

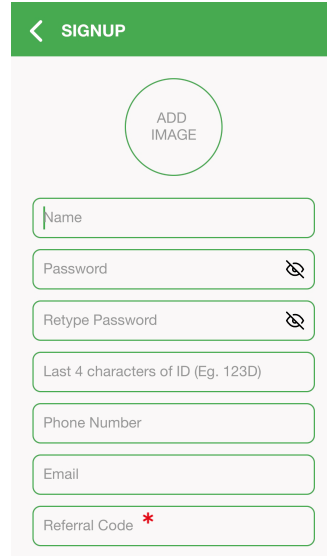


SINGAPORE  
**FIRST TOWING APP**

# 1. Signing Up

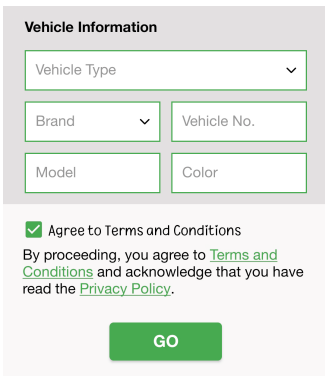


**Step 1**  
Open TOWME app, tap on 'SIGNUP'.

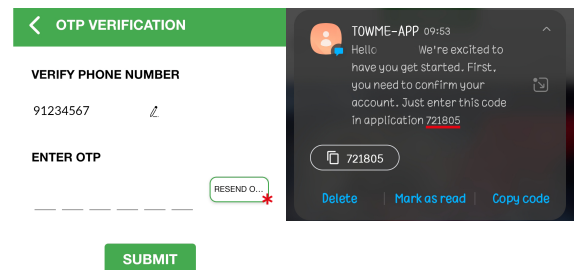


**Step 2**  
You will be directed to this page.  
Enter your details.

\*enter referral code if applicable



**Step 3**  
Scroll down, enter vehicle information.  
Ensure all details are accurate.  
Check 'Agree to Terms and Conditions'  
Tap 'GO'.



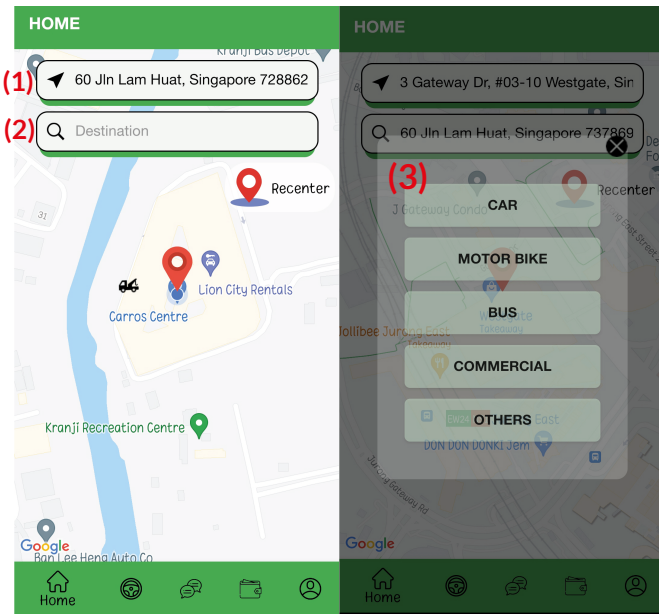
**Step 4**  
You will be asked to enter your OTP.  
An SMS will be sent to your mobile number.

After entering, Tap 'SUBMIT'.

\*If you did not receive your OTP, you can tap on 'RESEND OTP'.

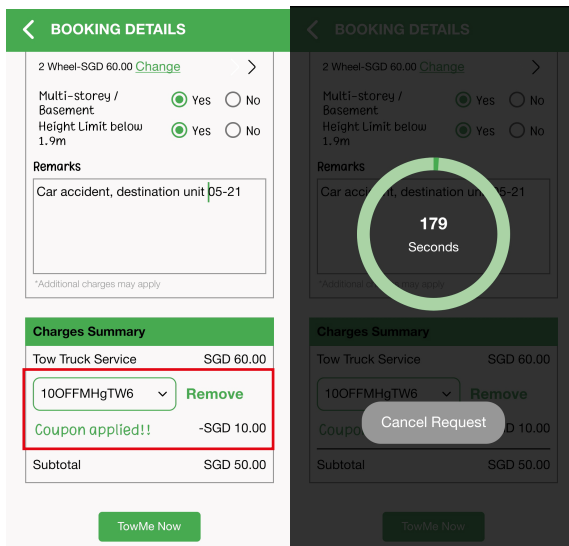


# 3. Booking a Tow

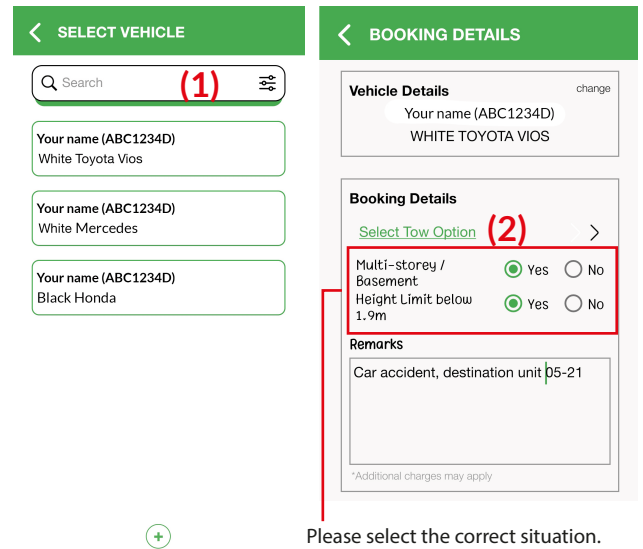


**Step 1**  
At the home page, enter your pick up location (1) (or choose to pin your location) and your destination (e.g. preferred workshop) (2).

You will then be prompted to choose your vehicle type (3).



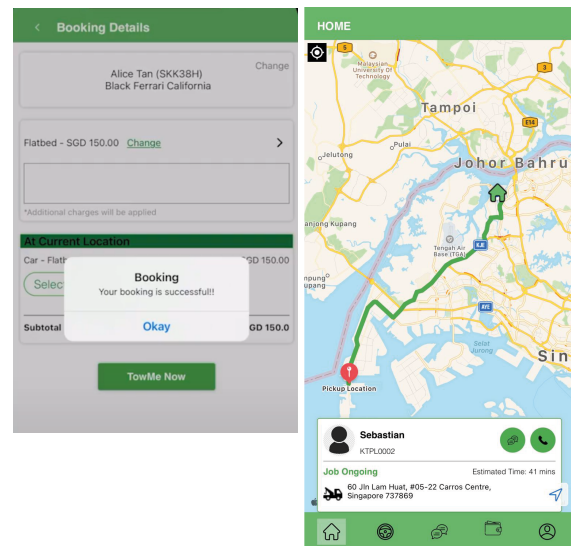
**Step 3**  
Select your coupon code if applicable.  
Tap 'TowMe Now' to proceed with booking. The timer will pop up to search for booking.



Please select the correct situation.

**Step 2**  
Select which of your vehicles is for the current booking. (1)  
Click to select the tow options available. (2)

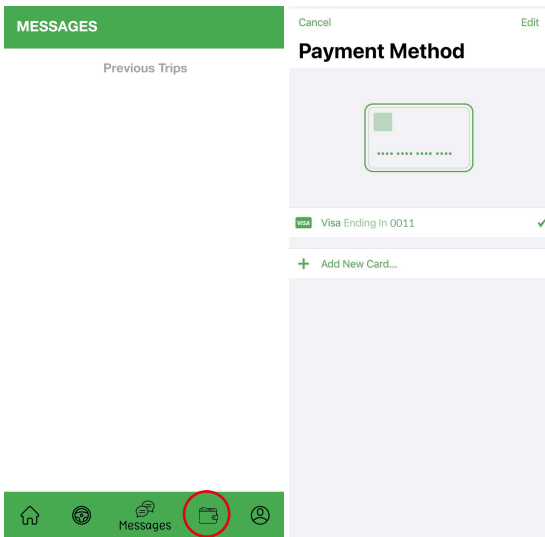
Then indicate your booking details. enter important details in the 'Remarks' section. (e.g. Unit number, car situation)



**Step 4**  
Upon successful booking, you will be able to see you drivers' location.



## 2. Functions

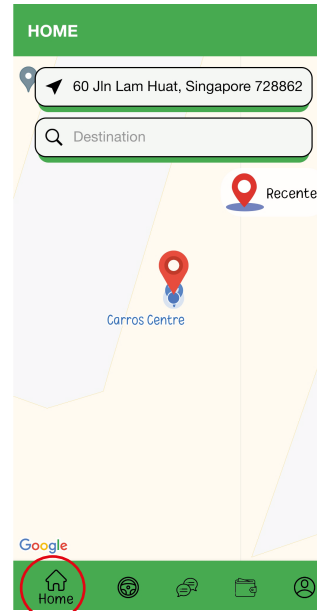


### Wallet

For adding payment details.

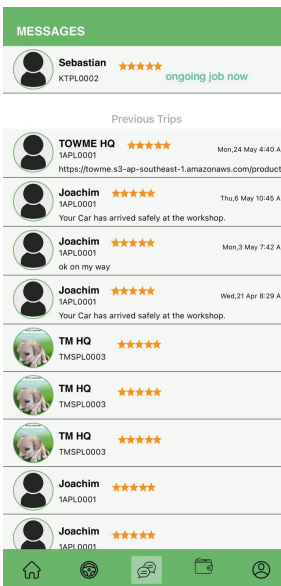
**You can only start booking after adding your payment method**

Do enter payment details correctly to ensure smooth booking and transaction. (e.g. CVC, Card Number, Name)



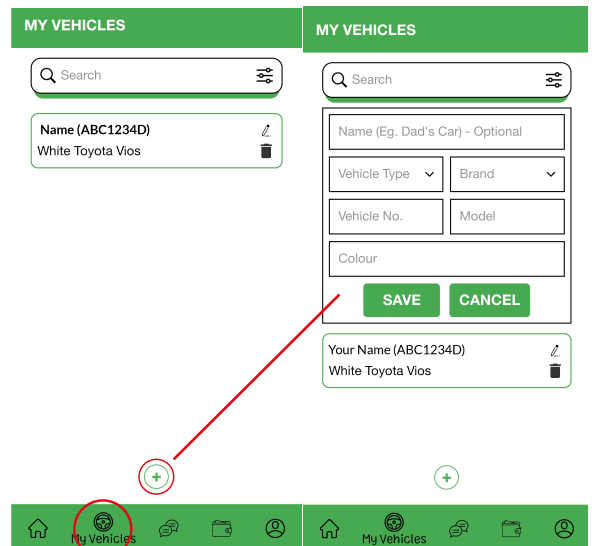
### Home

Where you start your booking process.



### Messages

Your chats with Tow drivers.

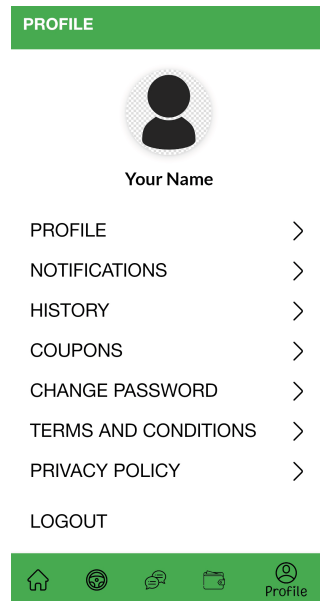


### My Vehicles

Add/Remove your Vehicles



## 2. Functions



### **PROFILE**

- Displays your name, email and referral code.

### **NOTIFICATIONS**

- Displays your notifications received from the app.

### **HISTORY**

- Displays your previous booking history.

### **COUPONS**

- Displays all available coupons and their issuance and expiry date.

### **TERMS AND CONDITIONS**

- TOWME's Terms of use for all users of the app.

### **PRIVACY POLICY**

- TOWME's Privacy policy as latest version.

# FAQ

## General Information

### 1. What is TOWME?

TOWME is a towing and motor services app that connects users and drivers for breakdown and towing services. We are entirely app-based and can be downloaded from the Apple Store or Google Play Store by simplifying searching for "TOWME". You may download TOWME SG app to access our coverage in Singapore & Malaysia.

### 2. How does TOWME work?

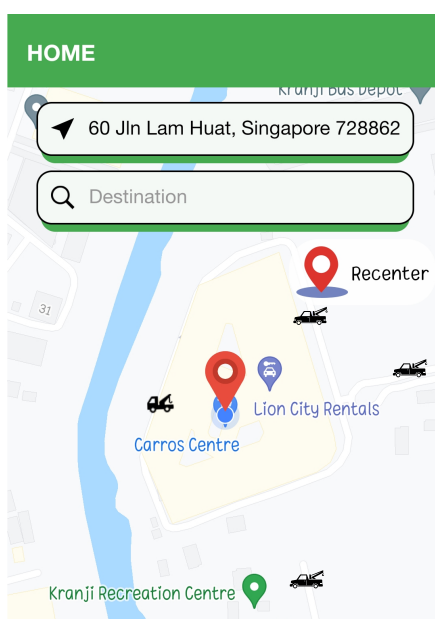
You can book any of our services on the app once you have registered an account. Our app does not charge you any membership fees. Our prices are transparent on the app which you have full access to and the price is fixed and does not fluctuate.

Once you have selected the service that you require and started the booking, we will match you to the nearest driver in the first 10km radius. This ensures you get assistance as quickly as possible.

### 3. How can TOWME benefit me as compared to calling for a tow myself?

Traditionally when you call for a tow or breakdown service, it is only to 1 company. The speed of the service is highly dependent on how many drivers they have in their fleet, where their drivers are currently located, how far they are from you, and whether they are currently on another job.

By utilising our app, you get access to help from any driver that is under our platform - giving you access to multiple towing and breakdown assistance companies that we work with. We also link you up with the nearest driver within the first 10km so you can rest assured that the assistance comes as soon as possible.



# FAQ

## 4. What does it mean to be verified on the app?

Once you register and set up your account, our Operations Team will be verifying that all the information provided by you is accurate and true. This will encompass your personal details and your vehicle details. If it is deemed that any of the information is untrue, we may remove certain privileges to protect the security of our partner drivers from phantom accounts.

### Setting up an account

#### 1. How do I sign up for an account?

You can tap the Facebook or Google+ icon to have a seamless and hassle free sign up. Alternatively, you may click on the sign up button to fill up the relevant details.

#### 2. Why do I have to enter vehicle information?

As we are a mobile app for towing, breakdown and motor services, we will require our users to own or utilise a vehicle at a single point in time to utilise our services. Hence, we will require you to key in your vehicle details for an easier experience as and when you require our services.

#### 3. I have signed up for an account, what is my password?

Upon submission of your registration, you will be sent a password to the registered email that you have provided us. Please use the auto-generated password to log in.

#### 4. How do I change my password?

Upon entering the app homepage, you may click the most right icon for your 'Profile' and click into 'Change Password' to change your password.

If you have forgotten your password, you can click on 'Forgot Password' on the first login page of our app. This will lead you to the mobile number authentication to change your password.

#### 5. Will my private information be misused?

Rest assured that we do our best to protect the security of our platform and the privacy of all our customers. You may refer to our privacy policy at [ <https://www.towme.com.sg/privacypolicy> ] for further elaboration.

#### 6. How will I pay for the job booking?

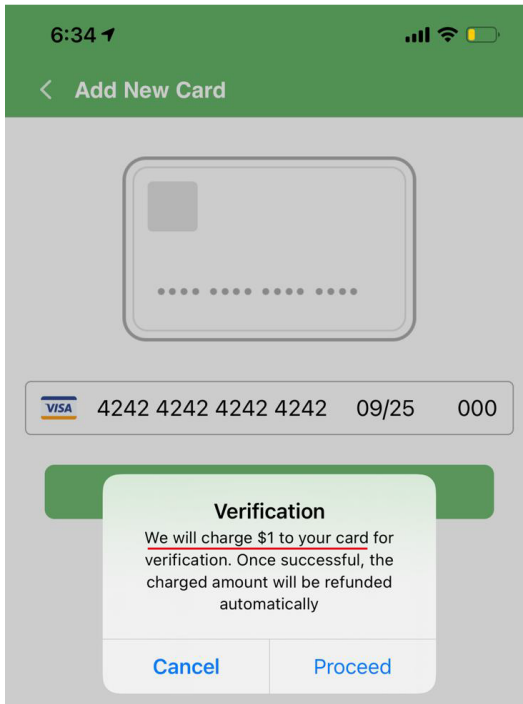
Our app supports mobile online electronic payment. Hence, upon sign up, we recommend that you save your debit or credit card details for an easier and faster flow of booking when you need to utilise the service. You will be charged only upon the completion of the job.



# FAQ

## 7. Why am I being charged \$1.00 after downloading the app?

This is a pseudo charge upon adding your debit or credit card details onto our app to ensure that your card is active. It will be credited back to you within 24 hours.



## 8. Where are my e-coupons?

Upon entering the app homepage, you may click the most right icon for your 'Profile' and click into 'Coupons' to view all the available coupons under your account, the details of these coupons and their expiry dates.

### Common questions

#### 1. How can I know what your prices are for each type of service available?

After logging in to your account and entering a pick up and drop off location, you can select the vehicle type that you require the service for. Upon selection, you will be able to view all the services that we have for that vehicle type and the relevant prices.

Our prices are kept transparent on the app and accessible to anyone. We do not fluctuate our prices and do not charge a premium for additional distances between any 2 locations. Our app has waived the peak hour surcharges and midnight surcharges for all our customers.

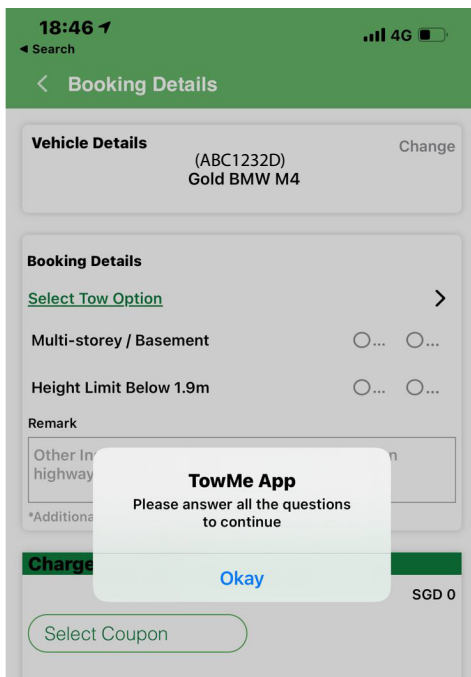


# FAQ

## 2. How do I book a tow? What does a multi storey car park / basement mean?

You will be prompted to select the service that you require under our categories for Cars, Motorbikes, Commercial and Bus. Within each category, you may also find our Breakdown services like Tyre Change, Jumpstart or Locksmith. You may refer to Page \_\_ for reference.

You will also need to select whether your vehicle is in a multi storey or basement car park and to indicate the height limits so that our drivers can assess whether their vehicle is able to enter the premises. Do note ensure that you also select the correct towing options for multi storey or basement car park under our Car / Motorbike / Commercial categories.



## 3. I exited my app after 10 seconds of submitting the booking. How come my booking can be accepted?

Our app supports a 3 minute countdown to find the nearest driver in the 1st 10km radius of the location that you have booked. Once you have submitted the booking, we are actively searching for the nearest match for you. When you close or exit the app, the search continues and our tow truck driver may continue to see your booking and accept your job.

## 4. Will I get a notification that my booking has been accepted?

You will receive an email notifying you that your booking has been accepted. We recommend that you reopen the app to check if your booking has been accepted if you have closed or exited from the app.

# FAQ

## 5. Why am I being charged a cancellation fee?

We will charge a cancellation fee if you cancel a booking past the initial 5 minutes that has been accepted by our drivers. This is to be fair to all partners as they would be making their way to your location upon accepting your booking.

## 6. I was unfairly charged a cancellation fee! Who can I speak to?

Please contact our Operator hotline at +65 9887 9899 should you have any disputes in this matter. Alternatively, you can email your reason and photos for cancellation to support@towme.com.sg and we will review the matter. Our team will review the matter within 3-5 working days and assess the situation before informing you of the final decision on the matter.

## 7. Why does my tow truck driver suggest that I upgrade my booking from 2 wheel to 4 wheel?

Rest assured that our tow truck drivers will not try to upsell the service without reason. If it has been recommended to you to change the service type from 2 wheel to 4 wheel, this would be because based on the drivers' experience, that your vehicle will be better towed utilizing the 4 wheel service type.

Our 4 wheel service will help to protect your vehicle better. Hence, for certain brands and models of vehicles, it is highly recommended to utilize only a 4 wheel service and above to ensure that the vehicle is not damaged by external environmental factors.

For more information you may refer to <https://towme.com.sg/services/towing>.

## For Towing Partners

### 1. How does TOWME work?

We provide the platform support for Towing Partners to expand their reach across the island. Our partners have access to jobs booked by our valued customers on our platform ranging from saloon cars, motorbikes and commercial vehicles.

As long as your driver account is kept logged in and online, you will receive job notifications if you are the nearest driver. We match each driver account with the nearest job available in the first 10km radius. Simply click into our app to find out the details of the job and to accept the booking.

### 2. How do I join this platform? Are there any requirements?

We require all our towing partners to be screened before they are onboarded with us. This is to ensure that you have the relevant licenses and professional indemnity to provide the services. We would also like to find out more about your current experience.

Please provide us your company name and contact details for us to help assist you to be onboarded. You may get your company head to contact us at +65 9887 9699.

Do note that you will have to get into contact with our Onboarding Team and will not be able to sign up an account on your own.

