

To ensure the safety of our drivers and riders, Lyft has established this Deactivation & Suspension Policy. This policy and Lyft's Terms of Service is applicable to all drivers.

## WHY DO DEACTIVATIONS & SUSPENSIONS OCCUR?

A variety of factors can lead to a suspension (less than 72 hours) or account deactivation (as defined by Colorado state law), in accordance with Lyft's Terms of Service. Examples include, but are not limited to:



### SAFETY ISSUES

To address potentially unsafe actors due to allegations of unsafe driving, harassment, assault, and discrimination.



### REGULATORY REQUIREMENTS

Drivers who do not meet required background/ DMV check standards, or who have invalid driver / vehicle documentation.



### FRAUD

Drivers who attempt to commit fraud by, for example, falsifying identities, or engaging in payment fraud, and/or scams.



### PLATFORM EXPERIENCE

Drivers who receive repeated warnings from Lyft relating to conduct flagged by riders on the platform.

For account deactivations based on violations of Lyft's Terms of Service, your Lyft account may be deactivated without prior notice. Drivers will be informed of their suspension or deactivation within 24 hours by email and through the app.

For most allegations of safety issues, Lyft places a temporary hold on a driver's account for the duration of the investigation and will attempt to contact all involved parties. On average, Lyft investigations are completed in less than 36 hours, but they may take longer depending on the investigation. The temporary hold will be removed if the findings of the investigation allow the driver to continue driving on the Lyft platform.

If applicable, the decision of an account deactivation is communicated to the driver at the conclusion of the investigation. Drivers have the option to appeal a deactivation, including when new evidence can be presented. For more information on the appeal process, please see the section "Our Appeal Process" below.

For repeated allegations of misconduct unrelated to safety or fraud, drivers may receive notices in the Lyft app regarding that behavior along with short term suspensions of increasing length, starting at 12 hours and up to deactivation.

## OUR DEACTIVATIONS & SUSPENSIONS PROCESS

### 1 DRIVER ACCOUNT FLAGGED

Via user reporting or the app

### 2 TEMPORARY HOLD

We may place a temporary hold on the account during the investigation or until the driver is able to remediate the issue. Driver will be notified via email, phone or through the Lyft app.

### REMEDATION

In some situations (eg. expired documents), drivers can complete remediation steps through the app.

### AGENT INVESTIGATION

We are invested in collecting detailed information from both the appropriate users when an incident is reported. Users are encouraged to submit dash cam footage, photos, police reports, and any other substantiating information. We actively review for suspicious/fraudulent rider reporting. Drivers can request a phone call with the agent conducting the investigation.

### DECISION MADE AND COMMUNICATED

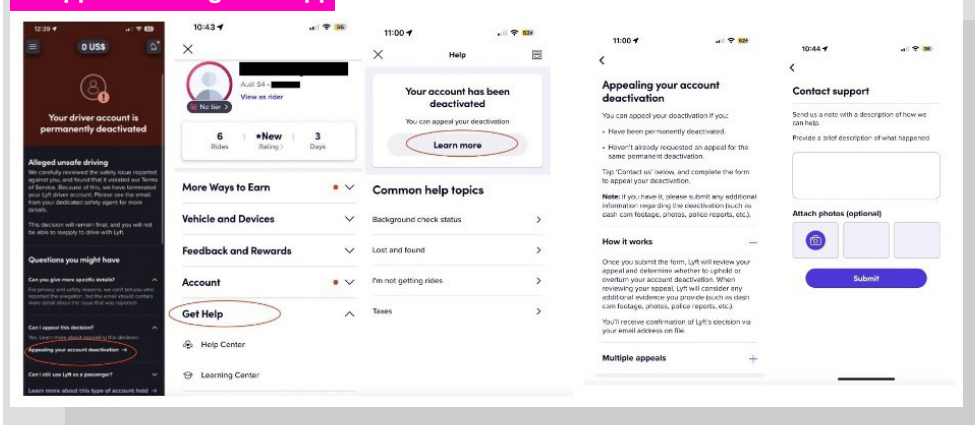
We let the driver know their final outcome either that they may resume driving, or that their account has been deactivated.

## OUR APPEALS PROCESS

When deactivations happen, our goal is for drivers to feel supported and respected throughout a deactivation appeals process that is fair, objective and reasonable. To accomplish this, we've launched a streamlined, in-app button for drivers to appeal deactivation decisions. This new channel gives drivers the ability to provide Lyft with any new or updated information as well as direct access to a specialized support team dedicated to deactivation appeals.

- When a driver receives notice of a deactivation, they can request a review of the decision.
- Drivers are encouraged to provide new evidence or information, so Lyft's Safety team can conduct their review and make a new determination.
- We may reactivate if there is new evidence or information that would change the original decision.

### Appeals through the App



- If we uphold the decision, we will keep the account deactivated.
- All final decisions will be communicated to the driver within 14 days, unless additional time is requested in accordance with Colorado law.