

Date of entry into force of the General Platform Terms for Drivers (“General Platform Terms”): 1 August 2025.

These General Platform Terms together with other documents as defined in Clause 1.1 form a binding agreement governing the use of Bolt App and Bolt Driver Account by the Drivers, who have contracted with the Partner for provision of the Transportation Services and that Partner has entered into a Partnership Agreement with Bolt (“Agreement”).

By registering on the Bolt App via “REGISTER AS A DRIVER” option, you agree to enter into and be bound by the Agreement. This includes the terms outlined in these General Platform Terms, any modifications or additions published by Bolt from time to time on the website <https://bolt.eu/en-tw/legal/?category=rides> and/or the Bolt App, and any other terms included in the Agreement.

1. DEFINITIONS

1.1. Agreement – consisting of: 1.1.1. these General Platform Terms; 1.1.2. special terms displayed in Bolt App, e.g. regarding price info or service descriptions; 1.1.3. the Drivers guidelines; 1.1.4. privacy notice/policy; and 1.1.5. other terms referred to in the Agreement as may be amended from time to time, published at <https://bolt.eu/en-tw/legal/?category=rides> and/or the Bolt App or another link as determined and updated by Bolt.

1.2. **Bolt** (Bolt, its affiliate or any group company, also referred to as “we”, “our” or “us”) – **Bolt Services (Taiwan) Ltd.**, a company limited by shares incorporated and registered under the laws of Taiwan having its registered office at 15F, No. 531, Sec. 4, Zhongxiao E. Rd., Xinyi Dist., Taipei City, Taiwan [Explore Bolt services | The all-in-one mobility app | Bolt](#) .

1.3. Bolt App – a smartphone/mobile application developed and launched by Bolt for Drivers and Passengers to request and receive Transportation Services.

1.4. Bolt Driver Account – access to Bolt’s website containing information and documents regarding usage of the Bolt Services in the course of provision of Transportation Services, including accounting documentation. Driver may access the Bolt Driver Account at <https://bolt.eu/zh-tw/driver/> by entering username and password.

1.5. Bolt Fee – the fee that the Partner is obliged to pay to Bolt for using the Bolt Services (including the Bolt Platform).

1.6. Bolt Platform – technology (including the Bolt App and Bolt’s other websites, facilities and platform) connecting Passengers with Drivers to help them move around cities more efficiently.

1.7. Bolt Services – services that Bolt provides to connect the Drivers and Passengers, including provision and maintenance of Bolt App, Bolt Platform, In-app Payment, customer support, communication between the Driver and the Passenger and other similar services. For the avoidance of doubt, the services provided by Bolt do not include the Transportation Services, which are provided directly by the Drivers to the Passengers, through the dispatching services provided by the Partner via the Bolt App.

1.8. Driver (also referred to as “you”) – the person who has contracted with Partner to accept the Partner’s dispatching service for providing Transportation Services via the Bolt Platform. Each Driver will get a personal Bolt Driver Account to use Bolt App and Bolt Platform.

1.9. Fare - means the fee displayed in the Bolt App (for Multi Purpose Taxi (MPT) trips) or taxi meter (for Yellow Taxi (YT) trips) that a Customer or Passenger is obliged to pay for provision of the Transportation Services, including any applicable tolls, taxes and any other fees or charges that may be due for a particular use of the Transportation Services.

1.10. In-app Payment – cards or other payment methods used by the Passenger via the Bolt

App to pay for the Transportation Services.

1.11. Passenger – a person receiving Transportation Services by using Bolt Platform.

1.12. Partner – fleet holding a valid taxi carrier service license who have contracted with Bolt to use matching platform services provided by Bolt Taiwan in the Territory. The Driver has contracted with Partner to receive taxi carrier services, among others the dispatching services.

1.13. Tip – a gratuity offered by the Passenger at their sole discretion in addition to the Fare paid to the Driver.

1.14. Transportation Services – transport service a Driver is providing to Passenger whose request Driver has accepted through the dispatching services provided by the Partner via the Bolt App.

2. ENTRY INTO THE AGREEMENT

2.1. Prior to using the Bolt Services, you must sign up by providing the requested information in the signup application on our website/ Bolt App and uploading necessary documentation as required by us. After clicking the "Sign up" button located at the end of the signup application, there will be a verification code (OTP) sent to the Driver's mobile phone number as part of the registration process. Upon successful completion of the signup application, we will provide you with a Bolt Driver Account accessible via a username and password. By clicking the "Sign up" button, you represent and warrant that:

2.1.1. you are competent and have the legal capacity under Taiwan law to enter into an agreement with us to use the Bolt Platform for providing the Transportation Services through the dispatching services provided by the Partner via the Bolt App;

2.1.2. you have carefully studied, fully understood and agree to be bound by these General Platform Terms, including all obligations that arise as provided herein and from the Agreement;

2.1.3. all the information you have presented to us is true, accurate, not misleading, correct, current and complete;

2.1.4. you will keep the Bolt Driver Account and profile information accurate and updated at all times;

2.1.5. you will keep the Bolt Driver Account information (including your login details) confidential and secure;

2.1.6. you will not authorize other persons to use your Bolt Driver Account nor transfer or assign it to any other person;

2.1.7. you will not use the Bolt Services for unauthorized or unlawful purposes, nor engage in any conduct that could impair the proper operation of the Bolt Services; and

2.1.8. you will at all times fully comply with all applicable laws and regulations, including (but not limited to) laws regulating vehicles, vehicle license, taxi driver's professional registration, passenger transportation, taxi dispatchment, compulsory liability insurance, and e-hailing services, as well as tax and any statutory contributions laws.

2.2. The Partner will be responsible for paying and settling the Fare for the Transportation Services. It is your responsibility to ensure that the bank account details maintained by the Partner are accurate and up to date. Bolt does not verify or manage these details and will not be held liable for any failed or misdirected payments caused by incorrect or outdated information.

2.3. After submitting the signup application, you will receive an e-mail with additional conditions that must be met in order to use Bolt Services. These conditions may include, but are not limited to, meeting health requirements, providing a taxi driver certificate issued by police authority, holding a valid vehicle registration, driving licence providing proof of compulsory liability insurance for the vehicle, owning a GPS-supporting mobile device, and any other conditions as described in the pertinent e-mail. You hereby confirm that the information provided to Bolt is true

and accurate and you shall indemnify us against any damage resulting from the incorrectness of such information. You will notify Bolt immediately upon any amendment or update of the information registered with the relevant authority as well as your personal information and any other information related to the provision of Transportation Services by the Driver through the dispatching services provided by the Partner via the Bolt App. The failure to comply with the provided requirements and conditions shall result in a breach of the Agreement and may result in termination of the Agreement and right to use the Bolt Services.

2.4. Bolt may assign any of our rights or obligations arising from the General Platform Terms or Agreement to Bolt group companies and/or partners. This may include, among else, assigning the rights and obligations regarding reviewing documents related to signup applications, trainings, licensing the Bolt App, etc. Details of the Bolt group companies and partners can be accessed here: <https://bolt.eu/zh-tw/cities/taipei/>. You agree to use your best efforts to provide the necessary cooperation and take the required actions as requested by Bolt to ensure that any transfer and/or assignment of rights and/or obligations as stipulated under this Clause 2.4 is legally effective.

2.5. Bolt conducts user authentication for Driver by reviewing the documents that Driver submits to sign up as Driver and requiring Driver to verify their identity from time to time via taking selfies or other means as determined by Bolt. As outlined in Clause 11, all personal data will be processed in compliance with the applicable Data Privacy Laws (as defined in section 11.1 below).

2.6. By registering to use the Bolt App to provide the Transportation Services through the dispatching services provided by the Partner and agreeing to enter into the Agreement, the Driver (you) hereby confirms that you have read, fully understood, agreed to, and committed to complying with the Agreement.

3. RIGHT TO USE BOLT APP AND BOLT DRIVER ACCOUNT

3.1. License to use the Bolt App and the Bolt Driver Account. Subject to your compliance with these General Platform Terms, the Agreement and other agreements with Bolt, we hereby grant you a non-exclusive and non-transferable license to use the Bolt App and the Bolt Driver Account. The license does not grant you the right to sublicense, assign, or otherwise transfer any rights to the third parties.

3.2. In the course of using the Bolt App and/or Bolt Driver Account, you shall not:

3.2.1. decompile, reverse engineer, or otherwise attempt to obtain the source code of the Bolt App, the Bolt Driver Account or other software of Bolt;

3.2.2. modify the Bolt App or the Bolt Driver Account in any manner or form or to use modified versions of the Bolt App or Bolt Driver Account;

3.2.3. transmit files that contain viruses, corrupted files, or any other programs that may damage or adversely affect the operations of Bolt Platform, Bolt App, or any other Bolt Services;

3.2.4. attempt to gain unauthorized access to the Bolt App, Bolt Driver Account or any other Bolt Services.

3.3. If you engage in any of the actions described in Clause 3.2 above, or upon the occurrence of any termination events as set forth in Clause 13 below, the license granted in this Clause 3 shall automatically terminate, and the Agreement shall be terminated simultaneously. Upon termination of the Agreement, you must immediately stop using the Bolt App as a Driver and the Bolt Driver Account, and we are entitled to block and delete your Bolt Driver Account without prior notice.

3.4. Using tags and labels of Bolt. Additionally, via the Partner, we may give you tags, labels, stickers or other signs ("Signs") that refer to Bolt brand or otherwise indicate you are using the

Bolt Platform. We grant you a non-exclusive, non-sublicensable, and non-transferable license to use such Signs solely for the purpose of indicating you are using the Bolt App to provide Transportation Services through the dispatching services provided by the Partner. Upon termination of the Agreement, you must remove and discard any Signs referring to the Bolt brand within one (1) day or such other period as specified by Bolt and stop utilising any of such Signs that refer to Bolt brand.

3.5. All copyrights and trademarks, trade secrets and other intellectual property (whether registered or unregistered), including but not limited to source code, databases, logos and visual designs are owned by Bolt and protected under applicable copyright, trademark and/or trade secret laws and relevant international treaty provisions. By using the Bolt Platform or any other Bolt Services you do not acquire any rights of ownership to any intellectual property. You may not copy, modify, distribute, sell, sublicense, reverse engineer, or otherwise exploit any intellectual property associated with the Bolt Platform without Bolt's prior written consent.

3.6. To ensure safety of the Bolt Platform, Bolt may ask you to verify your identity from time to time to ensure that the person using Bolt App is the same person whose information is provided in the signup application. You will not be permitted to provide Transportation Services until you pass the verification process. If you fail or any person acting on your behalf fails to pass the verification process, your Bolt Driver Account may be suspended or terminated, depending on the circumstances.

3.7. Rooting, jailbreaking or modifying your mobile device at the hardware or operating system level in any way contrary to the manufacturer's instructions renders the device vulnerable to mobile threats. The Driver acknowledges that we are not responsible for any loss associated with the use of such a modified mobile device and that we have no obligation to support the use of such a device.

3.8. Driver shall not run, and shall not permit others to run or cause to be run, any programs or scripts for the purpose of scraping, indexing, examining or otherwise data mining any part of the Bolt App and/or websites or data. You will not use the Bolt App to cause nuisance, annoyance or inconvenience.

4. PROVIDING THE TRANSPORTATION SERVICES

4.1. The Driver's Obligations. You hereby guarantee to use the Bolt App to provide Transportation Services through the dispatching services provided by the Partner in accordance with the General Platform Terms, the Agreement, any other engagements with Bolt and/or Partner as well as all applicable laws, regulations, guidelines, rules, driver licence conditions, or other requirements by regulators applicable in the jurisdiction where you are providing Transportation Services. Please note that you are fully liable for and shall indemnify us against any loss, damage, expenses, or other liabilities arising from your violation of any local laws and regulations in connection with providing Transportation Services through the dispatching services provided by the Partner which may result in adverse consequences or losses to Bolt.

4.2. You must have and maintain all necessary licenses (including a valid vehicle license, driver's licence and a taxi driver's business registration certificate), permits (if applicable), taxes, insurance (if applicable), registrations, certifications (including vehicle inspection certificates) and any other documentation that are required by applicable laws and regulations for providing the Transportation Services in the relevant jurisdiction. It is your obligation to maintain the validity of all aforementioned documentation at all times during the term of the Agreement. You must be prepared to present and submit these documents to the relevant authorities upon request. Bolt and/or Partner reserves the right to require you to present evidence of and submit for review all the necessary licences, permits, approvals, registrations, certifications, and any

other relevant documentation, and reserves the right to make and keep copies of the same for its records and regulatory audit purposes. If applicable, you confirm that you own, or have the legal right and authority to operate, the vehicle, equipment, premises or any other asset which is involved or used in the course of your provision of the Transportation Services.

4.3. You must provide the Transportation Services in a professional manner in accordance with the business ethics applicable to providing such services and, unless such request is obviously unreasonable or potentially unlawful endeavour to perform any Passenger's requests in the best interest of the Passenger. Among others, you (i) must take the route predetermined by the Bolt App or any alternative route that is most time-efficient for the Passenger, unless the Passenger explicitly requests otherwise; (ii) shall not make any unauthorised stops; (iii) shall ensure that the Passenger or passengers to whom you provide the Transportation Services is the individual who requested and booked your services through the Bolt App or the authorized person as indicated in Section 6.13, and shall not transport any other unauthorized passengers in the vehicle; and (iv) must adhere to all applicable laws and regulations, including but not limited to refraining from actions that may disrupt driving or the perception of traffic conditions, such as holding a phone in his/her hand while the vehicle is moving, exceeding the speed limit, or engaging in any other actions that violate the law related to road traffic order and safety. You shall indemnify us against any direct and/or indirect loss and/or damage, loss of profits, or expense that we may incur as a result of your contravention of this section 4.3.

4.4. You retain the sole right to determine when you will provide the Transportation Services through the dispatching services provided by the Partner. You may accept, decline or ignore Transportation Services requests made by Passengers at your own choosing.

4.5. Costs you incur while providing the Transportation Services. You are obliged to provide and maintain all equipment and resources that are necessary to perform the Transportation Services at your own or Partner's expense, including but not limited to a vehicle, smartphone, and any other tools required. You or Partner are also responsible for paying all costs you incur in the course of performing the Transportation Services, including, but not limited to, fuel, mobile data plan costs, duty fees, amortization of the vehicle, insurance, and any relevant corporate or payroll taxes. Please bear in mind that using the Bolt App may bring about consumption of a large amount of data on your mobile data plan. Thus, we suggest you subscribe for a data plan with unlimited or high data usage capacity.

4.6. Fares. You are entitled to charge to and receive a fare from the Partner, not directly to and from Bolt, for each instance in which you have accepted a Passenger on the Bolt Platform and completed the Transportation Service as requested ("Fare"). The estimated Fare is communicated to you via the Bolt App. The estimated Fare is calculated based on a default base fare, the distance of the specific journey as determined by the GPS-based device and the duration of the specific travel. The default base fare may fluctuate based on the local market situation.

4.7. If you find that there has been an error in the calculation of the Fare and wish to make corrections in the calculation of the Fare, you must submit a petition in the section "Fare Review" of the Bolt App. If no petition is submitted in the section "Fare Review" of the Bolt App, it will be deemed that you have accepted the Fare, and Bolt will not recalculate the Fare or reimburse you for any error made in the calculation of the Fare. This option is not applicable in markets where only cash payments are accepted.

4.8. Bolt may adjust the Fare for a particular order completed, if we detect a violation (such as continuing/requiring to charge the Passenger after the Transportation Services have been completed) or in case a technical error affecting the final Fare is identified. Bolt may also in its sole discretion reduce or cancel the Fare in case we have reasonable cause to suspect a fraud

or a complaint by the Passenger indicates a violation by you. Bolt will not arbitrarily reduce or cancel any Fare and will exercise this right only in a reasonable and justified manner.

4.9. Passenger may have the option to pay the Fare for the Transportation Services either in cash directly to you or via the In-app Payment, where this option is available, as described in section 6 of these General Platform Terms. In case the Passenger pays the Fare directly, it is your obligation to collect the Fare. In case the Passenger fails or refuses to pay, Bolt will send a notice of debt to the Passenger on your behalf. Such authorisation derives from your consent to Bolt and does not entail that Bolt has an obligation to compensate the Fare not paid by the Passenger. If the Passenger in the vehicle does not agree to pay the Fare for the provision of Transportation Service, the Fare shall be payable by the Passenger who has ordered the provision of Transportation Service. If Passenger justifiably refuses to pay the Fare on the account that your information stated in the Bolt App is incorrect, then Bolt shall not be liable to reimburse you for such unpaid amounts.

4.10. Tips. In some markets Passenger may be given the option to tip you after a successful provision of Transportation Services ("Tip"). Tips may only be made by means authorised by Bolt for tipping. Tips will not affect the amount of Bolt Fee, and Bolt will not charge or collect a commission on the Tip paid by the Passenger. You are obliged to fully comply with all applicable tax obligations arising from any Tips received.

4.11. Issuance of e-receipts. Bolt will facilitate the issuance and sending an e-receipt by email to the Passenger for the Fares and any other applicable fees paid for the Transportation Services by the Passenger. A copy of the receipt will also be available through your Bolt Driver Account and will serve as the basis for calculating the Bolt Fee from the Partner.

4.12. If, in the course of the provision of the Transportation Services, a Passenger negligently damages the vehicle or its furnishing (among else, by blemishing or staining the vehicle or causing unpleasant odors in the vehicle), you shall have the right to request the Passenger to pay the reasonable cost of repairing such damages or necessary cleaning of the vehicle. If the Passenger refuses to pay the cost and/or to compensate the damage, you must notify us, and we will use our reasonable endeavours to try to collect the relevant costs on your behalf from the Passenger via the Partner. However, bear in mind that we will not assume any liability for direct or indirect damages, losses, or expenses in relation to cleaning, repair, or maintenance of the vehicle made necessary by the Passenger's actions.

4.13. Your tax obligations. You hereby acknowledge that you and/or Partner are obliged to fully comply with all tax obligations that arise to you from the applicable laws in relation to providing the Transportation Services through the dispatching services provided by the Partner, including (i) paying personal income tax, social insurance contributions or any other tax applicable; and (ii) fulfilling all tax registration obligations for calculations in regard to accounting and transfers to applicable authorities as required by the applicable law. In case the Tax authority submits a valid request or demand to us to provide information regarding your activities relating to the Bolt Services, we may make available to the Tax authority such information regarding your activities to the extent required under applicable law. Additionally, it is your obligation to adhere to all applicable tax regulations that may apply in connection with the provision of Transportation Services through the dispatching services provided by the Partner. You hereby agree to indemnify Bolt against all state fees, claims, payments, fines or other tax obligations that Bolt will incur in connection with the obligations arising from applicable tax regulations not having been met by you (including paying the income tax and social security contributions).

5. BOLT FEES

5.1. In order to use the Bolt Services, the Partner is obliged to pay a fee (i.e. the Bolt Fee). The

Bolt Fee is paid based on the Fare of each Transportation Service order that you have completed through the dispatching services provided by the Partner via the Bolt App. The Bolt Fee will be determined as per Bolt's agreement with the Partner. Subject to your agreement with Partner, you will receive payment for your provision of Transportation Services after deduction of fees payable by you to Partner, subject to your contract with Partner.

6. IN-APP PAYMENTS

6.1. We may enable Passengers to pay for the Transportation Services via card and other payment methods directly in the Bolt App (i.e. In-app Payment). We collect the Fare or other fees paid by the Passengers via In-app Payment and forward relevant funds to Partner, who will in turn forward them to you after the applicable deductions. Any payment obligation made by the Passengers via the In-app Payment shall be considered fulfilled as of the time that the payment has been received by Bolt.

6.2. You shall not refuse to accept payment by the Passenger via the In-app Payment, nor shall you influence or attempt to influence the Passenger against the use of the In-app Payment. In case you refuse, cause or induce a Passenger not to use the In-app Payment without just cause, we might block your right to use the Bolt Services in case of repetitive violations. For clarity, such penalty amounts may be adjusted to comply with applicable laws in Taiwan, if necessary. Bolt reserves the sole discretion to determine what constitutes repetitive violations.

6.3. Bolt reserves the right to distribute promotional codes to Passengers at our discretion on a per promotional basis. You are required to accept the use of promotional code only when the Passenger applies the code in-app to a trip using card payment. Promotional codes may not be applied to cash paid trips. If the use of promotional codes is suspected as being fraudulent, illegal, used by a Driver in conflict with our terms and conditions relating to promotional code use, then the promotional code may be cancelled, and the outstanding amount will not be reimbursed by Bolt to the Driver.

6.4. If the option is available and the Passenger chooses to Tip you directly in the Bolt App, the Tip will be collected by Bolt on your behalf. Bolt reserves the right to withhold the Tip, if the payment of the Tip is suspected in Bolt's sole discretion, based on reasonable evidence, as being fraudulent, illegal, for a purpose other than as a gratuity related to the service provided or used in conflict with our General Platform Terms.

6.5. You are entitled to review In-app Payment reports in the Bolt Driver Account or Bolt App. The reports will show the amounts of the In-app Payments collected by us on behalf of Partner (and indirectly, of you) for the Transportation Services you provided during the previous week as well as the withheld amounts of the Bolt Fee. You must notify us immediately of any important circumstances which may affect our ability or obligations to collect and distribute the Fares paid via In-app Payment (as applicable).

6.6. We are not obliged to forward the Fare due from the Passenger if the In-app Payment fails because Passenger's credit/debit card or other payment method is cancelled or for any other reasons that result in an unsuccessful transaction. We shall not be liable for any failure by the Passenger to pay the Fare.

6.7. Before providing Transportation Services, you must verify that the service is being actually provided to the right Passenger or the Passenger has expressly confirmed he/she allows other passengers to ride under Passenger's account who must be friends or family of the Passenger. If you make a mistake in identifying the Passenger, and the In-app Payment is charged to a person who has not been provided or has not approved the Transportation Services for other passengers, then we shall reimburse the person for the Fare. In such a case, you are not entitled to receive the Fare from the Partner.

7. CUSTOMER SUPPORT

7.1. We provide the Drivers customer support regarding the use of the Bolt Services. We have the right to stop providing the customer support services in case the Partner that you contracted with fail to pay any of the Bolt Fee and other payments payable to Bolt within 5 (five) calendar days of the due date.

7.2. If you encounter any issues in connection with your use of the Bolt App, you may submit your feedback to the support portal within the Bolt App or any of the following emails: taiwan-driver@bolt-drivers.com. After receiving your feedback, Bolt aims to provide the first response within 03 hours for general feedback and within 01 hour for safety-related feedback. You will receive progress updates via in-app notifications or email (as applicable). Bolt may provide remedies to you depending on actual circumstances and our investigations and subject to any applicable laws. Compensation and/or refund is available in certain circumstances, subject to the requirements determined by us. Please refer to Bolt support section to find more details about our customer support process.

8. RATINGS AND ACTIVITY

8.1. In order to ensure high-quality service and provide additional reassurance to Passengers, you hereby acknowledge that the Passengers may provide you a rating and leave feedback regarding the quality of the Transportation Services that you have provided through the dispatching services provided by the Partner via the Bolt App. Your average rating will be linked to your Bolt Driver Account and will be available to Passengers on the Bolt App. If we find out the rating or comment is not given in good faith, this rating or comment may not be projected in the calculations of your average rating.

8.2. In addition to the rating, we measure your level of activity and provide you with an activity score ("Driver Score"), which is based on your performance regarding accepting, declining, not responding to and completing Transportation Service requests.

8.3. In order to provide reliable services to Passengers, we may determine a minimum average rating, and a minimum Driver Score that Drivers must achieve and maintain. If, after a pertinent notification from us, you fail to increase your average rating or Driver Score to meet the minimum level within the prescribed time period, your Bolt Driver Account will be automatically suspended either temporarily or permanently. We may reverse the suspension of your account if it is merited by any external circumstances, or if it is detected that the suspension was caused by a system error or false ratings.

8.4. Requirements relating to rating collection, screening and disclosure of Driver Score.

8.4.1. Driver Score is collected from your Passenger upon completion or no later than one day after the completion of the Transportation Services. Bolt does not offer any benefits or incentives to Passengers in exchange for them giving Driver Score.

8.4.2. Passengers can only provide descriptive comments via the "Compliment" feature when they give a 5-star Driver Score rating. Bolt will use reasonable endeavours to filter profanity, irrelevant, inappropriate, defamatory and illegal comments. For other Driver Score ratings, Passengers can only provide a rating without descriptive comments.

8.5. Bolt will not show the details of the Passenger when disclosing Driver Score to Drivers. Drivers can view their overall Driver Score with a breakdown of the percentage of negative feedback from Passengers for different Driver issues. Drivers cannot alter how Driver Score is shown.

9. MARKET OVERVIEWS AND CAMPAIGNS

9.1. Market overviews. We may send you, via the Bolt App, Bolt Driver Account, SMS, e-mail or other means, market overviews, in order to increase your awareness regarding when the demand by the Passengers is highest. Such market overviews are merely recommendatory and do not constitute any obligations for you. As the market overview estimations are based on previous statistics, we cannot give any guarantees that the actual market situation will correspond to the estimations provided in the market overview.

9.2. Campaigns for Passengers. We may also occasionally arrange various campaigns to Passengers in order to promote the Bolt Platform. If the Fare paid by the Passengers is reduced as part of such a campaign, we will compensate for the difference, amounting to the monetary value of the benefit offered to the Passengers. We may settle the payment to the Partner by setting off the marketing compensation against the Bolt Fee.

10. RELATIONSHIP BETWEEN YOU, US AND THE PASSENGERS

10.1. You hereby acknowledge and agree that we, as the operator of Bolt App, provide software services to assist connection of transport between Passengers and Drivers (through the dispatching services provided by the Partner via the Bolt App) and that we do not provide Transportation Services. By providing the Bolt Platform and Bolt Services, we act solely as a platform connecting Passengers with Drivers (through the dispatching services provided by the Partner via the Bolt App) to help them move around cities more efficiently. You acknowledge that by accepting transportation requests and providing the Transportation Services through the dispatching services provided by the Partner via the Bolt App, the Partner and/or you enter into a transportation contract with the Passenger and that you provide the Transportation Services through the dispatching services provided by the Partner via the Bolt App, independent from Bolt. Bolt accepts payments from the Passengers for the Partner and forwards the payments to the Partner as a payment collection agent. Bolt is not responsible for any acts or the omissions of the Partner or Drivers in relation to the provision of dispatching services and Transportation Services, respectively.

10.2. You acknowledge that you provide the Transportation Services independently as part of your or your Partner's business and are not an employee, subcontractor, joint venture partner, or in any partnership relationship with Bolt or any of its affiliates. Bolt shall not be liable for any employer liabilities in connection with your provision of Transportation Services through the dispatching services provided by the Partner via the Bolt App. You shall not act as an employee, agent or representative of us, nor shall you have the authority to enter into any contract on behalf of us. If, due to the implication of mandatory laws or otherwise, you are deemed an employee of us, you hereby agree to waive any claims against us that may arise as a result of such implied employment relationship, to the extent permitted by law.

10.3. Bolt is not a party to the transportation contract between Partner and/or you and the Passenger nor the contract between you and Partner. Any disputes arising from consumer rights, legal obligations, or applicable laws regarding the provision of Transportation Services through the dispatching services provided by the Partner via the Bolt App or receiving the dispatching services shall be resolved directly between you or Partner and the Passenger, or you and the Partner (as applicable). You hereby release us and our employees from any claims, lawsuits, disputes, demands, and damages (whether actual or consequential) of any kind arising between you, Passenger, Partner, and/or any third party.

10.4. You may not transfer your rights and/or obligations deriving from the General Platform Terms or Agreement to any third party.

11. PROCESSING OF PERSONAL DATA, ACCESS TO DATA

11.1. When you register and use the Bolt Platform to provide Transportation Services, your personal data will be processed in accordance with Bolt's Privacy Notice, available at <https://bolt.eu/zh-tw/privacy/>, which sets out the types of data Bolt processes, the purposes for which data is used, and your rights under applicable data protection laws.

12. LIABILITY

12.1. The Bolt Platform is provided on an "as is" and "as available" basis. We do not represent, warrant or guarantee that access to Bolt Platform will be uninterrupted or error free, or free from viruses. In case of any faults in the software, we will endeavour to correct them as soon as possible, but please keep in mind that the functioning of Bolt App may be restricted due to occasional technical errors, and we are not able to guarantee that Bolt App will function at all times, for example a public emergency may result in a service interruption. As the usage of Bolt Platform for requesting transportation services depends on the behaviour of Passengers, we do not guarantee that your usage of the Bolt Platform will result in any Transportation Service requests.

12.2. To the maximum extent permitted under applicable law, neither we, nor our respective representatives, directors and employees, shall be liable for any loss or damage that you may incur as a result of using the Bolt Services, including but not limited to:

- 12.2.1. any direct or indirect property damage or monetary loss;
- 12.2.2. loss of profit or anticipated savings;
- 12.2.3. loss of business, contracts, contacts, goodwill, reputation and any loss that may arise from interruption of the business;
- 12.2.4. loss or inaccuracy of data; and
- 12.2.5. any other type of loss or damage.

12.3. We shall not be liable for the actions or non-actions of the Passenger and shall not be liable for any loss or damage that may incur to you or your vehicle as a result of actions or non-actions of the Passenger.

12.4. You shall be fully liable for any breach of the General Platform Terms, Agreement or any other applicable laws or regulations and must stop and remedy such breach immediately after receipt of a respective demand from us or any state authority. To the extent permitted by applicable law, you agree to fully indemnify, defend, and hold harmless us and our respective representatives, employees, and directors from any claims, losses, liabilities, damages, costs, and expenses of any nature, arising out of or in connection with your use of the Bolt App (including the provision of Transportation Services through the dispatching services provided by the Partner via the Bolt App), your breach of the General Platform Terms or Agreement, any violation of applicable laws or third-party rights, or any failure to comply with a demand from us or any authority. If Passenger presents any claims against us in connection with your provision of Transportation Services through the dispatching services provided by the Partner via the Bolt App, then you shall compensate us in full for any resulting damages within 7 (seven) days as of your receipt of the respective request from us. In case we present any claims against you in connection with the Agreement, you shall, to the extent permitted by applicable law, indemnify us and our respective representatives, employees, and directors (as applicable) for all reasonable legal costs and expenses incurred in assessing, pursuing, or enforcing such claims, including but not limited to those related to evaluation of the damages and submission of claims relating to compensation for such damage.

13. TERM, SUSPENSION AND TERMINATION

13.1. The conditions expressly specified in these General Platform Terms shall enter into force

as of submitting the signup application. The Agreements and any other terms shall enter into force once the relevant document or message has been made available to you, and you commence or continue providing Transportation Services through the dispatching services provided by the Partner via the Bolt App.

13.2. You may terminate the Agreement at any time by notifying Bolt via email to any of the following emails: taiwan-driver@bolt-drivers.com or registered mail to Bolt's address specified in Clause 1.2 at least 7 (seven) days in advance, after which your right to use the Bolt Platform and Bolt Services shall terminate. Bolt may terminate the Agreement at any time and for any reason at Bolt's sole discretion by notifying you at least 7 (seven) days in advance. Furthermore, we reserve the right to set off any of your financial liabilities against financial liabilities that you may have against us, as applicable.

13.3. Bolt is entitled to immediately terminate the Agreement and block your access to the Bolt Platform without giving any advance notice under the following circumstances: (1) when compliance with applicable laws or legal orders makes it impossible to notify users within the specified timeframe, (2) in case you repeatedly breach the same provision of the General Platform Terms or the Agreement and fail to remedy such breach within a reasonable time as required by Bolt, or (3) where you commit any of the following violations of the General Platform Terms or the Agreement which constitutes a severe violation:

13.3.1. a breach of any applicable laws or regulations, including breach of any applicable licence, fraud or money-laundering-related actions;

13.3.2. disparaging Bolt, or causing harm to Bolt's brand, reputation or business as determined by Bolt in our sole discretion; or

13.3.3. engaging in assault, harassment, violence, or any other acts jeopardizing the safety of a passenger (whether verbally, physically, sexually or otherwise).

13.4. In addition, we may, at our own discretion, prohibit you from registering a new Bolt Driver Account if you commit any of the violations specified in Clause 13.3 above.

13.5. We may also immediately suspend (block) your access to the Bolt Platform and to the Bolt Driver Account for the period of investigation, if we suspect a breach of the Agreement or any fraudulent activity from your behalf. The block of access will be removed once the investigation determines that no violation has occurred.

13.6. In cases of account suspension or termination, you have the opportunity to appeal and explain the facts and reasons by using the Bolt support channels. For more details about Bolt Driver Account suspension and termination, please see Bolt support section.

13.7. To ensure the highest quality of service to all Passengers, we are monitoring the activity of Drivers on Bolt Platform. If you fail to meet the minimal service requirements, such as maintaining the minimal rating and activity score, we are entitled to immediately terminate the Agreement without giving any advance notice. All financial obligations between the parties will remain in effect and be carried out according to this Agreement or any separate agreements between the parties, notwithstanding the immediate termination under this Clause 13.7 by Bolt.

14. AMENDMENTS

14.1. Bolt reserves the right to update, amend, supplement these General Platform Terms anytime by uploading the revised version on its website <https://bolt.eu/zh-tw/legal/> and notifying you (e.g. via e-mail, Bolt App or Bolt Driver Account). For the avoidance of doubt, all forms of notification mentioned above shall be deemed equally valid and applicable.

14.2. Bolt shall provide advance notice (e.g. via e-mail, Bolt App or Bolt Driver Account) about the amendments that affect the rights of Drivers, unless:

14.2.1. Bolt is subject to a legal or regulatory obligation which requires it to amend the General

Platform Terms in a manner which does not allow it to respect the advance notice period;

14.2.2. immediate amendment is required to address an unforeseen and imminent danger related to health, safety or cybersecurity risks, or defending the Bolt Services, Passengers or Drivers from fraud, malware, spam or data breaches;

14.2.3. you have expressly waived the advance notice period (e.g. you continue to use Bolt Services after receipt of the notice of amendment); or

14.2.4. in the reasonable opinion of Bolt, amendments are beneficial for the Drivers and do not require technical adjustments from them.

14.3. If you do not agree to the amendments of the General Platform Terms or other conditions of the Agreement, you have the right to terminate the Agreement by discontinuing your use of the Bolt Services and providing a termination notice to Bolt via email:

taiwan-driver@bolt-drivers.com. The termination of the Agreement will take effect on the effective date of the proposed amendment, unless otherwise provided in your termination notice. Your continued use of the Bolt Services on or after the effective date of the amendment shall constitute your consent to be bound by the General Platform Terms or Agreement, as amended, whether or not the same has been reviewed by you.

15. APPLICABLE LAW AND COURT JURISDICTION

15.1. The General Platform Terms and Agreement shall be governed by and construed and enforced in accordance with the laws of Taiwan without giving effect to the principles of conflicts of law thereof. If a dispute arising from or in connection with the Agreement ("Dispute") is unable to be settled by negotiations in good faith, Taiwan Taipei District Court shall be the court of first instance having exclusive jurisdiction over the Disputes.

16. NOTICES

16.1. You are obliged to immediately notify us of any changes to your contact information. Failure to do so will result in the loss of your right to raise any complaints if Bolt sends any written communication to the address you previously provided.

16.2. Any notice required to be given under the General Platform Terms and Agreement shall be deemed sufficiently given if: 16.2.1. delivered personally, 16.2.2. sent by courier with proof of delivery, 16.2.3. sent by registered mail, 16.2.4. sent by e-mail or 16.2.5. made available via the Bolt App or Bolt Driver Account.

16.3. Any notice which is sent or dispatched in accordance with the previous clause shall be deemed to have been received: 16.3.1. if delivered personally, at the time of delivery to the party; 16.3.2. if delivered by courier, on the date stated by the courier as being the date on which the envelope containing the notice was delivered to the party; 16.3.3. if sent by registered mail, on the 10th day after handing the document over to the post office for delivery to the party; 16.3.4. if made available via the Bolt App or Bolt Driver Account, or 16.3.5. if sent by e-mail, on the day the party receiving the e-mail confirms receiving the respective e-mail or on the 2nd day following the dispatch of the e-mail provided that the sender has not received an error notice (notifying that the e-mail was not delivered to the party) and has sent the e-mail again on the next calendar day and has not received a similar error notice.

17. BOLT PLATFORM MAINTENANCE

17.1. From time to time, access to the Bolt Platform may be temporarily suspended owing to service improvements, technical issues, deficiencies in services or other similar reasons. Bolt shall inform you in advance of any scheduled maintenance and provide reasons for and the duration of the suspension.

17.2. In cases where advanced notice is not possible, Bolt shall promptly notify you at the time of suspension and if possible, provide reasons for and the estimated duration of the suspension.

17.3. Bolt is not liable for any loss or damage that you may incur as a result of Bolt Platform maintenance.

17.4. In addition to platform maintenance, access to the Bolt Platform may be interrupted due to events beyond our control or authority ("Force Majeure"), including but not limited to natural disasters, power outages, telecommunications failures, government actions, and other unforeseen events. You hereby agree to release us from any claims or liabilities if we are unable to provide the Bolt Service due to a Force Majeure event.

18. FINAL PROVISIONS

18.1. If any provision of the General Platform Terms is inconsistent with the applicable laws, is held to be unenforceable, invalid, prohibited, the parties shall substitute the affected provision with an enforceable provision that approximates the intent and economic effect of the affected provision. The unenforceability or invalidity of any provision shall not affect the validity or enforceability of the remaining provisions.

18.2. If you fail to comply with or violate any provision of these General Platform Terms, and we do not take immediate action, it shall not be construed as a waiver of our right to pursue any necessary actions or remedies in the future.

19. LANGUAGE AND INTERPRETATION CLAUSE

These General Platform Terms are made in the English language with Chinese translation. In the event of any inconsistency or discrepancy between the English version and Chinese versions, the English version shall prevail.

"I, THE DRIVER, HAVE READ, UNDERSTOOD, AGREED TO, AND ACCEPTED ALL THE CURRENT TERMS AND ANY SUPPLEMENTARY OR AMENDED TERMS, IF APPLICABLE.