

E-RIVE Member Handbook

Welcome to E-RIVE Car Share!

Thank you for choosing E-RIVE for your driving needs! We are very excited to have you aboard! This handbook will guide you through the ins and outs of our company and give you the tools you need to make your experience with E-RIVE a convenient, cost-effective, and efficient experience. We are looking forward to partnering with you through E-RIVE. As a way of introduction, here is a brief overview of why we do what we do:

Our Vision at E-RIVE

To enhance the lives of people through innovative transportation options while being a good steward to the planet.

What We Are Doing

There are currently many facets of the transportation industry. We feel there is a significant gap between car-share and car rental services. Filling this gap with the right solution will bring many benefits as well as reduce many barriers for people of all kinds. By blending some of the favorable attributes of car-share with some of the favorable attributes of car rental, we are creating solutions which bring new options and cost savings to the market.

Welcome to E-RIVE!

Contact Information:

24/7 contacts:

info@E-RIVE.com

(312) 248-3113 (Roadside assistance only)

www.E-RIVE.com

Office address :

1538 N. Western Ave.

Chicago, IL 60622

Incorporation of Handbook into Member Contract

This Handbook is incorporated by reference into the Member Contract signed by each Member. It is each Member's agreement and responsibility to comply with all terms and provisions of both the Member Contract and Member Handbook. Failure to do so may constitute a breach of the Contract.

MEMBERSHIP

Eligibility

Eligible applicants for membership must be 23 years of age or older, have a valid and active US driver's license, have at least a three year driving history, and must not exceed the following in the most recent three years:

1. No more than three moving violations, or
2. No more than one accident and one moving violation, or
3. No violations or accidents if under the age of 25, or
4. Not have one of the following within the last five years:
 - a. Alcohol or drug convictions
 - b. Vehicle manslaughter or assault
 - c. Hit and run, involving a motor vehicle
 - d. Lending chauffeur's or operator's license
 - e. Reckless Driving

- f. Felony involving a motor vehicle.

Applicants must also have a valid credit card and accept the terms of the Member Contract and Member Handbook. E-RIVE reserves the right to decline membership for any reason.

Application Process

1. Applicant must register online at the E-RIVE website at www.E-RIVE.com/join, complete the application process, and be approved by E-RIVE staff.
2. Upon submittal, a non-refundable application fee will be charged against the credit card.
3. Upon approval, if the applicant had selected the enhanced Damage Fee Waiver, it will be charged against the credit card at this time.
4. Approved Applicants will receive instructions for upcoming orientations. This is where we will demonstrate how our program works, answer any questions you may have and learn how to reserve and unlock the vehicles.
5. Applicant will become an active Member of E-RIVE and will be eligible to reserve our vehicles.

Document

The most recent versions of the Member Handbook and the Member Contract can be found at www.E-RIVE.com/contract and www.E-RIVE.com/handbook. It is the Member's responsibility to maintain compliance with the most recent versions.

Uber

All E-RIVE vehicles are approved for use with Uber. Active and approved Uber partners must ensure that their Uber Email and Uber Phone Number are on account with E-RIVE before they attempt to use E-RIVE vehicles for use with Uber. If you are not already an approved Uber partner and would like to become one, let us know and we will facilitate this process for you. Please note: All E-RIVE reservations associated with Uber must be made at least 36 hours in advance in order for Uber to recognize the Member as the driver in the vehicle for that particular shift. More information can be found at www.e-rive.com/E-RIVEforUBER.

Plan Pricing

- Unlimited miles
- Gas vehicle - \$46 per shift (plus applicable taxes)
- 100% Electric vehicle - \$49 per shift (plus applicable taxes)
- Friday/Saturday/Sunday/Holiday surcharge - \$5.50 per shift (plus applicable taxes)
- Immediate payment
- Insurance and Maintenance - \$2.30 per shift
- WAV Vehicle Pricing Single Shift- \$650.00
- WAV Vehicle Pricing Split Shift - \$325.00

Notes: Hybrid vehicles are considered gas vehicles for shift charge purposes. Cost of gasoline is always the responsibility of Member. Electricity is covered by E-RIVE if vehicle is brought to an E-RIVE charging station. Electricity is covered by Member if vehicle is not charged at an E-RIVE charging location.

Taxes

All taxes are the responsibility of the Member. The following taxes will apply to shift reservation fees based on location of the reserved vehicle:

- IL Automobile Rental Tax @ 12%
- Chicago Motor Vehicle Lessor Tax @ \$2.75 per reservation unless reservation is linked with an active Uber session.

Tolls

E-RIVE has an account with I-PASS and each vehicle is assigned its own I-PASS transponder. Members will be charged for tolls that are accrued on the vehicle for their reservation time (E-RIVE does not charge a fee for this service). Members should not use their own I-PASS transponder to pay for tolls. Members are responsible for all tolls, and should make sure I-PASS is accepted at toll booths to avoid violations.

Fees

- Non-refundable Application fee: \$169.00
- Non-refundable Application Express fee: \$15.00
- Annual Membership fees: \$0.00
- Reservation Cancellation fee: Changes or cancellations must be made at least 36 hours before the start of your reservation or within 3 hours from the time you book your reservation to avoid incurring a fee. The fee is equal to the full cost of the reservation.
- Unlock Vehicle fee: \$25 to unlock/lock vehicle when it is a member caused error.
- Low Fuel fee: \$25 plus the “cost of gas”. Members are required to bring the vehicle back with the tank full. E-

RIVE will credit the next reservation for the "cost of gas" if they do not receive a tank that is full.

- Member must provide proof of purchase of gas at the beginning of the shift to receive a reimbursement, and email to E-RIVE.com.
- Reimbursement will be factored in on the next invoice
- Unplugged Vehicle fee: \$50 for failure to plug in electric vehicle at end of reservation
- Vehicle Relocation fee: \$25 plus associated costs, including towing, when vehicle is not returned to pick up location
- Late Vehicle Return fee: 1st Time Violation- Cost of shift, Subsequent Violations- \$75
- Member Fault Road Service fee: \$25 plus associated costs
- Vehicle Cleanliness fee: \$50 plus the cost of cleaning
- Damage fee: Up to a maximum of \$1,000 (without enhanced Damage Fee Waiver)
- Late Payment fee/declined credit card fee: \$25
- Traffic or Parking Violation fee: \$25 plus the cost of violation and towing. This will only apply when E-RIVE needs to resolve the incident, since Members are responsible for their infractions during their reservation.
- Cost of tow – Member is responsible for the cost of getting the vehicle towed.
- Accident administration fee - \$125

- Vehicle Tampering fee: \$500 plus cost of damage (if applicable)
- Unauthorized Driver fee: \$500 plus associated costs
- E-RIVE is not responsible for the drivers status on the UBER platform. The Member is still held liable for the shift cost.

Continuation of Membership

Member is required to maintain an active, non-suspended, valid driver's license at all times. Member is to abide by the Terms and Conditions set forth in the Member Contract as well as the Terms and Conditions set forth in the Member Handbook. Member is required to immediately report all traffic moving violations to E-RIVE, whether while driving an E-RIVE vehicle or another vehicle. Upon signing of this agreement, Member authorizes E-RIVE to periodically or spontaneously check with the Department of Motor Vehicles in the State of the Member's driver's license to request the driving record of the Member.

Suspension of Membership

A suspension of membership is a condition of the membership whereby the Member is temporarily unauthorized to drive an E-RIVE vehicle or make a reservation. E-RIVE reserves the right to place a membership on suspension for any reason deemed reasonable to E-RIVE. Suspension will be lifted at the discretion of E-RIVE management. The following are explicit reasons a membership can be placed on suspension:

- The Member has been in a collision while driving an E-RIVE vehicle. The Membership will be automatically suspended until an investigation has been completed.
 - A minimum of 48 hours deactivation

- The Member does not report a moving violation, whether or not the Member was driving an E-RIVE vehicle.
- The Member fails to report damage to an E-RIVE vehicle.
- The Member's credit card on file is declined for any reason, including expiration, overdraft, or cancellation of credit card.
 - The Membership will be automatically suspended until a valid credit card is re-assigned to the account and all outstanding debts have been cleared.
- The Member does not follow the laws of the State and Municipality in regards to electronic devices, and/or incurs a violation for distracted driving.
- The Member does not follow the laws of the State and Municipality in regards to seat belt use, including the proper seating for children.

A record of the suspension will remain in the Member's file. The suspension will not adversely affect the Member's benefits, unless another infraction occurs, in which case E-RIVE reserves the right to lengthen the suspension or terminate the membership.

Termination of Membership

A termination of membership is a condition of the membership whereby the Member is permanently unauthorized to drive an E-RIVE vehicle or make a reservation. E-RIVE reserves the right to terminate a membership for any reason allowable by law and deemed reasonable to E-RIVE. After termination, the

former Member is still responsible for any charges or fees due to E-RIVE.

The following are explicit reasons a membership can be Terminated:

- E-RIVE has found that the Member has willfully and/or intentionally damaged an E-RIVE vehicle.
- The Member has failed to notify E-RIVE that they were involved in an accident during their reservation.
- The Member has driven an E-RIVE vehicle while under the influence of alcohol or any other drug, prescription or otherwise.
- The Member allowed someone else, including another Member or valet, to drive the vehicle during their reservation.
- Information provided by the Member to E-RIVE was found to be false, especially related to the application process or in regards to their legal driving status or driving record.
- The Member has repeatedly disregarded the terms and conditions in the Member Handbook or Member Contract.
- The Member drove an E-RIVE vehicle on an expired or suspended driver's license.
- E-RIVE reserves the right to terminate membership for any reason allowable by law.

Upon termination of Membership, payment will be required for all charges and fees accrued to date. E-RIVE will attempt to collect the past due balance from the former Member. If E-RIVE is not successful in reaching the former Member or reaching an understanding, legal action may be initiated.

Cancellation of Membership

Members are free to cancel their membership at any time and for any reason. Members will need to contact the E-RIVE office at info@E-RIVE.com to make this arrangement.

INSURANCE AND DAMAGE

Insurance Coverage

E-RIVE provides the following coverage for our Members:

- Automobile Liability with a limit for Bodily Injury of \$50,000 per person/\$100,000 per accident and a limit for Property Damage of \$25,000 per accident
- Uninsured Motorists Protection with a limit of \$25,000 per person/\$50,000 each accident
- Underinsured Motorists Protection with a limit of \$25,000 per person/\$50,000 each accident

As respects Automobile Physical Damage (Comprehensive and Collision) to the vehicle itself, the Member is responsible for:

- \$2,500 deductible per accident unless and enhanced Damage Fee Waiver is purchased
- \$0 deductible if Member purchases the enhanced Damage Fee Waiver for \$80 per year

Damage Fees

Member is responsible, if no enhanced Damage Fee Waiver is purchased (see below), for a maximum of \$2,500 for damages that were incurred during their reservation. The Damage Fee could be waived if the other driver is found to be 100% at-fault and is sufficiently insured. Members are not held responsible for normal wear and tear on the vehicle. **It is critical you inspect the vehicle inside and out before you begin every**

reservation and report any damage before driving your shift. This will ensure you will not be held responsible for damage prior to your reservation.

- The Damage Fee will be charged to the Member's credit card after an investigation and estimate for repairs have been completed.
- If an enhanced Damage Fee Waiver was purchased prior to the incident, and still active, Member will not be responsible for physical damage to the vehicle.
- The cost of damage to the vehicle does not include towing, or other required services.

Damage Fee Waivers

Members can, at the time of their application or any time thereafter, purchase an enhanced Damage Fee Waiver. An enhanced Damage Fee Waiver will reduce or completely remove the Damage Fee from the Member for one year from the effective date, or until a single incident occurs. The Damage Fee Waiver is non-refundable.

If no enhanced Damage Fee Waiver is purchased, the maximum charge for physical damage to the vehicle is \$2,500. This would include liability due to E-RIVE for any damage incurred on or in the vehicle from an accident, any damage that could happen to the vehicle when it is left unattended, theft, vandalism, or any other incident that causes damage to the vehicle.

All Members will automatically have the basic Damage Fee Waiver, after receipt of application fee, set at \$2,500.

Some credit cards and Personal Automobile policies may cover a portion of the Damage Fee. Members should check with their Credit Card Company and/or Insurance Carrier to determine whether any such coverage is provided in their own particular case. In the event of an accident, the Member must communicate the existence of any such coverage to E-RIVE. Otherwise, the assumption is that the Member will be personally responsible for the entire Damage Fee.

RESERVE AND DRIVE

Making a Reservation

All reservations will need to be made using our online reservation system. **There will be no phone reservation services available.** All reservations should be made at least 36 hours in advance to ensure access to the E-RIVE reserved vehicle. Changes or cancellations to a reservation must be made at least 36 hours before the start of your reservation or within 3 hours after you book your reservation to avoid incurring a fee.

Length of Reservations

All reservations last seven hours. Each day is divided into the following seven hour shifts:

- Morning shift - 4AM TO 3PM
- Afternoon shift - 4PM to 3AM

Note: The hour between shifts is free of charge if the Member reserves consecutive shifts.

Distance Limits of Reservation

Unlimited mileage is included with every reservation. The only restriction is that Members can only drive on US roadways and return the vehicle on time.

Hand Controls

Please let E-RIVE know at least 24 hours in advance of the reservation to give us time to install hand controls if they are needed.

Extending a Reservation

Members should not expect to be able to extend a reservation on short notice. E-RIVE vehicles are in high demand and usually reserved. Under no circumstances will a Member be allowed to extend a reservation beyond the time allotted without first contacting E-RIVE and gaining approval.

Pick Up

The pickup location will be included in the reservation and will be where you will find your reserved vehicle. Members are required to drop off the vehicle at the same location it was picked up. If the vehicle's pickup location is blocked at the time of return, Members should contact E-RIVE to receive instruction on where to park the vehicle.

Members are responsible for inspecting the vehicle to check for any damage or cleanliness concerns before beginning the reservation. Members are required to immediately report any damage or cleanliness problems found prior to driving the vehicle in order to protect themselves from responsibility for that concern. Members are responsible for all damages and cleanliness problems found at the end of their reservation, whether or not they are reported.

Members are required to unlock and lock the vehicle during their allotted reservation.

Member is required to understand the safe operation of vehicle before attempting to drive it. If Member is not sure how to

safely operate the vehicle, it is the responsibility of the Member to notify E-RIVE immediately. Damage fees will be applied if vehicle is damaged due to driver neglect.

Authorized Use of Vehicle

Member is responsible for using the vehicle in a manner that does not go beyond the normal utilization of the vehicle.

Permissions:

- E-RIVE allows Uber members to use E-RIVE vehicles to provide services to Uber. E-RIVE needs to be notified if an Applicant or Member intends on using an E-RIVE vehicle for Uber.
- E-RIVE allows Members to use bicycle racks on rear of vehicle, as long as no damage occurs.

Exclusions:

- Towing – Member may not tow a trailer or any other vehicle behind an E-RIVE vehicle. Damage fees and suspension or termination could result.
- Roof carriers – Member may not install any type of bike carrier, container, or any other device on top of the roof. Damage fees and suspension or termination could result.
- The Member who reserved the vehicle is to be the only driver of E-RIVE vehicle for that reservation.

Other:

- Member is required to return the vehicle immediately to the pickup location if E-RIVE requests the return.

Driving

Members are required to carry their driver's license with them at all times while driving an E-RIVE vehicle. Start the vehicle and you are on your way!

Members are required to maintain control of the vehicle at all times. No other drivers are allowed to drive the vehicle, even if they are a Member of E-RIVE or a valet.

Members are required to drive the E-RIVE vehicle in a safe manner at all times. Members are required to follow all traffic laws in the jurisdiction in which they are driving. Members are required to report any infractions to E-RIVE as soon as possible.

Members are required to park the E-RIVE vehicle in a safe and legal parking space when leaving it unattended.

Drop Off

Members are required to bring the vehicle back to the same location it was picked up from. Member is responsible for bringing the vehicle back on time with a full tank of gas. If the gas tank is not full, Member will be charged to refuel vehicle plus a \$25 processing fee. The charge for the refueling will credit the account of the Member of the next reservation.

Member is required to do a walk around the vehicle to ensure that the exterior and interior of the vehicle are not damaged or dirty and all personal items are removed. Clean the vehicle if necessary. For the walk around, check the vehicle for any scratches, dents, or other damage to ensure there were no incidents. Any damage found needs to be reported to E-RIVE immediately.

Member is required to lock the vehicle. This will ensure the safety of the vehicle until the next reservation.

Members that drive electric vehicles have an additional responsibility of making sure that it is plugged in at the end of their reservation. During the reservation, the Member is required to pay for electric charges at charging stations that are

not a charging station designated by E-RIVE. If Member brings electric vehicle to an E-RIVE charging location, Member will not be charged for electricity. It is not necessary to bring an electric vehicle back to the charging location with a full charge at the end of the reservation. However, returning an electric vehicle without plugging it in at the charging station will result in a fee.

Members are required to report the following to E-RIVE:

- If vehicle has been in an accident
- If vehicle has been stolen
- If Member has received a moving violation
- If Member has received a toll violation that Member is not paying through mail.
- If Member has received a parking violation that Member is contesting or not paying through mail.
- If E-RIVE is notified by a Municipality of a parking violation that has lapsed, E-RIVE will pay for the violation and will charge Member a \$30 processing fee plus the cost of the infraction.

Road Service

Member is required to contact Customer Service if there is a mechanical problem with the vehicle. E-RIVE will dispatch Road Service, when necessary, which is available 24/7.

Member may be liable for the cost of the road service if it is due to driver error.

Accidents

Members are required to ensure the safety of their passengers, the safety of the vehicles, and safety of all involved to the best of their ability. Members are required to make sure 9-1-1 has

been called if injuries are involved. In addition, Members will need to report the accident to E-RIVE as soon as it is in their power to do so. Membership will be automatically suspended until E-RIVE does an investigation into the incident.

Here are the steps Members are required to take if they get into an accident with an E-RIVE vehicle:

- Make sure all people involved are not injured and do not need immediate help. Call 9-1-1 immediately if you see someone needs emergency help and do not move the vehicles. Members are required to move the E-RIVE vehicle out of traffic if it is in their power to do so. Sometimes, in major cities, an officer will not come to the scene. In this case, get all the identification, insurance, and vehicle information of the other party, and go to the nearest police station, preferably with all the parties involved, and make out a police report.
- Obtain critical information. Members are responsible for gathering the required information of those involved in the accident.
 - Name and contact information of all involved.
 - Driver's license number and state of all involved.
 - Insurance policy number and carrier of all involved.
 - Make, Model, and VIN numbers of all vehicles involved.

- Any pictures that show damage to E-RIVE vehicles and other vehicles
 - Contact information of any witnesses
- Try your best to cooperate with the other drivers and police officers.
- Write down for yourself what happened, including the direction you were traveling, the speed of your vehicle, a list of traffic signals that were in the vicinity, as well as a detailed description of exactly what happened.
- Members are required to call E-RIVE in the event of an accident as soon as it is in the Member's power to do so. At this time, E-RIVE will assist Member as to next steps he or she needs to take.
- If driver is on UBER app, driver is required to report the accident to UBER as soon as possible.

Theft

Members must call E-RIVE immediately if their vehicle has been stolen. E-RIVE vehicles are equipped with anti-theft and tracking devices which allow us to swiftly retrieve the vehicle. If you follow the E-RIVE instructions when exiting and entering the vehicle, the car will be immobile when unattended. Make sure you follow instructions carefully, as additional damage fees can be applied if the vehicle is left in an unlocked condition.

Pets in Vehicles

Members with pets or have passengers with pets are required to keep the pets in pet carriers at all times while in the vehicle. Exceptions will be made for Members or passengers with animal supported disabilities. Any animal hair or dander left in

the vehicle will need to be removed. Any pet related effects remaining in the vehicle after the reservation will result in cleaning fees.

Smoking in Vehicles

Members are required to keep the E-RIVE vehicles smoke free. This includes cigarettes, cigars, pipes, and e-cigarettes. Any smoke damage reported will result in cleaning fees.

Cleanliness

Members are responsible for the cleanliness of E-RIVE vehicles. Members are required to remove all of the following items before leaving vehicle at end of reservation:

- Any loose items such as food containers, newspapers, or trash.
 - Any pet hair or dander left in the vehicle if a pet was transported.
 - Any personal items such as umbrellas, electronic devices, or any other personal belongings. E-RIVE is not responsible for loss or damage to any items that were brought in and/or left behind in E-RIVE vehicles.
 - Note: E-RIVE will assist Member in recovery of lost items, but E-RIVE cannot guarantee recovery.
 - E-RIVE is not responsible for lost or stolen personal items
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- [E-RIVE is not responsible for the drivers status on the UBER platform. Member is still held liable for the shift cost](#)