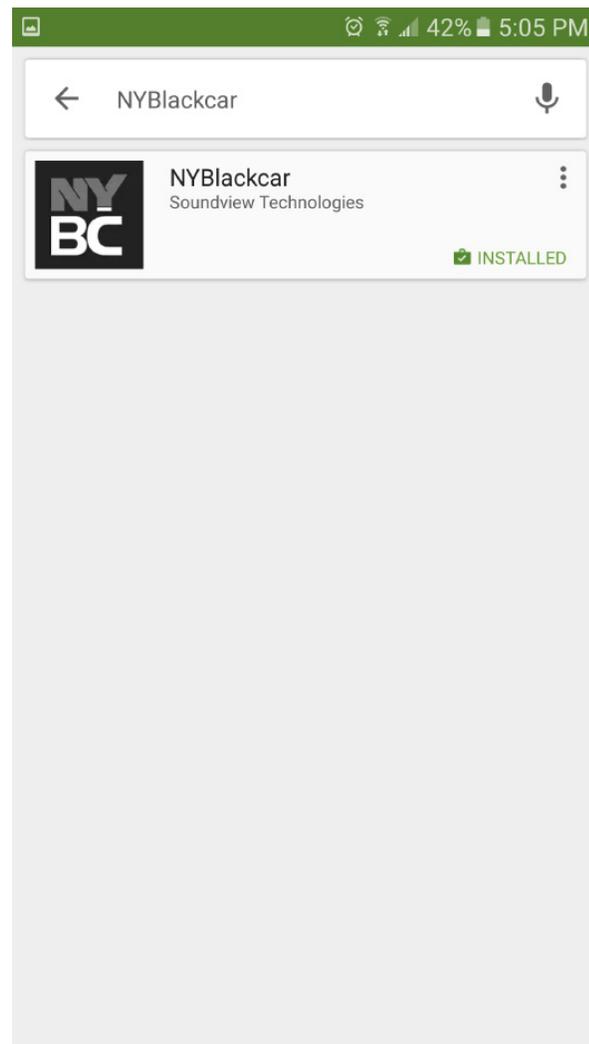
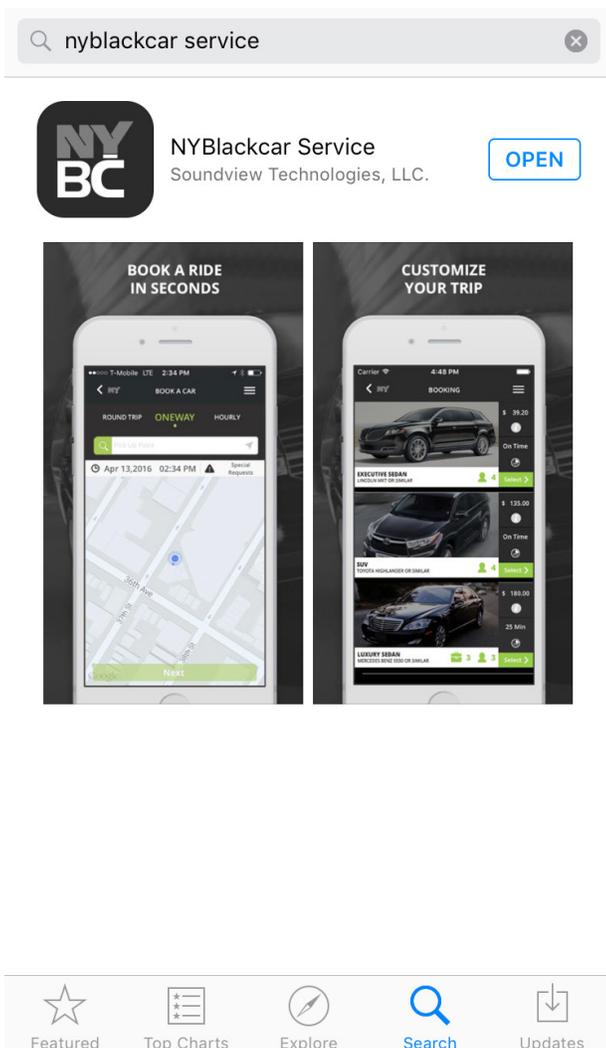
**NYBC THE BEST OF
BOTH WORLDS**

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How to download the app & get started

Simply go to the Apple App Store or Google Play and Search for "NYBLACKCAR SERVICE". The app is free to download!



Registration

Corporate Clients

Step 1

If you are an authorized user on your firm's corporate account, the first time using the App click **REGISTER** and on the **DO YOU HAVE AN EXISTING ACCOUNT?** click **YES**.

Step 2

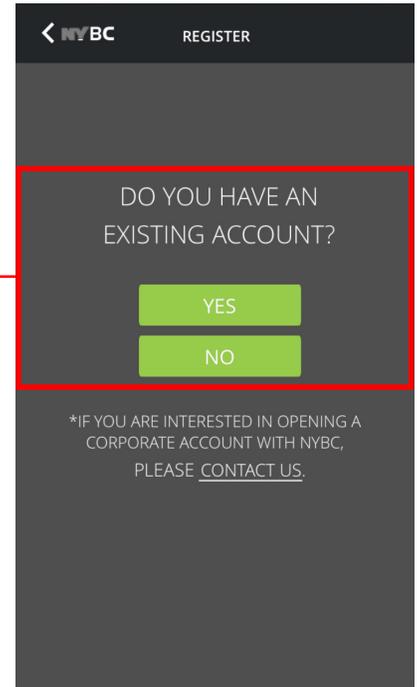
On the next screen complete all fields as required:

- First Name
- Last Name
- Cell Phone # to be used for confirmations and reservations
- Email Address to be used for confirmations and reservations.
- Create and Confirm a Password. If the customer currently has credentials for the NYBC website, we recommend using the same email and password when registering on the App.
- Account # available from your firm's account manager.
- Account Name.

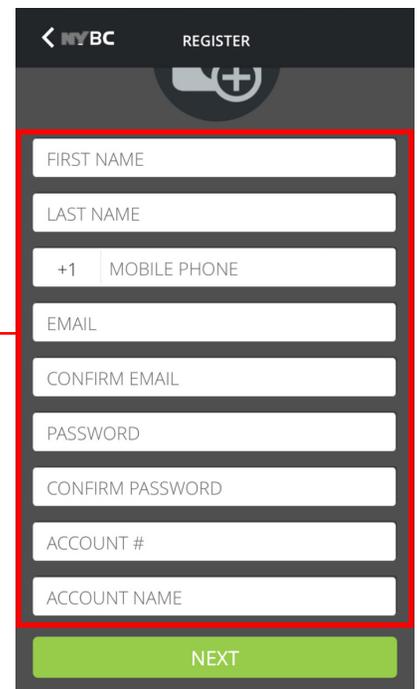
Q: How do I register my corporate profile on the NYBLACKCAR's Mobile App/Website?

This requires your firm's account number and account name. Use the corporate account name supplied by your account manager. Required data to complete your profile includes your first and last name, cell phone number, and your corporate e-mail address to ensure a link to your corporate account.

1



2



Registration

Corporate Clients

Step 3

Terms and Conditions. Please read and click next if acceptable.

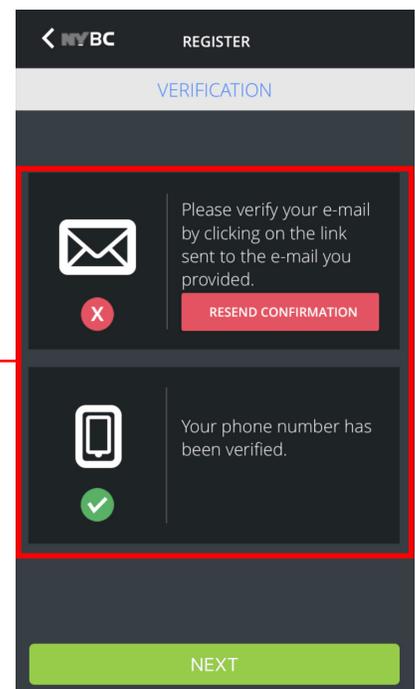
Step 4 - Verification

1. First a text message will be sent to verify your phone number.
2. Enter **OK** in your text message and then return to the App to see your cell number was verified.
3. Go to your e-mail inbox to **Subject: NYBC Verification**. Open and click on the verification link. This will be followed by a **“Thank you for verifying”** response.
4. Go Back to the App. At this point the registration is complete.



Q: Do I need a corporate account to use NYBLACKCAR's services and their Mobile App/Website?

No. You may register as a retail client on the NYBLACKCAR Mobile App/Website to obtain service. To register, we will need your name, mobile number, email, and a valid credit card. During the reservation process you will be advised of the price of the trip and the payment method required.



Booking a Car

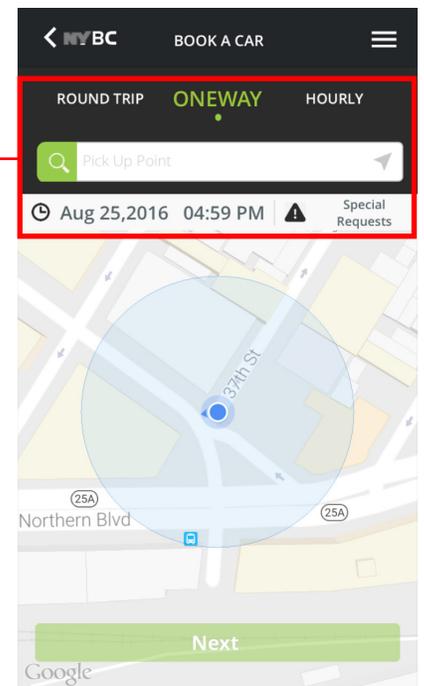
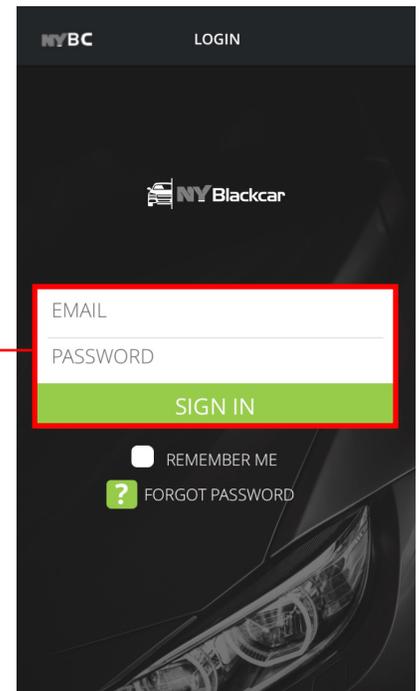
Step 1

Login. That will take you to the **BOOK A CAR** screen

Step 2

Select **ROUND TRIP**, **ONE WAY** or **HOURLY**.

1. Enter a landmark or pickup address or select from your list of previous addresses.
2. For Round Trips and One Way enter a destination.
3. For Hourly enter the number of hours required and the furthest destination if the trip is not staying Local.
4. Enter pickup date and time. **Press Next**.



Q: What trip selections are available?

The NYBLACKCAR Mobile App and Website provide 3 options:

1. One-way: Passengers are transferred from a pickup address to a final destination with the option to make stops on the way.
2. Round Trip: This option specifies that the vehicle will make pickup, proceed to a destination, wait for the passengers and return to the original pickup location.
3. Hourly: You choose the number of hours you would like to keep the vehicle. Minimum is 2 hours for sedans and SUV's.

Booking a Car

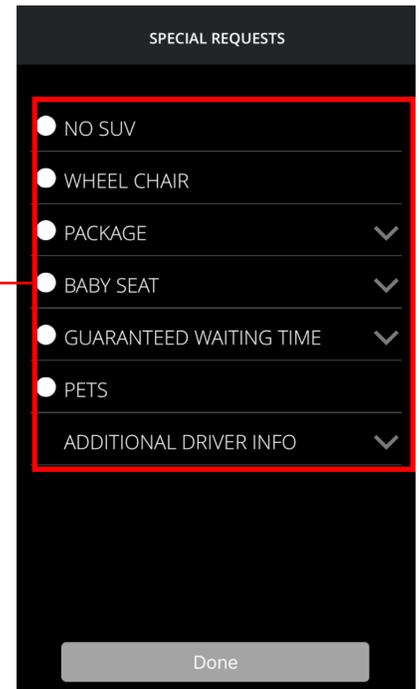
Step 3

Press the Special Request icon to select from No SUV, Wheel Chair, Package, Baby Seat, Guaranteed Waiting Time. Pet or Additional Driver Info options. **Press Done.**

Step 4

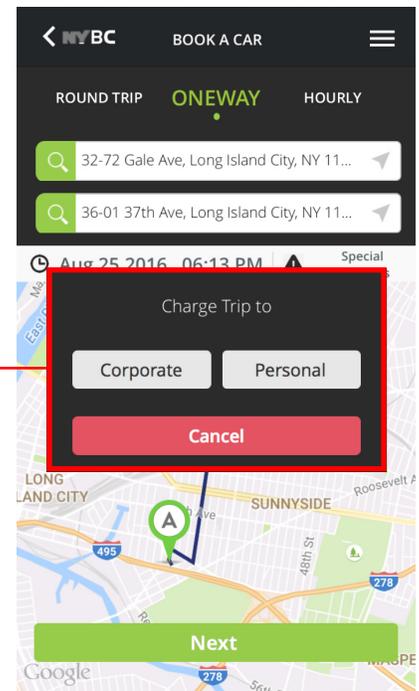
Select either **CORPORATE** or **PERSONAL CHARGE**

1. Validation fields may be a Corporate account requirement. If unable to obtain service for that reason please contact your account manager.
2. All Personal charges require a credit card for payment. Please completely enter all information as required and proceed.



Q: Can I request guaranteed wait time?

Yes. When placing the reservation use the **SPECIAL REQUEST** function on the Mobile App or Website and select **GUARANTEED WAIT TIME** and check off the acknowledgement that the extra wait time is billable.



Booking a Car

Step 5

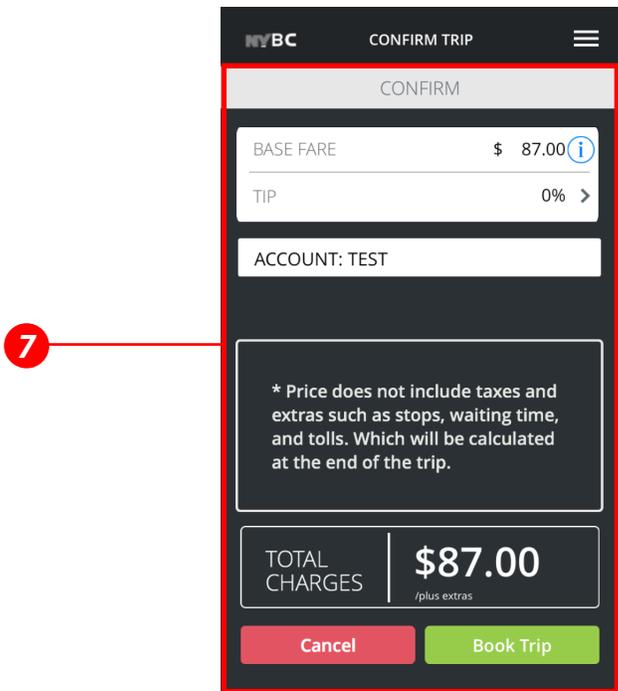
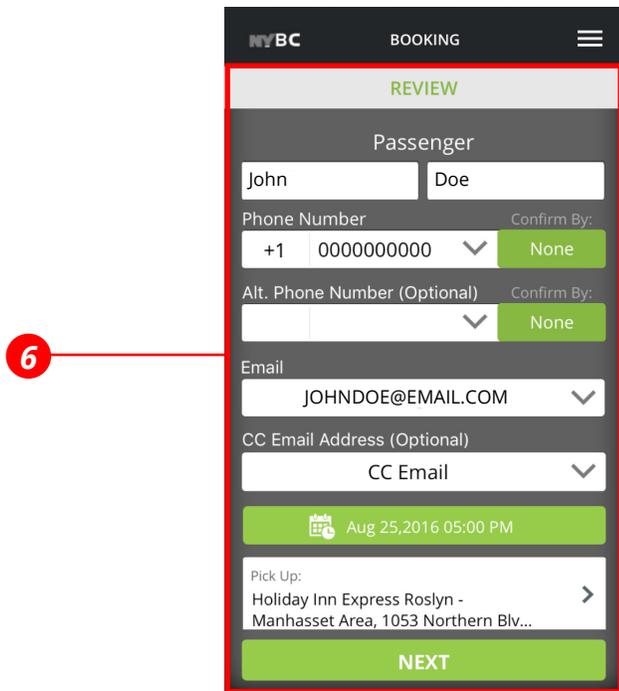
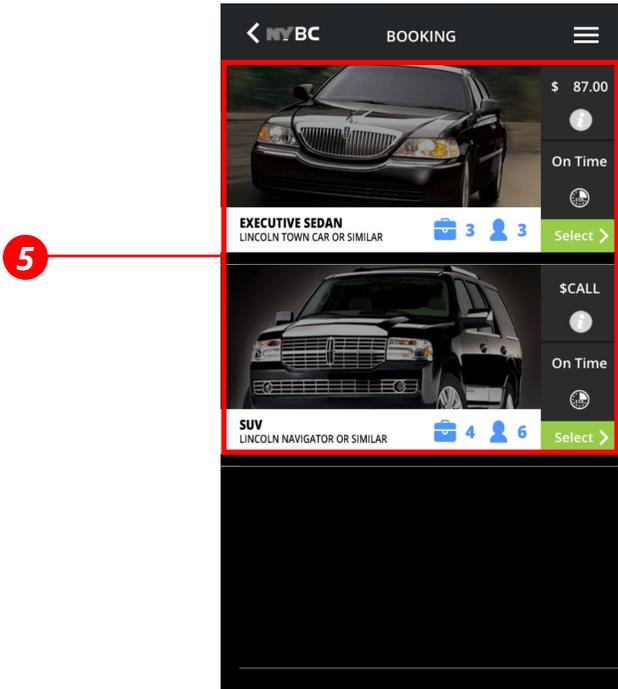
Select vehicle type.

Step 6

Review your trip for correct addresses, time/date and contact information. You also have the option of adding a **CC Email** and **Alternate Phone number**.

Step 7

Confirm reservation. The base price for the vehicle selected is displayed. Ancillary charges are additional and will be added at the conclusion of the trip.



Airport Pickup

Step 1

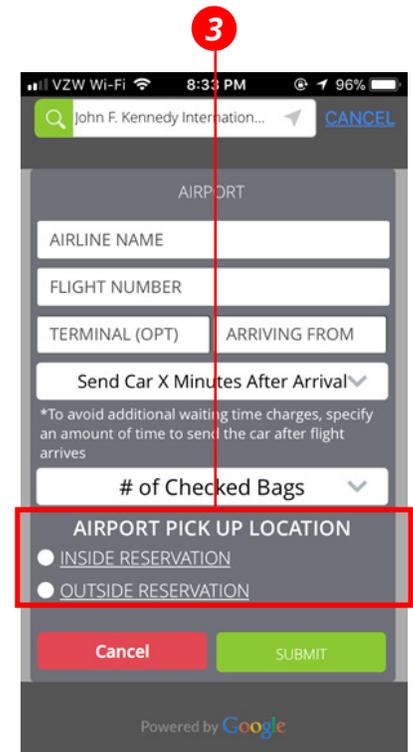
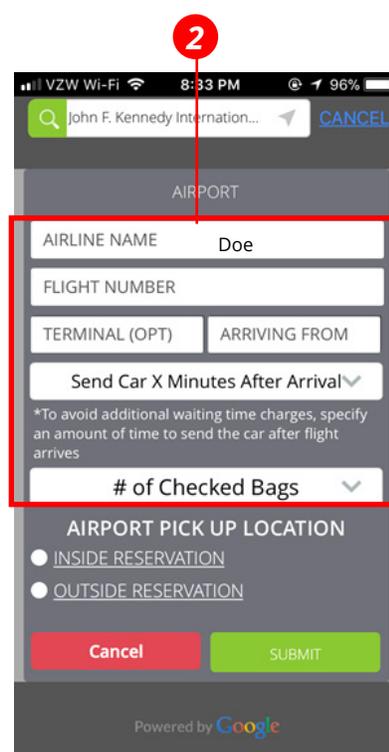
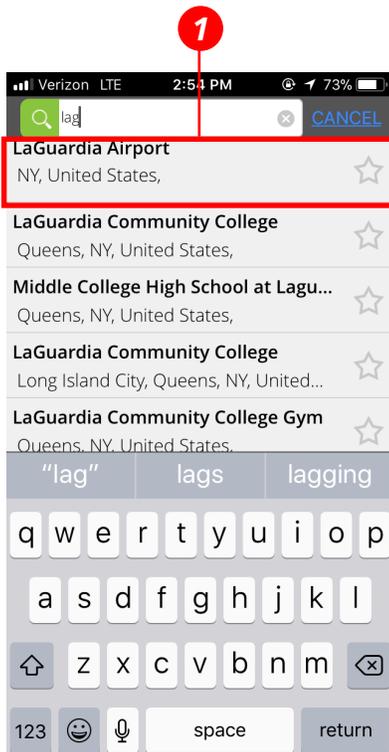
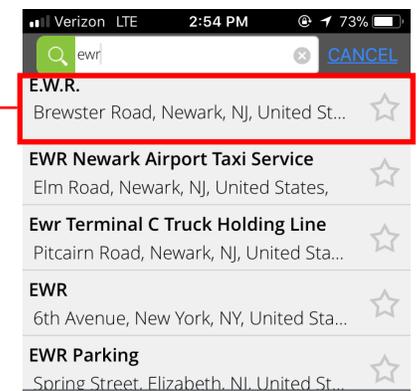
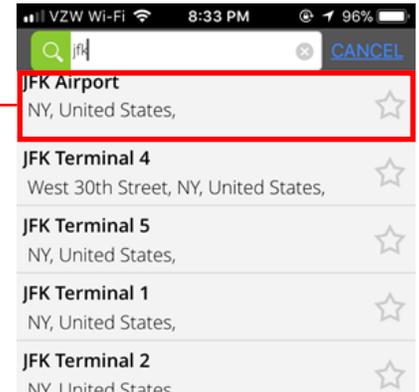
Select JFK Airport(or any desired NYC airport) from Google address list.

Step 2

The airport form pops up, fill in the required information: Airline Name, Flight Number, Arriving from, waiting time and number of bags. Terminal number is optional.

Step 3

Select whether you want an inside or outside pickup.



How passenger is notified when a car is dispatched

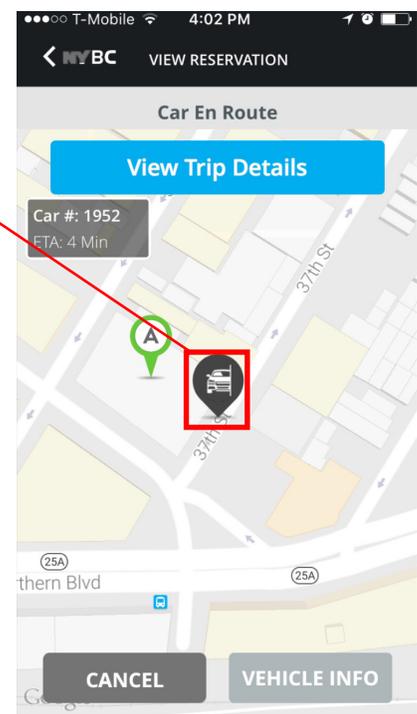
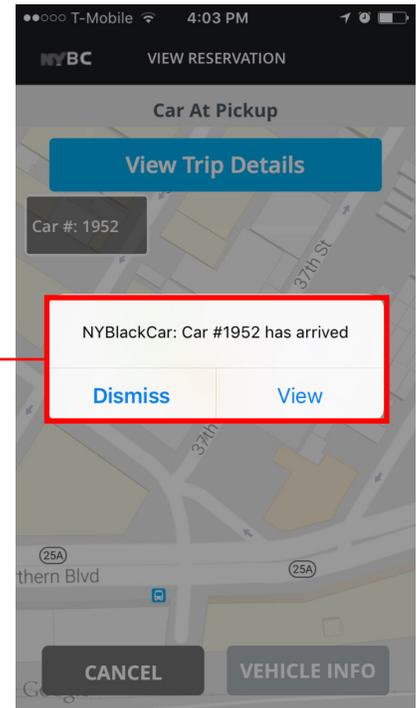
Notifications

There are a few ways a passenger is notified once they have been assigned a car.

1. You will receive a push notification on your phone
2. You will be notified via e-mail

Driver's current location

Your driver's current location will always be displayed on the map as an icon.



Locating your assigned vehicle

Vehicle Status & Location

Your drivers current status is displayed and updated. His location is displayed on the map as an NYBC icon.

Car Number

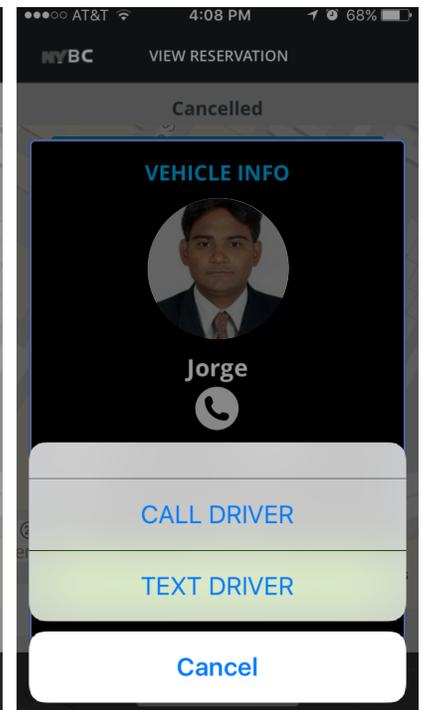
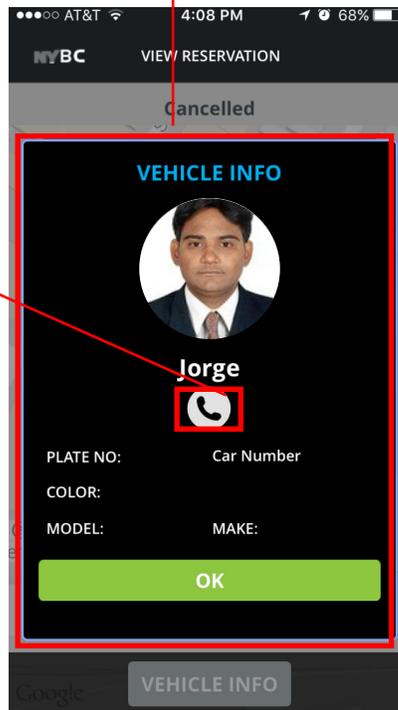
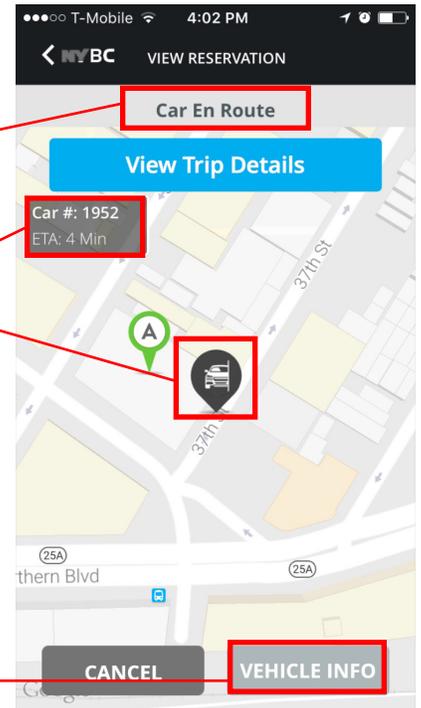
Your assigned car number is displayed here. If you need more information about your assigned car you can press the **VEHICLE INFO** button.

Vehicle Info

This will give you the car make, model and color as well as the drivers name, photo, and a button to call the driver.

Contacting your driver

In the **VEHICLE INFO** screen you will find a button with a telephone icon, pressing this button will give you the option to either text or call your driver.



Changing your pickup location

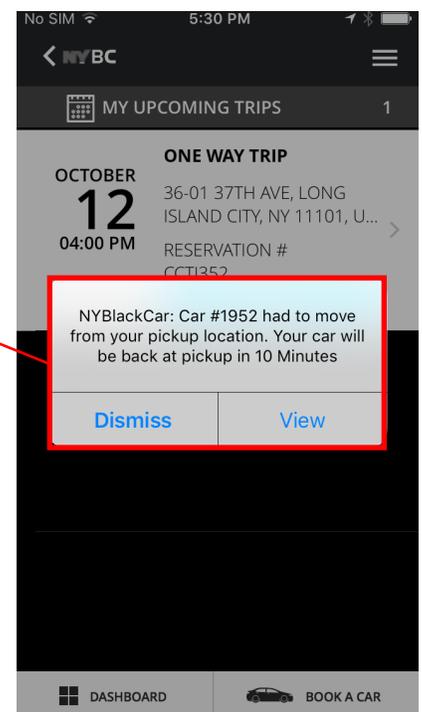
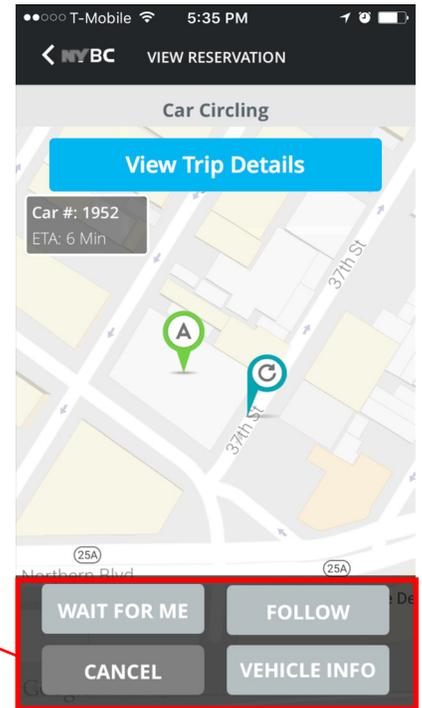
Two options:

Once your car has been dispatched you have the option to have him **WAIT FOR ME** or **FOLLOW**

1. **WAIT FOR ME** - will keep your driver waiting in your original pickup location (may incur waiting time charges)
2. **FOLLOW ME** - Your driver will follow you to a new pickup location based on your phone's GPS location

Driver leaves your location

If for any reason your driver leaves your pickup location before picking up his passenger, you will be notified via a push notification.



Frequently Asked Questions

Q: I have a user profile registered under my company's corporate account and also on NYBLACKCAR's website. Will my login credentials work on the NYBLACKCAR Mobile App as well?

Yes. However when using the NYBLACKCAR Mobile App for the first time registration is required. Use the same login credentials you use for your web sign in.

Q: How do I register my corporate profile on the NYBLACKCAR's Mobile App/Website?

This requires your firm's account number and account name. Use the corporate account name supplied by your account manager. Required data to complete your profile includes your first and last name, cell phone number, and your corporate e-mail address to ensure a link to your corporate account.

Q: Can I use the NYBLACKCAR Mobile App/Website on my tablet?

Yes you can use NYBLACKCAR App/Website on your iPad or Android tablets that have network connectivity.

Q: Can I use the NYBLACKCAR App/Website for personal use other than as a corporate customer?

Yes. Use your corporate log in to ensure receiving any negotiated corporate discount.

Q: Can I use the service for my Guests?

Yes. Use your log in and change the passenger name.

Q: Is it safe to provide my personal information?

Absolutely. All client information provided to NYBLACKCAR is safely stored in servers configured to the PCI Data Security Standard (DSS) for merchants to ensure continued protection for credit cards.

Q: What are NYBLACKCAR's Hours of operation?

Live Operator assistance is available 24/7/365 at 800-358-8999.

Q: Who should I contact if I have lost something in the car?

Please call 800-358-8999 if 15 minutes or less has passed since you exited your car and If your vehicle has not been assigned to the next client, we may be able to have the driver return to your drop off location. Otherwise you may contact our lost and found department at 718 937-6677 or e-mail customer_service@nyblackcar.com.

Q: Do you provide airport Meet & Greet service?

NYBLACKCAR provides 2 options: 1) Meet & Greet at the Baggage Claim Area or outside of customs area; or 2) Outside Curbside.

Q: The NYBLACKCAR Mobile App/Website froze while I was booking a trip. Was my reservation received?

To verify reservation status, please log on again and check your reservations.

Q: How soon can I get a car?

In Manhattan NYBLACKCAR's proprietary SmartCab dispatch system guarantees a sedan in 12 minutes or less. In the outer boroughs 30 minutes. Out of town response time depends on location.

Q: Besides by using the NYBLACKCAR Mobile App how else can I place a reservation?

Go on-line to <https://www.nyblackcar.com> or call our 24x7x365 call center @ 800-358-8999.

Q: How will I know when my car arrives?

A notification will be sent to your cell phone as soon as a car is selected. You will then receive another notification as soon as car arrives.

Q: What if I am running late?

Use the "Wait For Me" function on the NYBLACKCAR Mobile App or Website to notify your driver to wait.

Q: What do I need to do after booking a trip for a future time or date?

Nothing. You may at any time log on to the NYBLACKCAR app and check your reservations. As the time of pickup nears, the reservation status automatically changes to "Selecting Vehicle". Once selection is made, a push notification with your driver's information will be sent to you.

Q: What If want to make changes to my reservation prior to my scheduled pick up time?

Check the cancellation policy, cancel your trip and enter a new reservation.

Q: What if I want to change my pick-up location after the vehicle has been dispatched?

Once a car number is assigned:

1. Use the FOLLOW ME option on the NYBLACKCAR Mobile App to follow the GPS location of your cell phone,
2. Select a new location from the list of CLOSE BY LOCATIONS;
3. or manually enter a new address.
4. or call our call center @718-706-2200

Q: What can I do if I cannot locate my vehicle?

Please verify your vehicle's location using the GPS live tracking function provided on the NYBLACKCAR Mobile App. If additional assistance is required call 800-358-8999. Please do not leave the area without contacting NYBLACKCAR as a No Show may be charged based on your verified GPS time and location records.

Q: What is the Cancellation Policy for the greater NYC Tri-State Area?

The Cancellation and No-Show policy for Sedans and SUV reservations in the New York City metro area are:

1. Manhattan:

- Cancellation without charge: Up to 15 minutes prior to reservation time.
- No-Show Charge: Call is cancelled more than 15 minutes before reservation time, a no-show charge of \$ 25.00 will apply.

2. Brooklyn & Staten Island:

- Cancellation without charge: Up to 45 minutes prior to reservation time.
- No-Show Charge: Call cancelled more than 45 minutes before reservation time, a no-show charge of the full fare between the Reservations pick-up zone to Manhattan zone M1 plus any tolls or parking charges.

3. Bronx & Queens:

- Cancellation without charge: Up to 45 minutes prior to reservation time.
- No-Show Charge: Call cancelled more than 45 minutes before reservation time, a no-show charge of the full fare between the Reservations pick-up zone to Manhattan zone M4 plus any tolls or parking charges.

4. Out Of Town Pick-Ups: You may cancel without charge up to 2 hours prior to reservation time.

- You may cancel without charge up to 2 hours prior to reservation time.
- No-Show Charge: Call cancelled more than two hours before reservation time, a no-show charge of the full fare between the Out Of Town City to Manhattan Plus any tolls or parking charges.

All Ancillary fees and gratuities are additional.

Q: What is the policy for Changes, Cancellation and No-Shows outside New York?**1. To avoid late fees, advanced notice is required:**

For sedans and SUV's:

- 6 hours in major North American markets;
- 12 hours in secondary markets
- 24 hours worldwide outside the U.S. and Canada

For Sprinters, vans and stretch limousines:

- 12 hours in major North American markets;
- 24 hours in both U.S. and Canada and worldwide.

2. No show charges incurred by the actions of the passenger are billable. At the time of pickup if you cannot locate your driver please call our toll-free number for immediate assistance. Leaving the pick-up location with late or no notification will result in a no show charge.

3. The uniform fee schedule for all late cancellations, late changes or no shows:

For point-to-point transfers in the United States and Canada:

- The fee for sedans and SUVs is \$75.00 unless the charges for entire trip with ancillary charges added prices less, in that case the late fee will be equal to the lesser amount;
- The fee for Sprinters, vans and stretch limousines is \$125.00 unless the charges for entire trip with ancillary charges added prices less, in that case the late fee will be equal to the lesser amount.
- For hourly reservations in the United States and Canada for any of the above vehicles the fee incurred is equal to the base rate times the hourly minimum for the vehicle type.
- For point-to-point transfers in all other countries outside the United States and Canada the fees will be equal to the base transfer rate on the reservation plus local VAT where applicable.
- For hourly reservations in all other countries the fee is equal base rate times the hourly minimum plus local VAT where applicable.

Q: What is billable wait time?

A non-billable grace period is provided and depends upon the pickup location. For airport Meet & Greet reservations we allow 30 minutes; For all other reservations we allow 10 minutes. Wait time charges will vary with vehicle type. Currently wait time for Executive Sedans is \$0.80 per minute for Sedans; \$1.00 per minute for SUV's.

Q: What tolls are billable?

All round trips tolls are billable. When placing the reservation you are provided the base fare for the vehicle selected. Ancillary fees will not be available until the trip is completed.

Q: What are ancillary fees?

Ancillary fees may include but are not limited to billable wait time, additional stops, service charge, fuel surcharge, tolls, gratuities, parking, inside Meet & Greet at airports, car seats requests, State or Local government surcharges and sales tax.

Q: How are gratuities calculated?

Depending upon your personal choice or upon the guidelines set by your corporate account manager, you may select the amount of gratuity when entering the reservation.

Q: Will I get a receipt of my ride?

As soon as a ride is billed, you will receive a notification on your NYBLACKCAR Mobile app. You can either access your past rides from the app, or access the same by logging in to www.nyblackcar.com.

Q: I requested a sedan. Can I ensure that a SUV is not sent to pick me up?

Yes. When placing the reservation use the **SPECIAL REQUEST** function and select **NO SUV**.

Q: Can I request a package delivery using the NYBLACKCAR Mobile App/Website?

Yes. When placing the reservation use the **SPECIAL REQUEST** function on the Mobile App or Website, select **PACKAGE** and enter the recipient's name, phone number, package weight and any special instructions.

Q: Do you provide car seats?

Yes. Children car seats are required by law and while NYBLACKCAR does offer car seats, we cannot provide child seats for on demand service! When placing your reservation, please use the SPECIAL REQUEST function on the NYBLACKCAR App or Website to request either an Infant, Toddler or Booster seat. The charge per car seat is \$25.00. You also have the option of bringing your own car seat.

Q: Can I request guaranteed wait time?

Yes. When placing the reservation use the **SPECIAL REQUEST** function on the Mobile App or Website and select **GUARANTEED WAIT TIME** and check off the acknowledgement that the extra wait time is billable.

Q: Can I request Wheelchair Accessible vehicles via the NYBLACKCAR Mobile App/Website?

Yes. When placing your reservation, please use the **SPECIAL REQUEST** function on the Mobile App or Website, please remember availability may vary with time and location.

Q: Can I travel with my Pet?

Yes. When placing your reservation please use the **SPECIAL REQUEST** function on the Mobile App or Website that you are travelling with your pet and type in any additional information for the driver.

Q: What size vehicle should I request?

Vehicle selection should be based on number of passengers and number of standard size pieces of luggage. When choosing your vehicle please consider that luggage is not permitted by NYC TLC regulation to be placed inside the passenger cabin. Executive Sedans accommodate 1-3 passengers and up to 3 standard size luggage bags. Executive SUV accommodates 1-6 passengers and up to 6 standard size luggage bags. Luxury Sedans: accommodate 1-3 passengers and up to 3 standard size luggage bags.

Q: What if I need a large or specialty vehicle?

Call **800-358-8999** for stretch limousines, vans or sprinters, mini-buses or motor coaches. These vehicles generally require one business day advanced lead time or more during peak Holiday periods.

Q: What trip selections are available?

The NYBLACKCAR Mobile App and Website provide 3 options:

1. One-way: Passengers are transferred from a pickup address to a final destination with the option to make stops on the way.
2. Round Trip: This option specifies that the vehicle will make pickup, proceed to a destination, wait for the passengers and return to the original pickup location.
3. Hourly: You choose the number of hours you would like to keep the vehicle. Minimum is 2 hours for sedans and SUV's.

Q: How can I enter a pick up address?

When placing your reservation you have four options:

1. Select from **RECENT** addresses;
2. Select from a pre-established list from your **FAVORITE** locations;
3. The **CONTACT** address for your corporate account;
4. Manually enter the address

Contact

For live operator assistance 24/7/365:

T: 718-706-2200

T: 800-358-8999

For Sales & Customer Service:

NYBLACKCAR

Attn: Sales & Customer Service

32-72 Gale Ave.

Long Island City, NY 11101

T: (718) 937-6677

E: customer_service@nyblackcar.com