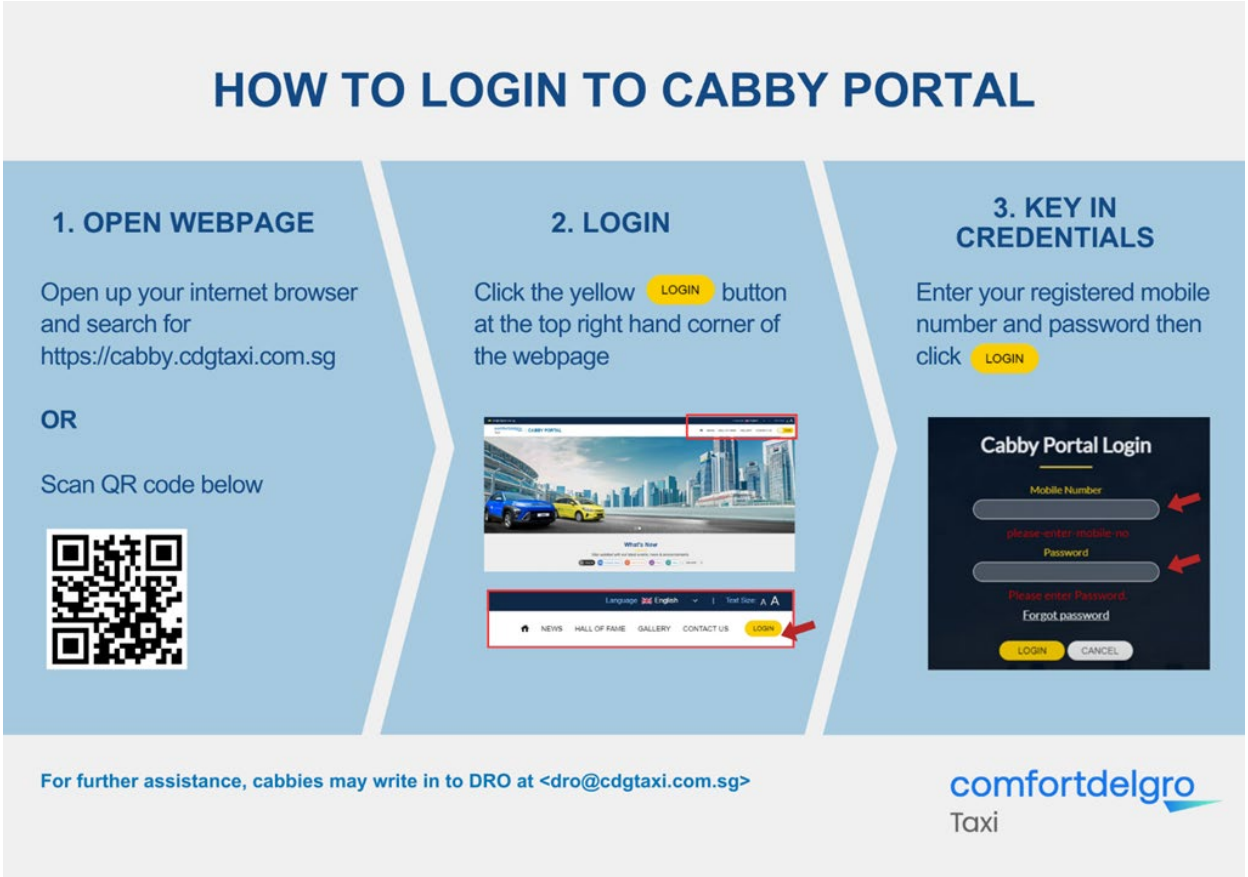
Cabby Portal: Steps to Login

Step 1: Log in from 'https://cabby.cdgtaxi.com.sg'



Step 2:

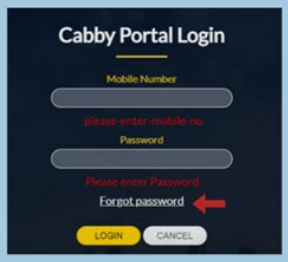
- Key in your mobile number registered with us.
- Default password: Date of Birth in this format – DDMMYY (Eg: 010179)
- If you are unable to log in, click "Forgot Password" to reset. Your new password must contain at least one upper-case, one lower-case, one number and one symbol (-, _, $ or %) with a minimum length of 8 characters.



WHAT IF I FORGET PASSWORD?

1. FORGET PASSWORD

Click 'Forgot password' button on the login page



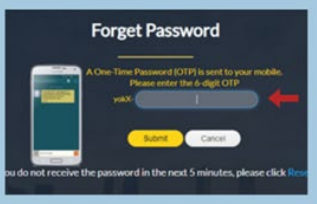
2. KEY IN CREDENTIALS

Key in last 4 characters of your NRIC (e.g. 123A) and your registered mobile number. Select Submit



3. ONE TIME PIN

Wait for the one-time pin (OTP) to be sent to your registered mobile number. Key in and click Submit



For further assistance, cabbies may write in to DRO at <dro@cdgtaxi.com.sg>

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WHAT IF I FORGET PASSWORD?

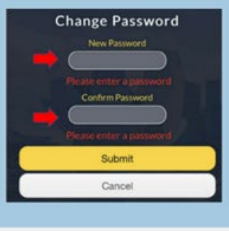
4. ENTER NEW PASSWORD

Key in a new password and select Submit

Password must contain at least:

- One upper case,
- One lower case,
- One number,
- One symbol, and
- Have a minimum of 8 characters

Example: Lee1969$



5. SUCCESSFUL PAGE

Password has been successfully changed once you have reached this page. Click Login



6. RELOGIN

Key in your new credentials and select LOGIN

You may now access your Cabby Portal account



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Updated on 9 July 2025
Version: V1.6

HOW DO I VIEW ALL THE LATEST NEWS?

1. LOGIN TO CABBY PORTAL

Enter your registered mobile number and password and then click LOGIN



2. SELECT NEWS

Click the 'NEWS' tab at the top right corner of the webpage



3. VIEW ARTICLE

The page will show all the latest news available to you

You may click into each article for more information



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HOW DO I VIEW MY NOTIFICATIONS?

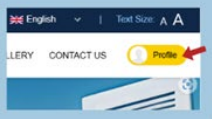
1. LOGIN TO CABBY PORTAL

Enter your registered mobile number and password and then click LOGIN



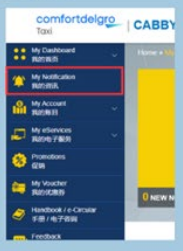
2. GO TO PROFILE

Click Profile button at the top right corner of the webpage



3. SELECT MY NOTIFICATION

Click My Notification tab from the menu on the left side of the webpage



4. VIEW NOTIFICATION

This page will show the latest notifications available

You may click into each notification for more information



For further assistance, cabbies may write in to DRO at <dro@cdgtaxi.com.sg>

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