

### **What is the Bolt Rewards Program?**

1. The Bolt Rewards Program (the “Program”) is a program for Transportation Service Providers and/or for Drivers acting on Transportation Service Provider behalf that provide Transportation Services via the Bolt Platform (“You”). The Program enables You to collect Bolt Points for achieving certain Bolt Rewards Levels (the “Levels”). If You belong to a certain Level, then You may be offered certain Bolt Rewards (the “Rewards”) that You may benefit from as far as You belong to a certain Level.
2. The Program is offered to You by Bolt Operations OÜ, a private limited company incorporated and registered under the laws of Republic of Estonia with registration code 14532901, registered office Vana-Lõuna tn 15, Tallinn 10134, Republic of Estonia, or other Bolt group company.
3. These Program Terms (the “Terms”) are set out in accordance with and in addition to the Terms and Conditions for Drivers and Privacy Policy for Drivers, and define the conditions for participating in the Program. All capitalized terms in these Terms shall have the meaning assigned to them in the Terms and Conditions for Drivers.
4. By operating the Bolt App, Bolt acts only as a provider of the information society service and is not a transportation service provider. All benefits offered under the Program are provided on “as is” basis and Bolt Points are provided to You contingent upon Riders’ requests for the transportation services via Bolt app.

### **How to participate in the Program?**

1. You are eligible to participate in the Program if:
  - a. the Program is live in Your city,
  - b. You have an active Bolt Driver Account and you are compliant with all laws applicable to you as a Transportation Service Provider,
  - c. if applicable for Your city, your acceptance rate and driver score are at least at the level indicated to You in the Bolt app.
2. You shall be automatically enrolled in the Program, once You meet the criteria listed in Section 5 above.

### **What are the conditions of the Program?**

#### **Bolt Points**

1. Each journey taken via Bolt Platform earns You a certain amount of Bolt Points indicated in the Bolt App. Please note that the amount of Bolt Points earned per journey may vary, depending on the period of the day You are providing Transportation Services via Bolt Platform. You have an opportunity to earn more Bolt Points during the peak hours. Peak hours may vary for each month. The peak hours for the city You are driving in are indicated in the Bolt App.
2. You shall earn Bolt Points with each completed journey via the Bolt App. If You did not complete the journey, You will not earn any Bolt Points. The sole purpose of the Bolt Points is to determine Your Level. Bolt Points are not transferable and may not be exchanged for cash. Bolt is entitled to revoke Your Bolt Points at any time if there are any signs of fraudulent behavior, abuse of the Bolt Platform and/or non-compliance with these Terms and/or Terms and Conditions for Drivers.
3. Depending on the amount of Bolt Points You earn every month while providing transportation services via Bolt Platform, you will be assigned a certain Level in the Program. There are following Levels offered within the Program:
  - a. Bronze Level,
  - b. Silver Level,

- c. Gold Level,
- d. Platinum Level.

4. The Bolt Points required to determine Your Level are indicated in Your Bolt App and may be subject to change. You will be notified of any change on the first day of the month.

5. The amount of Bolt Points collected will expire and reset to zero at the end of each month. Your Bolt Points will not carry over to the next month. The Levels are not permanent and have to be earned every month.

6. In the event of an outage or any technical error in the Bolt App or other systems that enable You to use the Bolt App, your Bolt Points may be delayed in displaying in Your Bolt App. Bolt does not guarantee that Bolt will be able to restore Your Bolt Points lost due to the technical error occurred in the Bolt App or its systems but our Support team will do our best to assist You with recovery of Your Bolt Points if such a situation arises.

#### **Bolt Rewards**

7. The Rewards are privileges granted to You. Rewards are granted at the discretion of Bolt, may change or be canceled at any time, are not redeemable for Bolt Points and have no cash value. Reward details, terms and limitations may be found in Your Bolt App. Rewards provided by third parties may require additional action by You, including, without limitation, agreeing to additional terms or creating an account with a third party offering the Rewards. Also, in some circumstances, Bolt will share Your information with these third-parties to redeem the Reward. Bolt does not control third party use of Your information and their use of Your personal data will be in accordance with their own privacy policies.

8. Once You have earned the amount of Bolt Points required for a certain Level, as reflected in the Bolt App, You shall automatically have access to the Rewards offered under the earned Level. The Rewards offered under a certain Level are indicated in the Bolt App.

9. The Rewards provided within the Program may be offered by Bolt or by the third party. Bolt is under no obligation to ensure that the Rewards offered by the third party are accessible to You even if You are eligible for this Reward under these Terms, if the reason for this is not under Bolt's control.

10. You are solely responsible for all taxes that may be owed in connection with the receipt of the Reward.

#### **Other Conditions**

1. If Your eligibility for the Program is determined by You may be suspended from the Program until you regain the acceptance rate and driver score required for the participation in the Program. The suspension from the Program means that You lose access to the earned Rewards and lose the right to earn Bolt Points for journeys taken during the suspension period. The acceptance rate and driver score required for the participation in the Program is indicated in the Bolt App.

2. Bolt may terminate, suspend or revoke your access to the Program at any time by providing You an advance notice. If your access is terminated, your Bolt Points will be forfeited and You will not be able to use them once you rejoin the Program. If Bolt indicates fraudulent activity or non-compliance with these Terms, Your access to the Program is terminated, suspended or revoked immediately. In the case of fraudulent activity or non-compliance with these Terms, in addition to forfeiting all Bolt Points, You will permanently lose the right to rejoin the Program.

#### **Final Provisions**

1. You understand that Bolt may terminate or modify the Program or any part of it at any time in Bolt's sole discretion. This applies, without limitation, to the Rewards offered under the Program, Bolt Points required to achieve a certain Level, the structure of Levels, the requirements for

achieving a certain Level and the duration of the Program.

2. Bolt's rights and obligations under this Program may be assigned or transferred by Bolt to any other related or unrelated entity at any time. After the assignment or transfer the performance of the Program shall be the responsibility of that entity.

3. The Program and/or any of its features may be unavailable, inaccurate, or interrupted from time to time for a variety of reasons outside of Bolt's control. Bolt is not responsible for any unavailability, interruptions, or errors of the Program, its features or any Rewards. Bolt may modify, suspend, or discontinue the Program or any feature at any time without notice. Bolt, Bolt's affiliated entities and third party Rewards providers and their agents make no warranties, representations, or guarantees of any kind, express or implied, including but not limited to, accuracy, currency, or completeness, the operation of the Program, the information, materials, content, availability, and products. To the fullest extent permitted by applicable law, Bolt disclaims all warranties, express or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose.