



# Arizona Independent Driver- Provider Manual

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Information provided in this manual is subject to change. To ensure you are reviewing the most current version of the manual, visit [drivewithveyo.com](http://drivewithveyo.com) choose your state and click on "Resources".

# Table of Contents

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Overview	3
Best Practices	3
Taking a Trip	4
• How to Complete a Quality Trip	
• Trip Instructions	
• Cancellations	
• Fare Reviews	
• Recommendations and Guidelines	
Driver Support vs. Veyo Support	12
Transporting Passengers	14
• Children	
• Non-English Speaking Passengers	
• Passengers with Behavioral and/or Developmental Disabilities	
Account Compliance	17
• HIPAA	
• Service Animals	
• Vehicle Requirements and Maintenance	
• Professionalism	
• Non-Discrimination	
• Inappropriate IDP Behavior	
• Inappropriate Passenger Behavior	
• Passenger Complaints	
• Zero Tolerance	
• Warnings	
• Insurance	
• Documentation Requirements and Compliance Training	
• Suspensions and Terminations	
Emergencies	24
Lost and Found	25
Payment	25
• How to Resolve a Discrepancy	
• Updating Your Account Information	

## Overview

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Hello and thank you for choosing to partner with Veyo!

Veyo is revolutionizing Non-Emergency Medical Transportation (NEMT) through the use of transportation network company regulations. Every year, millions of Americans miss or delay medical care due to transportation issues. As a Veyo Independent Driver-Provider (IDP), you will help in our mission to make medical transportation more accessible and efficient.

Veyo IDPs operate with professionalism and go above and beyond in customer service and passenger satisfaction. There are a number of policies that need to be followed in order to be in compliance with our account contracts and to ensure the highest quality of service and safety for passengers. Please read this manual to learn how you can be a professional, safe, and caring Veyo IDP.

## Best Practices

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1. Always keep a clean vehicle – a clean car is the easiest way to make a passenger feel safe and comfortable.
2. Follow the rules of the road – this includes speed limits, stop signs, your blinker, and parking regulations.
3. Keep conversations professional in the car - don't get too personal.
  - Be respectful, polite, and friendly
  - Refrain from comments about personal appearance or asking personal questions
  - Don't offer personal or medical advice

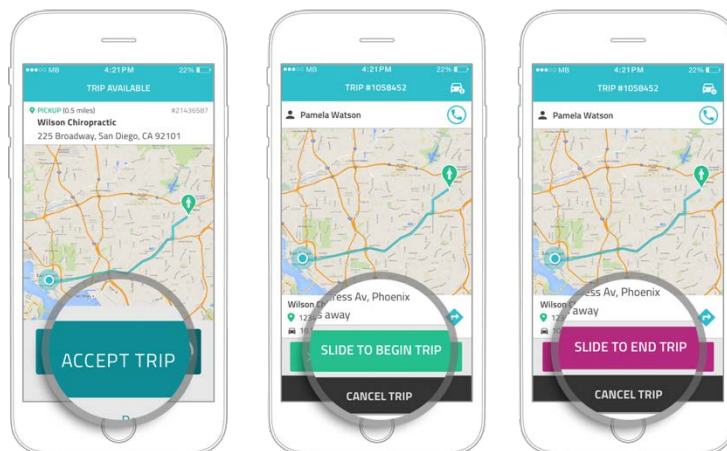
4. Understand how to use the Veyo Driver App and don't be afraid to email us at [support@veyo.com](mailto:support@veyo.com) if you have questions.
5. Provide **Door-to-Door** service on every single trip – no exceptions.
6. Call the passenger and go to the pick-up address on every single trip.
7. We recommend that passengers ride in the back seat on the passenger side – however, passengers are allowed ride in the front or back seat, with the exception of minors who must always ride in the back.
8. Do not use the safety locks for the back seat doors of the vehicle.
9. Identification – Always wear your Veyo ID badge.
10. Appearance – Maintain a neat and clean appearance.

## Taking A Trip

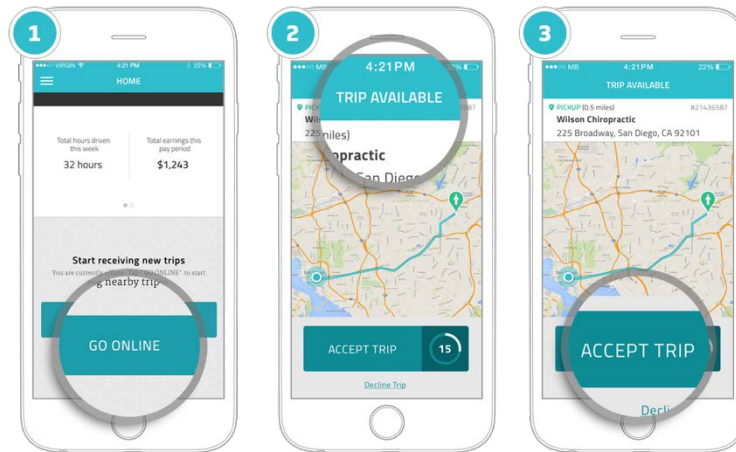
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### HOW TO COMPLETE A QUALITY TRIP

Veyo's top priority is to make sure passengers get to and from their appointments safely and on time. In order to provide exceptional customer service and to adhere to contractual agreements, we recommend IDPs follow the steps below:



1. Set your Driver Status to “**Online**” by tapping the “Online” button. When your Driver Status is set to “**Online**”, you are indicating you are ready to accept trip offers.
2. You will receive a notification for a trip offer. A trip notification lasts for 15 seconds.
3. Accept the trip by tapping the “**Accept**” button.

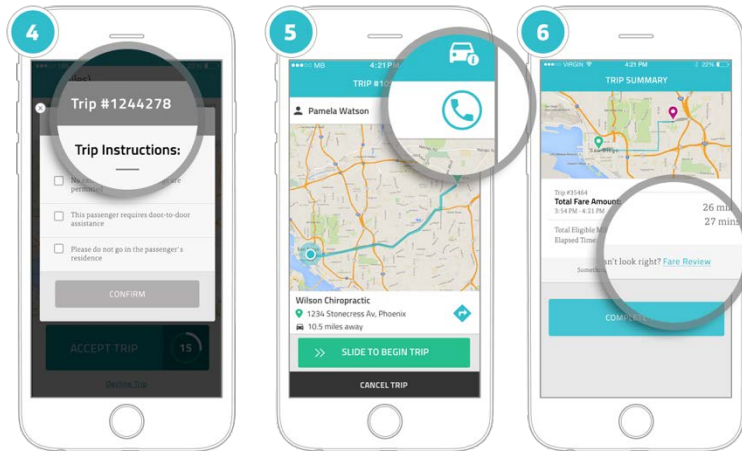


4. Once you accept a trip, you will receive trip instructions. **Check the boxes** to the left to acknowledge each instruction.
5. Attempt to contact the passenger to confirm their pick-up location and their full name. Please attempt to call more than once as passengers may be slow to respond due to mobility issues or being in a clinical environment.

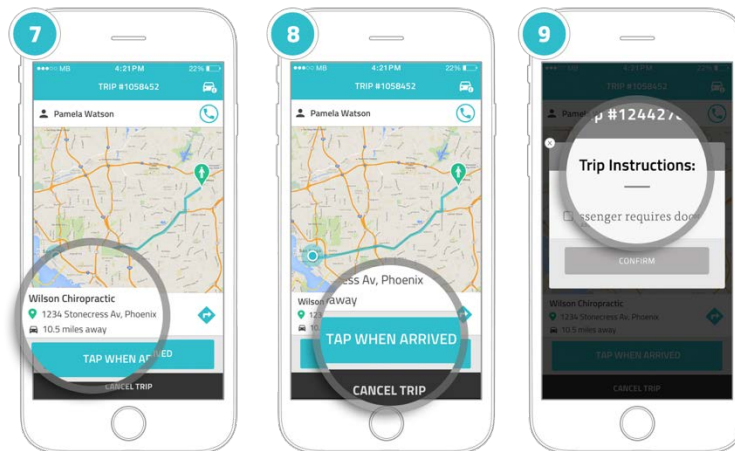
**Rule of Three:** you must call the passenger three times, and be at the pick-up location, before you can cancel a trip. Remember, during all calls, your phone number and the passenger’s number will remain private.

6. If contact is made and there is a change to the passenger’s pick-up and/or drop off location, you must notify Driver Support at [855-722-0228](tel:855-722-0228) to obtain authorization and confirm the location change before proceeding.

7. Use the **“Directions”** button located under the **“Contact”** button for directions to the pick-up location. If no contact is made with the passenger, please continue to proceed to the pick-up location. This is a contractual obligation.

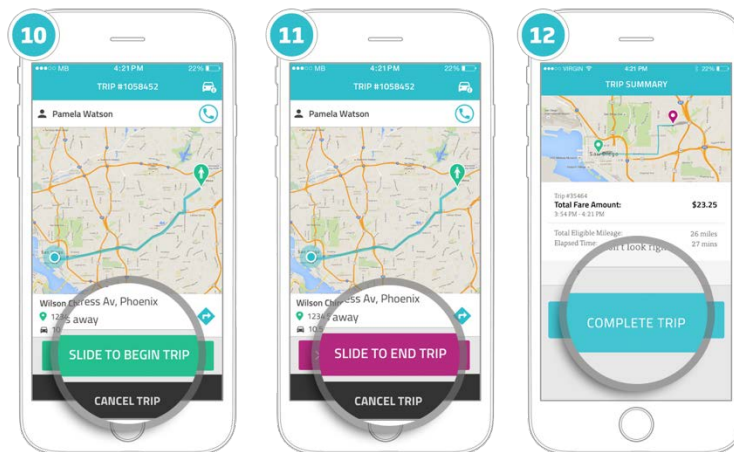


8. Upon arrival at the pick-up location, tap the **“Arrived”** button.
9. Follow the in-app **“Trip Instructions”** and assist the passenger as needed. Confirm the passenger’s full name and drop-off destination. If the drop-off destination changes, contact Driver Support at [855-722-0228](tel:855-722-0228).



10. Once the passenger is securely in your vehicle and has confirmed their destination, slide the **“Begin Trip”** button. Transport the passenger to their drop-off destination.

11. Once you arrive and safely delivered the passenger at the destination address, tap the **“End Trip”** button. You may receive additional instructions like **“Door-to-Door”** or **“Hand-to-Hand”** (explanations can be found in the Trip Instructions section of this manual). Trip instructions can also be found by tapping the **“Information”** button anytime during the trip.
12. Once the passenger has securely exited the vehicle and you have helped safely deliver them to their destination, review your trip summary and tap the **“Complete Trip”** button.



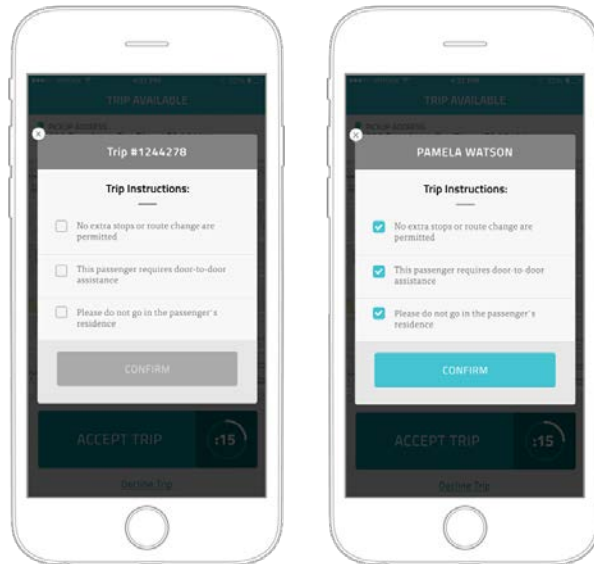
## TRIP INSTRUCTIONS

The most common Trip Instructions are **“Door-to-Door”** and **“Hand-to-Hand”**.

- **“Door-to-Door”** service means you assist the passenger from their house or facility into the vehicle. When you drop them off, you are required to assist the passenger from your vehicle to their house or facility. Door-to-Door is the expectation on every trip.
- **“Person-to-Person”** means service where the driver must get acknowledgement from another person (other than the passenger) at both the pick-up and drop-off. At pick-up, the acknowledgement is that the passenger is going with you. At drop-off, the acknowledgement is that a responsible person is at the location receiving the passenger.

- “Hand-to-Hand” is the same as “person-to-person.”

Below is an example of a **Trip Instruction**:



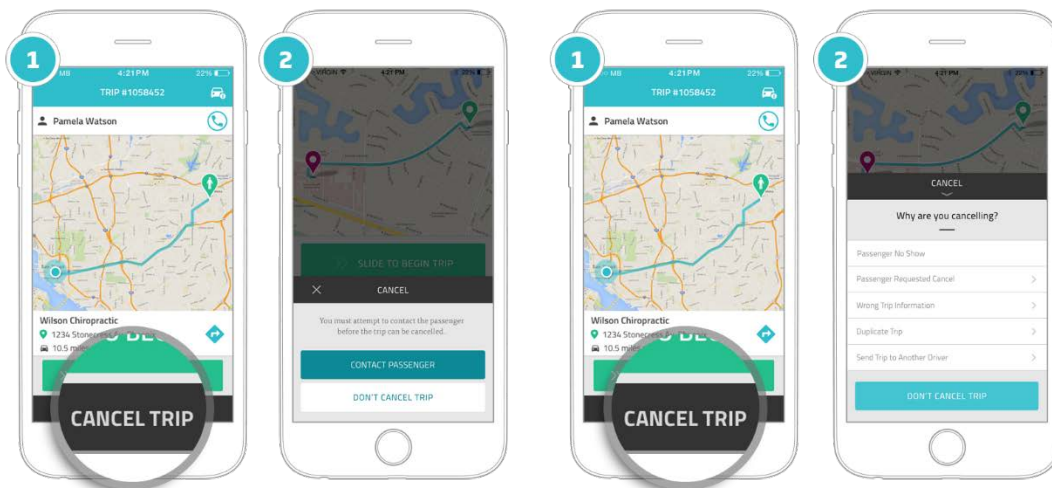
## CANCELLATIONS

Please select the correct cancellation reason when cancelling a trip. Passenger and driver behavior are monitored for potential fraud, waste, and abuse which is why selecting the correct cancellation reason is important.

Below are definitions for each “**Cancellation Reason**”:

First try to contact the passenger

Then state the reason for cancelling





- **MEMBER NO SHOW**

Please select "**Member No Show**" if you have arrived at the pick-up location and completed all of the following:

1. Knocked on the passenger's door and did not get a response
2. Looked for the passenger and waited for **at least five (5) minutes** past the scheduled pick-up time and were unable to find them
3. Called the passenger and did not get through to the passenger

- **MEMBER CANCELLED**

Please select "**Member Cancelled**" if the passenger verbally cancels the trip over the phone or after arriving. The passenger needs to verbally confirm that they do not want to take the trip.

- **INCORRECT INFORMATION**

Please select "**Incorrect Information**" when passenger information is incorrect. Examples include wrong address, wrong appointment time, or if the passenger is in the hospital and/or no longer needs a trip.

- **SEND TRIP TO ANOTHER DRIVER**

In the event that you are unable to complete an accepted trip due to unforeseen situations, please use "**Send Trip to Another Driver.**" This option should rarely be used. In addition to selecting this reason, you must call the Driver Support line [855-722-0228](tel:855-722-0228) to report why you are not able to complete the trip.

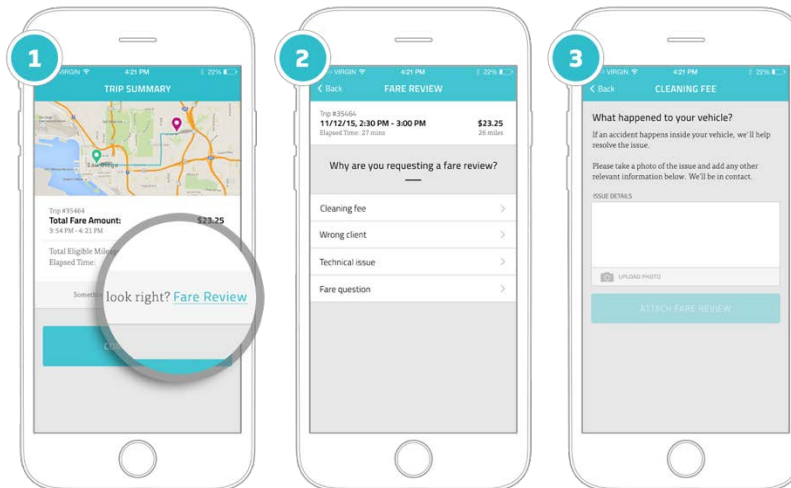
- **WEATHER**

Please select "**Weather**" for delays in transportation or road closures due to severe weather.

- **PROVIDER INCIDENT**  
Please select “**Provider Incident**” for an accident or vehicle breakdown. Other incidents may include, but are not limited to, passenger emergencies. You must call the Driver Support line [855-722-0228](tel:855-722-0228) to report the incident (for detailed information on what to do in the event of a vehicle accident, please refer to the Emergency section at the end of this manual).

After selecting the correct cancellation reason, please provide detailed information in the text section when you cancel.

## FARE REVIEWS



We understand that miscalculations, location changes, and GPS issues happen. If your fare was not calculated correctly, please select “**Fare Review**” at the end of the trip and provide details and supporting documentation for why you are requesting a fare review. Veyo will pay the uncontested amount of the fare and work with you to reconcile any disputed amount.

Trips are paid using the most direct estimated route based on the pick-up and drop-off locations. IDPs are expected to take the most direct route possible and to not take any more time than the calculated route would have taken. Trips where an alternate route is taken may be reviewed for appropriateness. In most cases, the IDP will be paid for the most direct route regardless of the actual route taken.

If there is a change in drop-off address and you forget to submit a fare review, the trip may be considered fraudulent and will not be paid.

The “**Fare Review**” option can also be used if you made an error while using the app. Possible errors include starting and ending a trip without transporting the passenger, transporting the wrong passenger, or an app malfunction. IDPs will be notified sixty (60) days prior to the effective date of any changes to submitting or processing fares.

## RECOMMENDATIONS AND GUIDELINES

Below are other recommendations and guidelines for when you are online:

- Keep your phone plugged in using a car charger.
- Keep your phone in a car cradle for safety.
- Keep your volume turned up to hear trip offer notifications.
- Avoid phone conversations so that you are available for trip offers.
- Pick up your passenger immediately after accepting a trip offer.
- Ask passengers for their full name to ensure that you are picking up the correct person/people.
- Confirm both the pick-up location and drop-off destination with the passenger. If either of these changes, contact Driver Support at [855-722-0228](tel:855-722-0228).
- Call passengers before cancelling.

- Do not use your phone while on a trip. If necessary, please pull over safely to do so.
- Do not accept other trip offers while on a trip.
- Veyo magnets must be properly displayed on both sides of your vehicle.

Driver side rear door.



Passenger side rear door.



When you are online, you are expected to accept all trip offers that come in through the Veyo Driver App. Failing to respond to, skipping, or ignoring a trip offer can adversely affect the passenger and client service level by slowing down the process. If you skip a trip request, your skip rate may be adversely affected. Multiple skips in a short period of time may result in limited or no access to trips coming through the Veyo system in the future. If you are unable to take a trip at a given time, set your app status to “**Offline**”.

## Driver Support vs. Veyo Support

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There are many resources available to you as a Veyo IDP. You will primarily be working with Driver Support and Veyo Support.

**Driver Support** is a 24/7 in-person team that can be contacted at [855-722-0228](tel:855-722-0228).

Driver Support should only be contacted in the following situations:

1. If you have **any type of accident**. See specific information in the “**Emergencies**” section of this manual for guidelines related to accidents.
2. If you have **any urgent trip issues**, for example, the passenger is requesting a change in address during any phase of the trip, pick-up, or drop-off.

**Veyo Support** is best suited to handle your technical and account needs. Veyo Support can be contacted at [support@veyo.com](mailto:support@veyo.com) and inquiries will be answered in 24-48 hours. Please note, during high volume times, these hours are subject to change.

If you have had an incident during a trip involving a passenger’s bodily fluids or blood borne pathogens, you will need to get your vehicle professionally cleaned and submit an incident report. Because it is a health concern, Veyo will reimburse you for reasonable expenses. Once your vehicle is professionally cleaned, fill out the form at [drivewithveyo.com/incidents](https://drivewithveyo.com/incidents) and select “**Incidents**” in the dropdown menu. Fill out the form with the details of the trip and the incident. You must attach the receipt from the completed cleaning to receive a credit for your cleaning fees.

If there is specific passenger behavior that you need to let us know about, use the “**Passenger Behavior Report**” link just to the upper right of the Incident Form at [drivewithveyo.com/passenger-behavior-report/](https://drivewithveyo.com/passenger-behavior-report/).

# Transporting Passengers

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## TRANSPORTING CHILDREN

You are required to ensure that the law is followed. It is your responsibility to know and comply with State law regarding child seats, booster seats, seat belts, and/or requirements to have minors sit in the rear seat. Passengers (or caregivers of passengers) are required to provide their own car or booster seat in order to be transported. In Arizona, current law requires children must ride in a proper child safety seat, in the backseat, until they reach a certain age AND height thresholds, including:

- Any child who is 4 years old or younger must be placed in an infant or convertible car seat that meets federal standards.
- Any child between ages 4 and 7 and/or under 4 feet 9 inches must ride in a booster seat.
- All children must ride in the rear seat of the vehicle.
- The adult is responsible for properly securing the car/booster seat in the vehicle and buckling in the child(ren).
- Never transport a child without a car/booster seat, or with your own car seat, regardless of what the adult may say. Failing to follow State child safety seat rules can result in a fine that you will be responsible for paying.
- You may be picking up children at school. If you arrive for a school pick-up, please go to the main office of the school and follow that school's procedure for checking that student out.
- When transporting minor passengers, extra care needs to be given during pick-up and drop-off. Please make sure that the facility is open and that there is a responsible adult at the facility to accept the passenger. If the facility is closed or there is no one at the drop-off location, you cannot leave

the child unattended. Please call Driver Support at [855-722-0228](tel:855-722-0228) to determine the best course of action.

## **TRANSPORTING NON-ENGLISH SPEAKING PASSENGERS**

You may be transporting passengers who do not speak English. Below are some easy ways to help communicate when there is a language barrier:

- Use the word “Taxi” to denote that you are there to provide transportation.
- Use pictures to communicate. For instance, pull up a picture of a car seat, a picture of a hospital, a picture of a car on your mobile device.
- Remember that if a passenger doesn’t speak English, they probably can’t read English either. Do not ask them to verify if they are the correct passenger by showing them the name in the Veyo Driver App. Always ask the passenger to identify themselves.
- Using translation apps has proven to be very helpful in many instances. Many of these apps are available to download for free.

## **TRANSPORTING PASSENGERS WITH BEHAVIORAL AND/OR DEVELOPMENTAL DISABILITIES**

Here are some general guidelines for transporting passengers with behavioral or developmental disabilities safely and comfortably:

- Always have your Veyo magnets on your vehicle and your ID badge on you so that the passenger is reassured that you should be transporting them.
- Look at the passenger directly and introduce yourself. Tell them you will be driving them today.
- Always offer assistance before you act:
  - If the passenger is visually impaired, ask if they would like assistance before you grab their arm.

- If the passenger is in a manual wheelchair, ask if they would like assistance before you start to push them.
  - If the passenger has a bag, ask if they would like assistance before you grab it to assist.
- Do not be afraid to ask the clinical workers if there is anything special that you need to know about today's trip (for example, if the passenger is extra talkative, or extra quiet). Please follow any instructions they might provide.
- Don't correct a passenger unless they might harm themselves, you, or the vehicle. Just stay calm and try to reassure the passenger. Examples may include:
  - A passenger who is hypersensitive (for example, a child who wants to keep touching everything).
  - A passenger who may have "triggers" that result in an exaggerated response. If this happens, it is important that you do not overreact.
  - If a passenger starts an emotional or very personal conversation, try to keep your responses neutral and simple. Do not engage with your opinions. Slowly and politely try to change the topic to something neutral like the traffic or the weather.
- Always follow **Trip Instructions** (for example, drop-off location) and not what the passenger may say. For example, a child may accept food when they are allergic to it or a passenger may identify a house as theirs when it is not.
- If you need assistance, do not hesitate to call Driver Support at [855-722-0228](tel:855-722-0228).



## Account Compliance

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In order to ensure compliance with account contracts, and to ensure the highest quality of service for passengers, Veyo actively monitors all trips and events within the system. Access to trip offers will be reviewed when IDPs fail to meet these guidelines.

In all cases, when a potential issue is identified, the IDP and/or vehicle will be suspended in the system and Veyo will conduct an investigation. Based on the results of the investigation, appropriate action will be taken. Measures that may be taken include: coaching, re-training, or termination of the IDP agreement.

### HIPAA

HIPAA (Health Insurance Portability and Accountability Act) is a United States law designed to provide privacy standards to protect patients' medical records and other health information. These standards are adhered to by health plans, doctors, hospitals, other health care providers, and all Veyo employees and independent contractors partnered with Veyo.

As a partner with Veyo, the trip requests received are protected health information (PHI). Therefore, you are required to follow HIPAA standards regarding security, privacy, and protection of all passengers' health data. PHI includes the passenger's name, phone number, address, photo, medical issue, special care instructions, insurance information, and any other trip related information. IDPs are authorized to use this information in order to provide the designated transportation, but cannot share it with other passengers, other IDPs, or reveal it in a way that can be heard by bystanders.

For example, if you are in a reception area, you should not call out the passenger's full name. You should go to the reception desk or just call out the

first name. If you have a question or feel as though HIPAA has been violated, please contact [compliance@veyo.com](mailto:compliance@veyo.com).

Veyo strongly recommends that you do not make paper or electronic notes about passengers outside of the app. If you do, those are PHI and must be maintained in a secure manner and disposed of correctly. For detailed information please contact [compliance@veyo.com](mailto:compliance@veyo.com).

## **SERVICE ANIMALS**

State and federal law prohibits IDPs using the Veyo Driver App from denying service to passengers with service animals because of the service animal, and from otherwise discriminating against passengers with service animals. IDPs are not permitted to inquire about the passenger's disability, require medical documentation, require a special identification card, or training documentation for the animal. Nor can they ask that the service animal demonstrate its ability to perform the work or task.

Allergies (regardless of severity) and fear are not valid reasons for refusing service to passengers with service animals. IDPs who engage in discriminatory conduct or refuse to transport a passenger with a service animal will lose their ability to use the Veyo Driver App.

## **VEHICLE REQUIREMENTS AND MAINTENANCE**

Veyo IDPs must perform vehicle maintenance and any necessary repairs on their vehicles.

Vehicle maintenance includes but is not limited to:

- Oil changes
- Tire checks
- Fluid checks

- Battery checks
- Fixing any vehicle damage, including cosmetic damages

When a vehicle is damaged, alert the regional office. Veyo's regional office may fail a vehicle's inspection if the repair is not within Veyo's standards.

Records of vehicle maintenance and repairs must be kept and provided to Veyo upon request. IDPs are required to bring in their vehicles for re-inspection annually and pass Veyo's vehicle inspection check. Failure to come in for a re-inspection will result in the inability to log-in to the Veyo Driver App and receive trips from Veyo's system.

IDPs must use their credentialed/approved vehicle when providing services. The use of a borrowed or rental car is not authorized.

Vehicles must display signage that includes the following information:

- Seat belts must be worn
- No smoking or vaping
- A way to report compliments or issues

Vehicles must have the capacity to safely stow a passenger's oxygen, personal assistive devices, medical equipment, or personal bag for carrying medical equipment or supplies.

## **PROFESSIONALISM**

Veyo expects that all passengers and IDPs treat one another with respect and courtesy. Calm and clear communication is the most effective way to defuse any confusion or disagreement that may arise between you and a passenger. Veyo maintains a zero-tolerance policy regarding all forms of discrimination, harassment, or abuse.

## **NON-DISCRIMINATION**

It is unacceptable to refuse to provide transportation based on a passenger's race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age, or any other characteristic protected under applicable federal or state law. This kind of conduct will result in permanent loss of access to the Veyo Driver App.

## **INAPPROPRIATE IDP BEHAVIOR**

It is disrespectful to make derogatory, inappropriate, or unwelcomed remarks about a person or group. Commenting on appearance, asking overly personal questions (for example: race, religion, politics, etc.) or making unwanted physical contact are all considered inappropriate and will not be tolerated. We encourage you to be mindful of your passengers' privacy and personal space. Violence and/or harassment of any kind will not be tolerated.

## **INAPPROPRIATE PASSENGER BEHAVIOR**

Veyo also expects that passengers treat IDPs with the same level of respect as listed above. If you experience anything during a trip that makes you feel uncomfortable, we want to know about it. Please see the "Emergencies" section for more details.

## **PASSENGER COMPLAINTS**

Veyo takes passenger complaints very seriously. For each complaint we receive, we reach out to both the IDP and the passenger to address the issue.

## ZERO TOLERANCE

The following actions will immediately result in termination of your IDP agreement:

- Drug/Alcohol Use
- Soliciting or accepting cash from a passenger
- Ending a trip, even if the route is followed, without transporting a passenger
- Negligent or reckless behavior that threatens public or driver safety
- Unlawful behavior
- Sharing of Protected Health Information (PHI)
- Any form of discrimination
- Denying service animals
- Possessing weapons of any kind in a vehicle while driving with Veyo
- Collusion while a passenger is in the vehicle that results in disruption of regular operations
- Fraud, Waste and Abuse

## WARNINGS

The following actions will generally result in a warning but have the potential to result in termination of the IDP agreement based on severity:

- Complaints of reckless driving
- Client or passenger complaints regarding driver conduct
- Client or passenger complaints regarding vehicle condition
- Dishonest or misleading statements to Veyo or passengers
- Cancelling before pick-up time
- Accepting a trip when not able to immediately proceed to the passenger (e.g. currently servicing another trip, stopped on personal business, etc.)

- Driver's Average Arrival Time vs. ETA based on Google Directions is more than 50% higher than the Area Average
- Average actual routing mileage vs. shortest Google Directions mileage is more than 50% higher than the Area Average
- Above average fare review submissions due to beginning and ending a trip improperly

## INSURANCE

You are required to maintain personal automotive insurance at all times and to notify your insurance carrier that you are providing Transportation Network Company (rideshare) services. While we do not require proof, the law requires you obtain an endorsement to cover the period when you're logged into any TNC/rideshare app as available to accept trip offers.

There is a \$1,500.00 deductible you must pay when a claim is made to Veyo for any accident that occurs when you are engaged in an active trip on the Veyo App. For additional insurance information, check out the Vehicle Insurance webpage available after choosing your state at [drivewithveyo.com](http://drivewithveyo.com).

## DOCUMENTATION REQUIREMENTS AND COMPLIANCE TRAINING

- You must maintain current and valid documents and certifications annually or as they expire. This includes, but is not limited to, vehicle registration, driver's license information and proof of insurance.
- As part of Veyo's commitment to detect and eliminate fraud, waste and abuse, IDPs driving with Veyo may not be Medicaid recipients.
- Veyo may conduct annual background checks and motor vehicle report checks at its discretion.
- Annual completion of compliance training, ADA and sensitivity training, customer service training, and blood borne pathogens part 1 and 2 training are required. Defensive driver training and First Aid/CPR training

are required every two years. Additional Compliance training courses may be added to the requirements, as needed.

- Failure to maintain current and valid documents and certifications, and failure to complete compliance trainings will result in account suspension.

## **SUSPENSIONS AND TERMINATIONS**

In the case of a suspension, please contact your Regional Office for details on what actions need to be taken (for example: re-training, re-uploading documents for those that have expired).

**Please note that Veyo Support ([support@veyo.com](mailto:support@veyo.com)) cannot lift or discuss a suspension.**

When an IDP agreement is terminated, the IDP will generally have the opportunity to appeal that decision. The IDP will have 72 hours to appeal the action by emailing [compliance@veyo.com](mailto:compliance@veyo.com). Upon receiving an appeal, the Compliance team will convene a panel and schedule the appeal within 72 hours. The review will be held within 7 days of the date the request for appeal was received, and the panel will consist of three Veyo managers not directly involved in the situation. During the appeal, the IDP will have 15 minutes to present information to the panel; the panel will then have 15 minutes to ask questions. The IDP can request that the appeal be rescheduled once, providing that request is received more than 24 hours in advance. The panel will make their decision to either support the termination of the IDP agreement or reinstate the IDP's agreement. The Director of Corporate Compliance will notify the IDP of the panel's decision within 48 hours of the appeal meeting.

## Emergencies

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If at any time you feel that you are faced with a situation that requires immediate emergency attention, please call the emergency service number in your area. Most frequently, 911.

If you have been in any accident while logged onto the Veyo Driver App, please complete the following steps:

1. Assess the situation: Are you injured? Is your passenger injured?
2. Call 911
3. Call Driver Support at [855-722-0228](tel:855-722-0228)
4. Get photos of all 4 sides of your vehicle and the other vehicle(s) involved in the accident plus any other damaged areas.
5. Exchange information with the other driver(s) and obtain their:
  - Full name
  - Phone number
  - Insurance information
6. If safe and possible, have the passenger stay in the vehicle and keep them comfortable with AC/heat, as needed
7. Wait for a Veyo rescue vehicle to transport the passenger, if needed
8. Go to [drivewithveyo.com/incidents](https://drivewithveyo.com/incidents) to fill out the accident form

Failure to report an accident will affect the insurance coverage provided by Veyo. Depending on the situation, IDPs may be ineligible to drive while the report is undergoing review.



## Lost and Found

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All drivers should check the passenger's seating area to ensure no belongings are left behind after completing a trip. If a passenger leaves something in your vehicle, please notify [support@veyo.com](mailto:support@veyo.com) immediately and return the item to the Veyo regional office. Veyo will hold any lost and found items for a period of 30 days from the time of drop-off. We will tag each item with any pertinent information including passenger name, address, phone number, date of drop-off, and any other special instructions. If for some reason there are narcotics or concealed weapons of any kind, we are required to contact the local authorities. We will attempt to contact the passenger of the lost item three times during the course of a 30-day period. After that third attempt and after the 30th day, we will donate or dispose of the item properly.

## Payment

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- IDPs earn 100% of their fares; Veyo does not take a licensing fee. Fares are based off of the best and most direct route between pick-up and drop-off locations. Anything under 5 miles will receive a flat payout rate as determined by the region you are in.
- Payments are typically made every Wednesday
- Payments cover the previous Sunday through Saturday
- You will be paid using the ACH account entered during your registration process
- You will receive notification of payment via the email address associated with your IDP account

## HOW TO RESOLVE A PAYMENT DISCREPANCY

Please read over the **Fare Reviews** section of this Manual. If you believe there are any discrepancies with your payment, please access the trip information via the Veyo Driver App and send the trip ID, date, amount you believe should have been paid, and the amount that was deposited into your account to [support@veyo.com](mailto:support@veyo.com). Please also include the reason why you are requesting a fare adjustment (e.g., change in destination address).

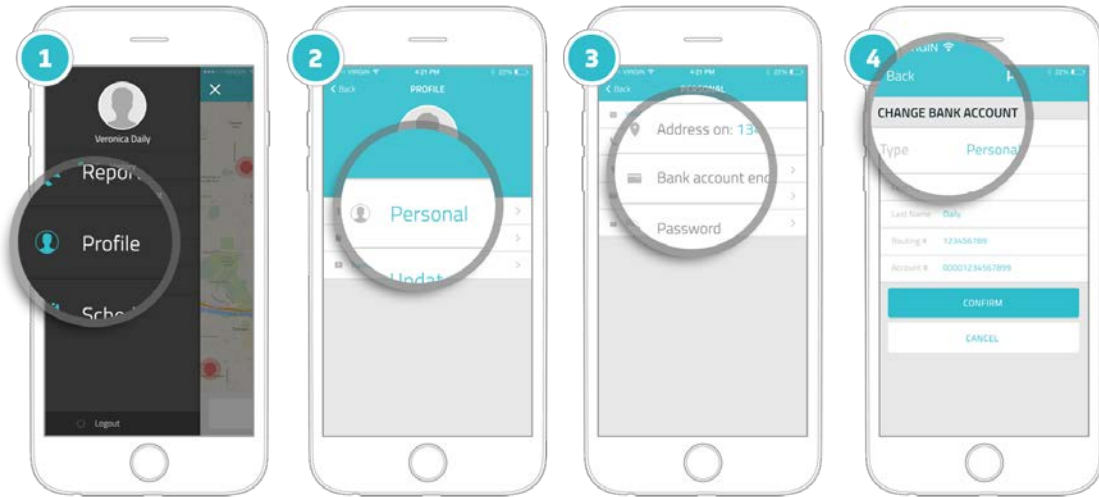
### **Example:**

*"I was only paid \$13.70 for Trip #123456 that happened on 11/10/15 that should have been \$14.45 because the destination address changed to (new address)."*

Please follow this format so that the issue can be corrected in an efficient manner. If there are multiple trips with incorrect amounts, please include them all in the same email correspondence.

## UPDATING YOUR ACCOUNT INFORMATION

You can use the Veyo Driver App to update or change your bank account information, phone number, or any other relevant documents. Please keep all of your information and documents up-to-date to avoid disruptions with your account. Changes in your bank account information may take 1-2 payment cycles to take effect.



To add or modify vehicles within your IDP account, please contact [support@veyo.com](mailto:support@veyo.com) to assist you. Additional vehicles must be compliant with company policy and are subject to denial.