

MINNESOTA DRIVER DEACTIVATION POLICY

Drivers and riders are part of Lyft's community, and it is our goal to implement processes to keep both parties safe. Balancing the safety of all those using Lyft's platform while allowing drivers to continue contributing to Lyft's community and earning money is at the heart of the work Lyft does. Drivers agree to comply with this Deactivation Policy, as well as Lyft's Terms of Service.

WHY DO DEACTIVATIONS OCCUR?

As outlined in Lyft's Terms of Service, a variety of factors can lead to a temporary or permanent account deactivation, 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

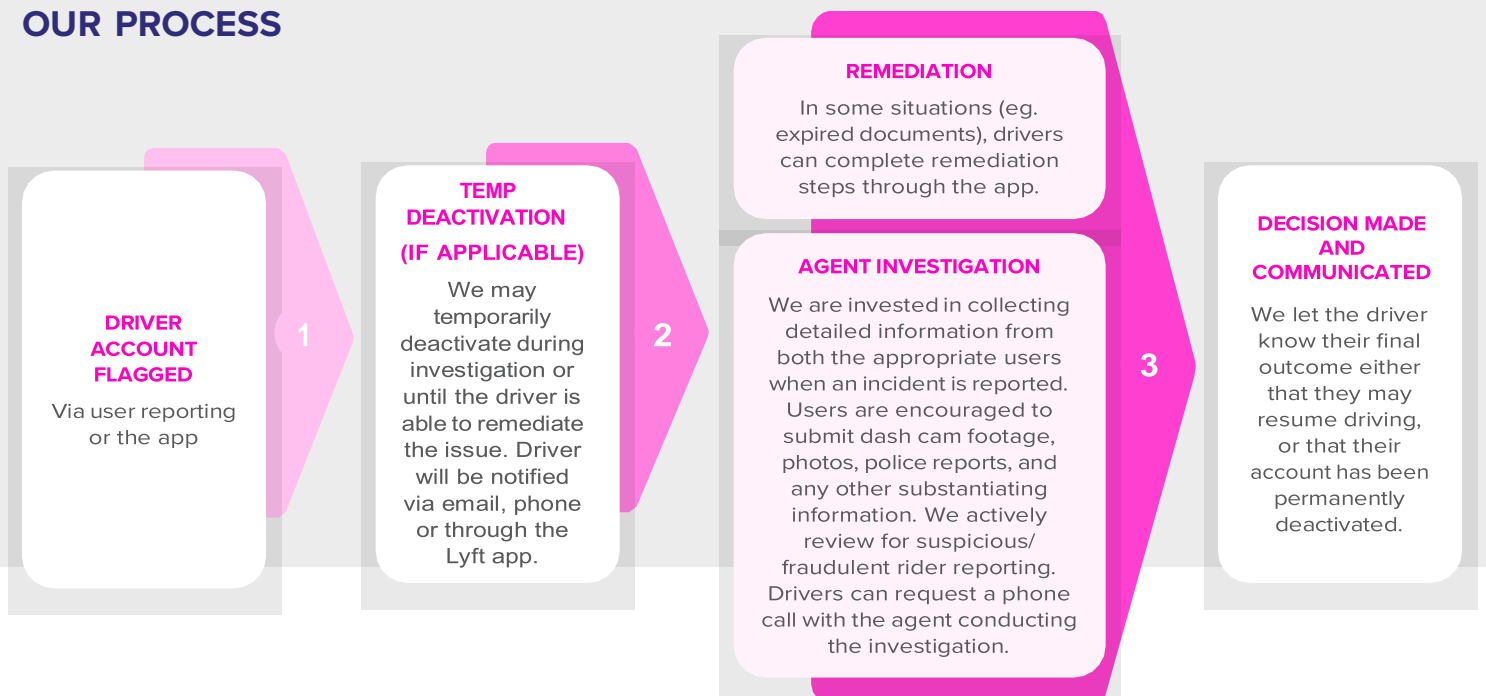
Drivers who receive repeated warnings from Lyft relating to conduct flagged by riders on the platform.

SERIOUS MISCONDUCT

For account deactivations based on allegations of serious misconduct, your Lyft account may be deactivated without prior notice.

Serious misconduct includes, but is not limited to, allegations of the following: discrimination, driving under the influence of drugs and alcohol, conduct that endangers the safety of the public, harassment, including sexual harassment or harassment due to someone's membership in a protected class, or physical or sexual assault, and willful or knowing commitment of fraud.

OUR PROCESS



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 do so, 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 permanent 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 may make a new determination.
- We may reactivate if there is new evidence or information that would change the original decision.
- If we uphold the decision, we will keep the account deactivated.
- All final decisions will be communicated to the driver within 15 days, unless additional time is requested in accordance with Minnesota law.

