

AIDER PLATFORM TERMS, ECOSYSTEM & OPERATIONAL POLICY

Updated: 10 May 2026

Company Name:

MYAIDER HOLDING SDN. BHD.

Platform Name:

Aider Driver Platform

1. Purpose

This policy establishes the framework, operational rules, platform terms, cancellation policies, refund procedures, dispute handling procedures, promotional program rules, merchant ecosystem protections, and liability limitations applicable to all users, drivers, merchants, SME partners, corporate clients, and platform participants using Aider services.

Aider Driver Platform operates as a technology-enabled mobility and operational support platform utilizing independent service providers and third-party payment gateway providers for payment processing.

2. Scope of Services

This policy applies to all services and ecosystem features provided through Aider including but not limited to:

- . Driver by Distance
- . Driver by Hour
- . Driver-With-Vehicle Service
- . Commercial Vehicle Driver Service
- . Executive Chauffeur Driver Service
- . Scheduled Commute Driver Service
- . Corporate / Contract Driver Service
- . Cross-border Driver Service
- . Prepaid Driver Hour Packages
- . Merchant Referral Programs
- . SME Support Programs
- . Car Owner Platform
- . Voucher & Reward Systems
- . Cashback Programs
- . Loyalty Programs
- . Referral Incentive Programs
- . Promotional Campaigns
- . Future ecosystem services introduced by the company

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3. Platform Role Clarification

Aider operates as a technology-enabled platform facilitating driver service arrangements, operational support services, and ecosystem collaborations between users, independent service providers, merchants, SME operators, vehicle owners, and business partners.

Unless expressly stated otherwise:

- Aider is not a transportation carrier
- Aider is not a taxi operator
- Aider is not a logistics carrier
- Aider does not guarantee uninterrupted service availability
- drivers operate as independent service providers
- merchants and SME partners operate independently from the company

4. Dispute Submission Channels

Users, drivers, merchants, SME partners, and corporate clients may submit disputes or complaints through:

- Official WhatsApp support
- Customer service hotline
- Official company email
- In-app support system
- Official customer support channels designated by the company

5. Types of Disputes Covered

This policy covers disputes including but not limited to:

- payment disputes
- duplicate charges
- cancellation disputes
- waiting fee disputes
- refund disputes
- service quality disputes
- driver conduct disputes
- customer misconduct
- vehicle condition disputes
- delay-related disputes

- promotional disputes
- referral disputes
- merchant disputes
- off-platform transaction disputes
- unauthorized transaction disputes
- fraudulent activities
- system-related disputes

6. Response & Resolution Timeline

The company will acknowledge disputes within twenty-four (24) hours upon receiving the complaint.

Investigation timelines may vary depending on operational complexity, evidence collection, third-party dependency, regulatory requirements, or case severity.

The company reserves the right to extend investigation timelines where additional verification or supporting information is required.

7. Investigation Procedure & Digital Evidence

The company reserves the right to investigate disputes using available operational records including:

- booking records
- GPS tracking records
- driver activity logs
- call records
- communication logs
- payment transaction records
- arrival proof
- customer service records
- system login records
- IP address logs
- digital timestamps
- vehicle condition photos
- internal investigation records

Electronic records including:

- GPS logs
- system timestamps
- platform activity logs
- digital communications

- payment records
- in-app records
- digital confirmations

may be used as valid supporting evidence during investigations and dispute resolution where permitted by law.

The company may rely on internal operational records as primary evidence for dispute determination.

Where sufficient supporting evidence exists, the company's decision shall be final and binding.

8. Driver Arrival Verification

For waiting fee, cancellation, no-show, or arrival-related disputes, driver arrival may be verified using:

- GPS arrival logs
- driver check-in records
- timestamp records
- phone call attempts
- WhatsApp or platform message records
- customer service confirmations

Waiting time shall generally commence after the driver arrives at the agreed pickup location and reasonable contact attempt has been made to the customer.

9. Cancellation Policy

9.1 Standard Driver Services

For Driver by Distance and Driver by Hour services:

- cancellation within 5 minutes:
Free cancellation
- cancellation between 5 minutes to 30 minutes:
RM50 cancellation fee may apply
- cancellation exceeding 30 minutes:
Additional RM25 may apply for every additional 30-minute block

9.2 Commercial Vehicle Driver Services

Commercial vehicle bookings may incur RM70 cancellation fee.

9.3 Driver-With-Vehicle Services

Driver-With-Vehicle bookings may incur RM390 cancellation fee.

9.4 Executive Chauffeur Driver Service

Executive Chauffeur bookings may incur RM50 cancellation fee.

9.5 Scheduled Commute Services

- 50% refundable before implementation date
- 30% refundable after implementation date subject to review

9.6 Service Commencement

No refund shall generally be provided after driver arrival or service commencement unless otherwise approved by the company.

10. Waiting Time & Waiting Fee

Customers are entitled to complimentary waiting periods depending on service category.

10.1 Driver by Distance & Driver by Hour

- First 15 minutes:
Free of charge
- More than 15 minutes:
RM25 per 30-minute block

10.2 Commercial Vehicle Driver Services

- First 15 minutes:
Free of charge
- More than 15 minutes:
RM35 per 30-minute block

10.3 Executive Chauffeur Driver Services

- First 15 minutes:
Free of charge
- More than 15 minutes:
RM50 per 30-minute block

Waiting charges may continue until:

- customer arrival
- booking cancellation
- official service completion
- company intervention

11. Overtime Charges

Additional overtime charges may apply where the booking duration exceeds the original booking duration.

11.1 Driver by Hour Services

- RM35/hour for extensions requested at least 2 hours in advance
- RM50/hour for last-minute extensions

11.2 Executive Chauffeur Services

- RM100/hour for advance extension
- RM150/hour for last-minute extension

11.3 Driver-With-Vehicle Services

- RM90/hour overtime charges
- overnight surcharge may apply

Additional overtime structures may vary depending on vehicle category, operational complexity, location, or assignment type.

12. Customer No-Show

If the customer fails to appear at the agreed pickup location and timing:

- waiting charges may continue to apply
- cancellation charges may apply
- booking may be considered completed or cancelled
- no refund shall generally be provided

13. Refund & Credit Policy

Refunds may be considered under situations including:

- duplicate payment
- failed service delivery
- driver no-show
- unauthorized transaction
- technical system failure

Refund approvals remain subject to internal verification and review.

Approved refunds will generally be processed within 7–14 working days depending on payment providers and banking processes.

14. Hourly Service Early Completion

For hourly-based services, unused hours shall generally not be fully refundable.

The company may provide partial service credit subject to internal review.

Example:

If a customer books 8 hours but only utilizes 4 hours:

- remaining unused hours:
4 hours
- 50% credit entitlement:
2 hours

Unused hour credits may only be utilized for future eligible bookings subject to validity periods and operational conditions determined by the company.

15. Prepaid Hours Expiry & Usage Policy

Prepaid driver service hours, promotional hours, complimentary credits, package allocations, bonus hours, and prepaid balances shall remain valid for twenty-four (24) months from the date of purchase, issuance, or activation unless otherwise stated.

Unused balances or benefits remaining after expiry shall automatically expire without refund, replacement, compensation, or cash conversion.

Prepaid balances:

- are non-transferable unless approved
- are not redeemable for cash

- may be subject to booking availability
- may be subject to blackout periods
- may be revised operationally by the company

16. Voucher, Rewards, Cashback & Promotional Programs

The company may offer:

- vouchers
- cashback
- welcome bonuses
- loyalty rewards
- referral incentives
- promotional balances
- complimentary credits
- loyalty points

subject to campaign-specific conditions.

The company reserves the right to reject, suspend, revoke, modify, reverse, or cancel promotional benefits where:

- duplicate accounts
- fake transactions
- self-referrals
- artificial booking activity
- abuse
- fraud
- manipulation
- policy violations

are identified or reasonably suspected.

Promotional benefits:

- are non-transferable unless approved
- are not exchangeable for cash unless stated otherwise
- may expire automatically
- may be revised at any time

17. Account Inactivity

Inactive accounts may be subject to:

- suspension
- archival
- verification review
- promotional expiry
- benefit removal

subject to company policies and applicable laws.

18. Non-Banking & Non-E-Money Clarification

Unless expressly stated otherwise, vouchers, prepaid balances, cashback balances, reward points, loyalty systems, promotional credits, referral incentives, prepaid hours, or complimentary allocations:

- do not constitute bank deposits
- do not constitute stored monetary value
- do not constitute regulated e-money
- do not constitute securities
- do not constitute investment products

Such balances are intended solely for limited platform usage.

19. Merchant Partner, SME Support Program & Referral Ecosystem

Merchant partners, SME operators, workshops, vehicle owners, logistics operators, hospitality operators, event organizers, and business partners participating within the ecosystem act solely as independent promotional or referral partners.

Merchant partners shall not be considered:

- transportation providers
- employers of Aider drivers
- guarantors of Aider services
- legal representatives of Aider

Merchant partners shall not be liable for:

- driver conduct
- traffic incidents
- customer disputes
- payment disputes

- operational losses
- third-party claims arising from platform usage

The company reserves the right to suspend, reject, revise, or terminate partnerships, commissions, incentives, or collaborations where suspicious activity, fraud, abuse, reputational concerns, or operational risks are identified.

20. Commercial Vehicle & SME Operational Responsibility

Commercial vehicle owners, logistics operators, SME operators, and business users remain fully responsible for:

- licensing compliance
- permit compliance
- cargo legality
- loading safety
- operational insurance
- workforce compliance
- regulatory compliance

The company shall not be responsible for cargo disputes, permit violations, overloading offences, workforce disputes, or operational non-compliance.

21. Vehicle Condition & Car Owner Platform Disclaimer

Vehicle-related information including:

- maintenance history
- tyre condition
- mileage records
- workshop updates
- inspection records
- servicing schedules

may rely on third-party submissions or system-generated records.

The company does not guarantee absolute accuracy or completeness of such information.

Vehicle owners remain fully responsible for independently verifying vehicle condition, maintenance status, legal compliance, insurance coverage, and roadworthiness.

22. Customer Responsibilities

Customers are responsible for:

- providing accurate booking information
- ensuring vehicle legality and roadworthiness
- ensuring proper insurance coverage
- ensuring driver access to the vehicle
- safeguarding valuables
- treating drivers respectfully

The company shall not be liable for operational losses arising from inaccurate information provided by customers.

23. Personal Belongings & Valuables

Users remain fully responsible for safeguarding their own personal belongings, valuables, documents, electronic devices, or cash.

The company shall not be liable for loss of belongings unless clear evidence of misconduct or negligence exists.

24. Driver Safety & Fatigue Management

The company reserves the right to reject, shorten, pause, reassign, or discontinue bookings where:

- driver fatigue
- unsafe road conditions
- unsafe customer behavior
- vehicle safety concerns
- operational risks

are identified.

Safety shall take priority over service continuation.

25. Off-Platform Transactions

Drivers, customers, merchants, or partners are prohibited from conducting unauthorized off-platform transactions related to services introduced through Aider.

The company reserves the right to suspend, restrict, terminate, or penalize accounts involved in unauthorized private arrangements or commission bypass activities.

26. Independent Service Provider Status

Drivers operating through the platform act as independent service providers unless otherwise stated in separate written agreements.

Nothing within the platform relationship shall create employment, agency, partnership, franchise, or fiduciary relationships between the company and independent drivers.

27. Third-Party Service Disclaimer

The platform may rely on third-party providers including:

- payment gateways
- mapping systems
- cloud providers
- telecommunications providers
- insurance providers
- external merchants

The company shall not be liable for disruptions, delays, failures, inaccuracies, or operational interruptions caused by third-party systems or providers beyond reasonable control.

28. No Guarantee of Availability

The company does not guarantee:

- continuous platform availability
- uninterrupted service
- exact driver arrival timing
- successful booking fulfillment
- uninterrupted promotional availability

Operational availability may vary depending on traffic, demand, weather, technical conditions, or third-party dependencies.

29. Limitation of Liability

To the maximum extent permitted by law, the company shall not be liable for:

- indirect losses
- business interruption
- missed appointments
- missed flights
- traffic delays
- road closures
- vehicle breakdowns
- mechanical failures
- customer-provided incorrect information
- consequential losses
- third-party actions

Total liability shall not exceed the amount paid for the affected booking.

30. Corporate Liability Separation

No shareholder, director, advisor, affiliate, employee, investor, representative, or related party of the company shall be personally liable for indirect operational losses, platform disputes, or third-party claims arising from normal platform operations except where required by law.

31. Indemnification

Users, drivers, merchants, SME operators, and partners agree to indemnify and hold harmless the company, its shareholders, directors, employees, affiliates, advisors, investors, and representatives against claims, losses, liabilities, legal costs, damages, penalties, or expenses arising from:

- policy breaches
- unlawful conduct
- misuse of services
- inaccurate information
- off-platform transactions
- operational misconduct
- regulatory violations

32. Force Majeure

The company shall not be responsible for service interruptions, delays, failures, or cancellations caused by:

- . severe weather
- . floods
- . road closures
- . accidents
- . government restrictions
- . public emergencies
- . payment gateway downtime
- . telecommunications failure
- . system outages
- . medical emergencies
- . unforeseen operational disruptions

33. Fraud Prevention & Transaction Monitoring

The company maintains reasonable internal procedures to identify suspicious transactions, fraudulent activities, payment abuse, promotional abuse, unauthorized usage, and abnormal platform activity.

The company reserves the right to:

- . investigate suspicious activities
- . request verification information
- . suspend accounts
- . reject suspicious transactions
- . withhold payouts
- . limit platform access
- . report suspicious activity where required

34. Chargeback & Payment Dispute Handling

The company reserves the right to submit operational evidence during payment disputes including:

- . booking records
- . GPS records
- . payment records
- . communication logs
- . service completion evidence
- . customer service records

False, abusive, or repeated chargeback claims may result in permanent account restriction.

35. Data Privacy & Confidentiality

All operational records, dispute information, and investigation records shall be handled confidentially in accordance with applicable data protection laws and internal policies.

Information may be disclosed where reasonably required for:

- dispute resolution
- fraud prevention
- legal compliance
- regulatory investigation
- insurance claims
- law enforcement cooperation

36. Governing Law & Jurisdiction

This policy shall be governed by and interpreted in accordance with the laws of Malaysia.

The company reserves the right to determine appropriate dispute resolution mechanisms where applicable.

37. Platform Modifications & Operational Changes

The company reserves the right to revise:

- pricing structures
- promotional mechanics
- reward systems
- operational procedures
- package structures
- eligibility requirements
- platform features

at any time where reasonably necessary for operational, legal, compliance, fraud prevention, technical, reputational, or commercial purposes.

38. No Investment Representation

Any reward, commission, cashback, referral incentive, loyalty point, prepaid balance, promotional benefit, merchant reward, or ecosystem participation:

- does not constitute investment products
- does not constitute guaranteed financial returns
- does not constitute securities
- does not create ownership rights in the company

39. Acceptance & Acknowledgement

By accessing, registering, booking, participating in, promoting, referring, purchasing, or using any services, programs, rewards, campaigns, ecosystem features, or platform functions provided by Aider, all users, drivers, merchants, SME partners, corporate clients, vehicle owners, and related parties acknowledge that they have read, understood, and agreed to be bound by this policy and any future revisions implemented by the company.

Continued usage of the platform or related services after any revision, update, modification, or operational change shall constitute acceptance of the updated terms and policies.

40. Severability

If any provision of this policy is determined to be unlawful, invalid, unenforceable, or inconsistent with applicable law by a court or competent authority, the remaining provisions shall continue to remain valid, enforceable, and effective to the fullest extent permitted by law.

41. Reservation of Rights

All rights not expressly granted under this policy are reserved by MYAIDER HOLDING SDN. BHD.

The company reserves the right to take any reasonable operational, legal, technical, commercial, compliance, fraud prevention, reputational, or risk management actions deemed necessary to protect the platform, ecosystem, users, merchants, drivers, business partners, shareholders, investors, and related stakeholders.

Issued By:

MYAIDER HOLDING SDN. BHD.

Aider Driver Platform

Updated Date:

13 May 2026

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