

## DBS GOJEK - FAQs for GOJEK Beta BETA App Launch





### **What does GOJEK's beta app launch in Singapore entail?**

GOJEK will launch the beta version of its ride-hailing app in Singapore on 29 Nov 2018.

During the beta phase, customer access to the app will be granted in batches to balance ride demand and service capabilities. DBS/POSB customers in Singapore can sign up for a priority access code to the waitlist via the app. Once access to the app is given, customers will be able to book rides.

During this period, GOJEK will be evaluating the user experience and everything else related to the app.

### **What are the privileges that DBS/POSB customers can enjoy on the GOJEK beta app?**

DBS/POSB customers in Singapore will be the first to be able to book rides during the beta phase. After downloading the GOJEK beta app on 29 Nov, DBS/POSB cardmembers can sign up for a priority access code to the waitlist via the app.

Once access to the app is given, the following vouchers will be credited to the customer's GOJEK account:

- SGD 5 off each of the customer's first and second ride

Simply click on the button on the top left on your home screen, then select My Vouchers to see if there are any vouchers you can use.

### **How do I get a priority access code?**

To enjoy priority access, DBS cardmembers simply have to enter a special access code during registration. The code is "DBS" followed by the first 6 digits of their Visa, Mastercard or AMEX card (eg, "DBS123456"). Non-DBS/POSB cardmembers can download the GOJEK app during the beta phase and apply for a DBS/POSB card [www.dbs.com.sg/personal/cards/default.page](http://www.dbs.com.sg/personal/cards/default.page).

### **I'm now on the priority waitlist! How will I know when I can use the GOJEK app and how long do I have to wait?**

During the beta phase, customer access to the app will be granted in batches to balance ride demand and service capabilities.

Upon being successfully waitlisted, users will receive another email or a push notification once access to the app is given.

### **How long is the BETA period?**

The beta phase is expected to take place over a few weeks.

### **I've previously used GOJEK in Indonesia. Do I need to register again?**

If you have previously registered with GOJEK, there is no need to register again. [GOJEK will let you know on your next steps.](#)[\[JXHT1\]](#)[\[FSYN2\]](#)[\[FSYN3\]](#)

Should you wish to change your phone number, simply log on and click the icon on the top left of your home screen. From there, go to My Account > Edit Profile > Change Phone Number.



### How do I apply vouchers on my trip requests?

Applicable vouchers will be auto-applied as you request for a trip. The voucher with the earliest expiry will be used first.

You may choose a different voucher to use for your trip. Please go to My Vouchers, select the voucher you wish to use, and click "USE NOW" before booking your trip.

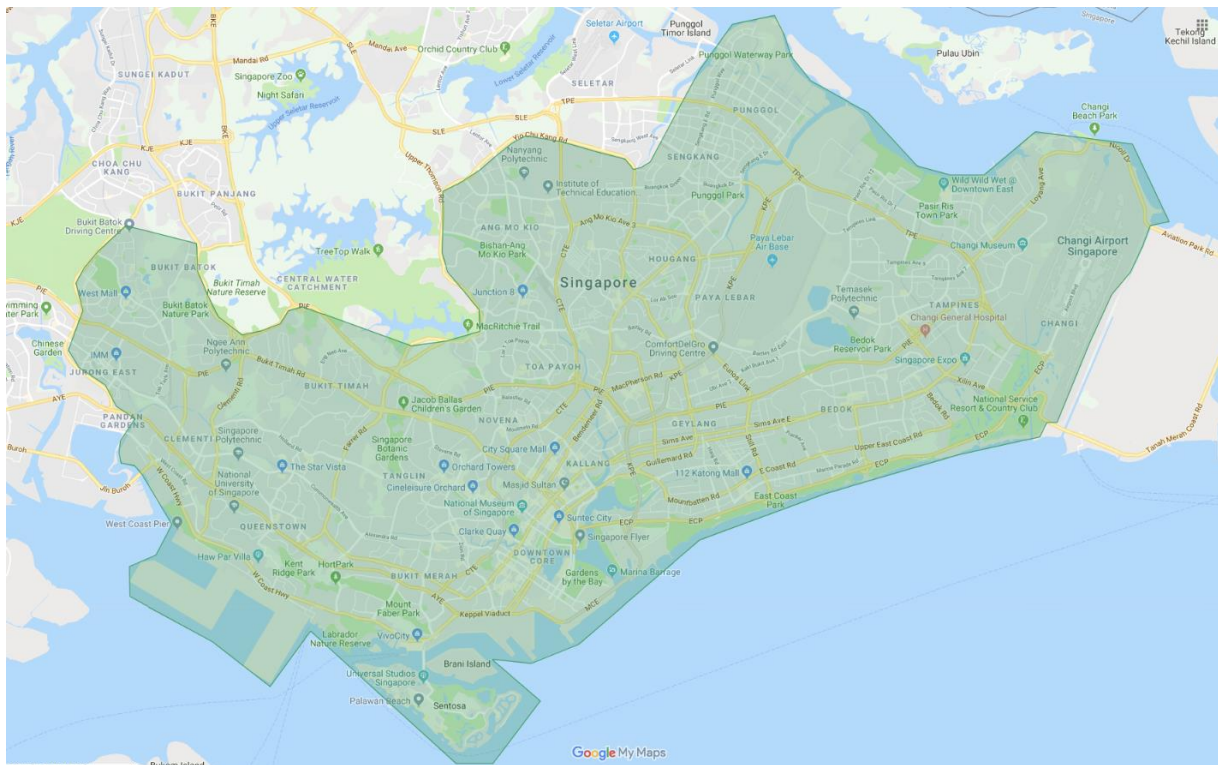
### Will the vouchers be applied to the total fare?

Vouchers and discounts are only applicable to your fare amount. Tolls and other charges will have to be paid in full.

### Why does the app tell me that GOJEK is not available in my area?

During BETA, GOJEK's service areas are limited. Click [here](#) to view the areas where GOJEK is running in Singapore.

Tip! Please choose pick-up and dropoff locations within these areas when you book a ride.



### How do I provide feedback or report a bug or issue encountered?

Riders can provide feedback - whether it is to report a bug, request a feature or simply tell us how you feel - through the GOJEK app by going to Help > Feedback under the button on the top left of your home screen. Riders may also call GOJEK's 24/7 support hotline at +65 31353135.

For GOJEK's full FAQs, please visit [www.go-jek.com/sg/](http://www.go-jek.com/sg/)