

E-hailing Safety

E-hailing services are part of many people's daily lives. 24/7 Security Services urges users to exercise caution when using these services.

→ **Share your trip details**

Share Your Trip is an e-hailing safety feature that allows you to share trip information with a trusted contact. Riders are prompted to share their trip details with their trusted contacts, and they can choose to do so for every ride or night-time trip. This provides an extra layer of security and ensures that someone always knows your whereabouts.

→ **Check driver and vehicle details**

Before getting into your ride, double-check the driver's information on the app to be sure you are in the appropriate car. Verify the driver's name, photo, and licence plate number in the app against the vehicle's facts.

→ **Choose your pick-up time and spot wisely**

When selecting where your driver should pick you up, you don't need to give a static address location, as you can share your live location with your driver. So, to make sure you are vigilant and to ensure your safety, choose a pick-up point where you are highly visible to your driver, and you will easily be able to see them arrive.

→ **Use the in-app emergency button**

The app also includes an emergency assistance button that allows you to quickly contact local authorities in an emergency. Familiarise yourself with this feature and know how to use it.

→ **Rate and provide feedback**

After your ride, take a moment to rate your driver and provide feedback. This helps e-hailing companies to maintain a high standard of service and safety.

→ **Stay connected**

Keep your phone charged and stay connected to the app. A charged phone lets you easily communicate with the driver, share your trip details, and access emergency features if needed.

