

Understanding what an insurance cover actually provides can be complicated so we are providing this document for information purposes and to provide a helpful overview of how our Insurance policy works for both drivers and passengers. However, this summary does not constitute any form of contractual commitment between Bolt Nigeria and any driver or passenger.

Bolt has purchased this insurance cover to protect against certain risks that may arise on a Bolt Trip. This insurance cover is provided to all users of the Bolt application at no cost to users. The insurance cover has been purchased by Bolt in the form of an insurance policy (the "Policy") from and underwritten by AllCO Insurance plc ("AllCO Insurance"), as regulated by the National Insurance Commission. Venia Technologies Ltd ("My CoverGenius") are the policy managers in charge of the everyday operation of the insurance product.

Bolt is providing this Insurance policy to its users at no extra cost and the policy is set up to protect you against certain risk (up to certain limits) by enabling you to submit a claim to AllCO insurance via My CoverGenius in the unfortunate event that you suffer loss of personal effects, bodily injury, temporary or permanent disability or death resulting from an incident while on a trip using the Bolt application in Nigeria during the period where this policy is in effect.

Here is a summary of the covers that are available to you and which are subject to the terms and conditions of the Policy:

Insured event	Insured Amount
Permanent disability	₦500,000
Temporary disability	₦250,000
Medical expenses (bodily injury)	₦100,000
Loss of personal effects	₦100,000
Death (accidental)	₦500,000
Total Value of Insurance Cover	₦2,150,000

Insured amount for death up to ₦500,000 is provided by AllCO under the Policy, the exceeding amount up to ₦1,000,000 is provided by Bolt. In all cases will My CoverGenius handle your claim with the same level of diligence.

Further coverage details:

- In the case where there are multiple passengers, the claim amount is shared between all the passengers unless stated otherwise.
- The cover also provides protection for loss of personal effects:
- Coverage for loss of personal effects is NGN 100,000.00 per passenger capped at an aggregate of NGN 200,000.00 for all Riders on a single trip.
- Drivers are entitled to NGN 100,000.00 per accident capped at an annual limit of NGN 200,000.00 for personal effects.
- Coverage excludes loss of cash.
- Coverage is provided for screen damage to phones only if there is physical damage to the vehicle involved in the accident.

Who is covered?

Driver and/or Rider on the Bolt platform at the time of and physically affected by the accident during the Effective period.

What is the scope of coverage?

Coverage begins from the point of acceptance of a ride request and lasts until the completion of the ride using the Bolt app as more particularly described in the definition of "effective time" below covered under "Defined terms".

Where is this coverage applicable

Coverage is applicable in all active Bolt cities across Nigeria.

Who is the insurer?

The insurer is AIICO Insurance PLC. You can visit their website here: www.aiicopl.com The insurance contract is managed by Venia Technologies Ltd. You can visit their website here: <https://mycovergenius.com/>

How do I submit a claim?

In the event You might have a claim, You would need to submit a claim via one of the following channels:

- Via telephone to the My CoverGenius Claims Team on 0904 140 0876 • Via Whatsapp to the My CoverGenius Claims Team on 0812 411 5041 • Via email to My CoverGenius at bolt@mycovergenius.com • Via an online claims form on the My CoverGenius website at <https://bolt.mycovergenius.com/>

In the event of any occurrence likely to give rise to a claim under this Policy written notice shall be reported to My CoverGenius as soon as possible and in any event, within 14 days of the date of the accident.

Evidence required from Claimant:

1. All certificates information and evidence required by the Insurer shall be furnished at the expense of the Claimant or his/her legal personal representatives and shall be in such form and of such nature as the Insurer may prescribe.
2. The Insured Person shall, when required, submit to medical examination at the Insurer's expense in respect of any alleged Bodily Injury.
3. The Insurer shall in the event of the death of the Insured Person be entitled to have a post-mortem examination at its own expense, in the absence of a police report confirming death as a result of an accident.
4. The Insurer shall not be liable unless after Bodily Injury the Insured Person shall procure and act on professional medical or surgical advice.

If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices shall be used by You or anyone acting on your behalf to obtain a payment under this Policy, AIICO & My CoverGenius shall be under no obligation to entertain such claim.

Your claim will be voidable in the event of misrepresentation, misdescription, or non-disclosure of any material information by or on your behalf.

Exclusions

The Policy excludes cover for bodily injury which is the result of or is contributed to by:

1. Intoxicating liquor or drugs.
2. Suicide or self-inflicted injury.
3. War, invasion, civil war, rebellion, etc.
4. Radioactivity and nuclear risk.
5. Political risk exclusion.
6. Terrorism exclusion.
7. Pandemic exclusion

Defined Terms

1. Insured person: Any unnamed Driver and/or Rider/Passenger on the Bolt platform at the time of and physically affected by the accident during the Effective time.
2. Bolt platform / Bolt App: Bolt mobile application operated by Bolt Operations OÜ and/or its affiliates which is used to process the sourcing for transportation service.
3. Driver / Driver Partner: Registered Person who renders transportation service to users on his/her own behalf through the Bolt platform and while active on the Bolt platform.

4. Rider/Passenger: Person traveling on the Bolt platform during the Effective time.
5. Insured event: Insured person suffering damage from the loss of personal effects, bodily injury, temporary disability, permanent disability or death arising after an accident has occurred whilst the Insured person was on a trip using Bolt platform during the Effective time, according to the limits and terms and conditions of this policy.
6. Accident: Traffic accident, robbery or civil unrest
7. Effective time: In relation to the Driver or Rider, either: a. Rider: the Effective time begins from the time the Driver accepts a requested ride until the Rider exits the vehicle or the trip ends, whichever comes first; b. Driver: the Effective time begins from the time the Driver is online on the Bolt platform and ends the moment they go offline or sign out from the platform.
8. Place of Insurance: Federal Republic of Nigeria
9. Terms and conditions: AllCO General Terms & Conditions for Bolt ride hailing insurance
This document is subject to change without notice. This is not an insurance policy document and does not constitute any form of contractual commitments between Bolt Nigeria, AllCO, Venia Technologies and any driver or passenger. Terms and Conditions Apply. END OF DOCUMENT