

Date: 1 September 2025

1. **Scope of application**

2.

1. This Complaints Handling Procedure ("Procedure") provides a framework for handling complaints ("complaints"), unless any other terms are separately agreed.
2. This Procedure governs the complaints submitted by the users of the Bolt App, including Passenger, Fleet, or Driver.
3. Bolt in the meaning of this Procedure is Bolt Services (Taiwan) Ltd. ("Bolt").

3. **Basis for complaints**

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1. Bolt reviews a complaint submitted under this Procedure if the complaint relates to any issues relating the use of Bolt App by the Passenger, the Fleet, or the Driver, including as relevant:
2.
 1. technological issues which relate directly to the provision of the platform services; or
 2. measures taken by, or behavior of Bolt which relate directly to the provision of the platform services; or
 3. Bolt In-App Payment or payments to the Driver or the Fleet; or
 4. Bolt's decisions towards Bolt Platform users (including business users) based on (i) information detected or identified by Bolt, or (ii) Bolt Platform users' notices, or (iii) individuals' and entities' notices, who do not use the Bolt Platform, regarding illegal content spotted on the Bolt Platform if these decisions concern:
5.
 1. whether or not to remove or disable access to or restrict visibility of the information available on the Bolt Platform;
 2. whether or not to suspend or terminate the provision of the service available through the Bolt Platform, in whole or in part, to Bolt Platform users;
 3. whether or not to suspend Bolt Platform users' account or terminate the contract with a Bolt Platform user;
 4. whether or not to suspend, terminate or otherwise restrict the ability to monetise information provided by Bolt Platform users.
3. Bolt is not obliged to process the complaint under this Procedure if the lodged complaint:
4.
 1. is clearly unfounded, including cases where the complainant does not act in good faith or where the complaint is clearly fictitious or frivolous;
 2. represents a new complaint concerning the same complainant and the same subject matter which has already been considered and ruled by Bolt in accordance with this Procedure.
5. Complainant may submit a complaint to Bolt Customer Support which can be reached within the Bolt App or any of the following emails:
6.
 1. for Passengers: taiwan@bolt.eu;
 2. for Fleets taiwan@bolt-fleet.com;
 3. for Drivers taiwan-driver@bolt-drivers.com.

5. Processing of the complaint by Bolt

6.

1. Bolt acknowledges the Complaint and generally aims to provide the first response within 1 working day following the date of receipt or at the earliest reasonable opportunity.
2. Bolt aims to complete processing of complaints and make a decision at first opportunity, but not later than within 30 calendar days of receipt of a complete complaint ("processing period"), unless it is necessary to extend the processing period due to the complexity of circumstances of the matter. The complainant shall be notified about any extension to the processing period and the reasons for such extension.
3. The term of the processing period is suspended during the period when:
4.
 1. Bolt has requested additional information and documents from the complainant that are necessary to assess the complaint;
 2. Bolt and complainant have commenced negotiations with a view to settle the complaint by an agreement.
5. If Bolt rejects, fully or partly, the complaint, it shall provide in writing and in reasonable detail the reasons for its ruling.
6. Bolt may provide remedies to a complainant 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 Customer Support](#) within the Bolt App to find more details about our Customer Support process.

7. Final provisions

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1. This procedure, including any attempt to resolve the complaint by Bolt or reach an agreement to settle the dispute, shall not affect the rights of the complainant nor Bolt to initiate judicial proceedings at any time before, during or after the complaint-handling.