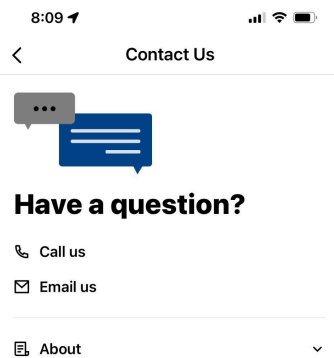


Via Complaint Form

Via is committed to providing a safe and reliable service to riders, driver partners, and the community at large. To deliver on Via's commitment to public safety, the Via team developed robust processes to promote safety, including but not limited to Community Guidelines which describe the types of incidents and conduct that could lead to warnings, restrictions or permanent account deactivations of Driver Partners and/or Riders.

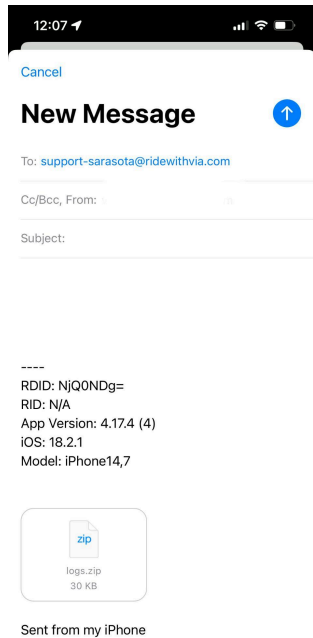
Below is are screenshots of the rider application that allows riders to submit a complaint, including ADA complaints.

Riders can contact us directly through the app, either by sending an email or making a phone call. Both options are accessible within the app to ensure they can easily reach out with any questions or concerns.

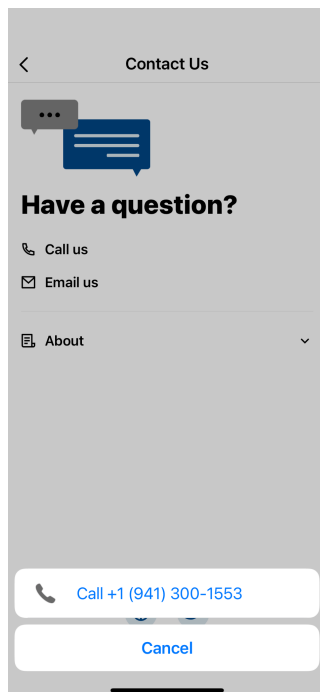


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When a rider contacts Via through the app, selecting the “Email Us” option will directly open their default email service on their phone, allowing them to compose an email. This email is automatically sent to our support team, who will assist with any ADA concerns or needs they may have.



If the rider chooses the “Call Us” option, it will prompt them to dial our direct support number, where they will be connected to a support agent for immediate assistance with their ADA concerns or requests.



Additionally, if a rider has any issues with a completed ride, they can leave a comment and provide feedback through the app. Our support staff will review this feedback and take appropriate action to address the matter promptly.

