

HELBIZ



Rider Accessibility Program

District of Columbia

January 2021

Overview

Following the acquisition of Skip by Helbiz, Helbiz's Low Income plan will be managed through Skip's brand. The Low Income program will be available to both e-bikes and scooters.

In addition to our per trip pricing of \$1 to unlock, \$0.30 per minute, and \$29.99 Monthly Unlimited Plan, Skip's DC offerings include (i) a low-income plan that will help qualified users realize the benefits of our inexpensive and efficient first and last mile transportation solution, (ii) a credit and debit card-free options for users who want to turn cash into Skip credit, and (iii) a smartphone-free option that allows users with older technology to lock and unlock Skip scooters. Our low-income plan backs up our promise to represent a different kind of technology company, one that allows our first and last mile transportation solution to be a viable means of commuting and one that provides real links to the District's public transportation system, no matter the income level of the user.

Low-income Customer Plan

Skip has created our Rider Accessibility Program in order to allow as many people as possible the opportunity to utilize Skip as a method of transportation. In the District of Columbia, our low-income customer plan waives any applicable vehicle deposit and offers unlimited trips under 30 minutes to any customer with an income level at or below 200% of the federal poverty guidelines. This discount is by application only and is specific to our DC market. We verify a customer's income level through proof of enrollment in the following government programs:

- DCHA's Housing Choice Voucher Program
- DC's Healthcare Alliance Program
- Residential Aid Discount (RAD) by Pepco
- Residential Essential Service (RES) Program by Washington Gas
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance (SNAP)

Step by Step Instructions

- 1) If you don't have a Skip or Helbiz account, create one within the Skip or Helbiz mobile app. Or, to set up an account manually, call our customer service team or visit our Fairfax, VA office 24/7 at 2830 Dorr Ave.
- 2) Go to the following website: <https://rideskip.com/access/>



Rider Accessibility+ Program

Skip has created the Rider Accessibility+ Program to allow as many people as possible to experience the joy of riding Skips. This discount is by application only and verification is specific to each location.

Arlington, VA

In Arlington, Skip provides a 50% discount on rides for those who qualify for a state or federal assistance program such as Medicaid, SNAP, or a discounted

Alexandria, VA

In Alexandria, Skip provides a 50% discount on rides for those who qualify for a state or federal assistance program such as Medicaid, SNAP, or a discounted

Washington, D.C.

In the District of Columbia, Skip's Rider Accessibility+ Program plan waives any applicable vehicle deposit and offers unlimited trips under 30 minutes to any customer



3) Click **Apply Now** for Washington, DC

You are applying for:

Washington DC - Rider Accessibility Program



DESCRIPTION

In the District of Columbia, Skip's Rider Accessibility+ Program offers free unlimited 30 minute trips to any customer with an income level at or below 200% of the federal poverty guidelines.


Continue Reading

FIRST
NAME *

LAST
NAME *

EMAIL
*

PHONE
NUMBER *

 e.g. (201) 555-0123

- 4) Fill out basic information
- 5) Upload a valid Verification document

CHOOSE VERIFICATION

DOCUMENT *

Upload Verification Document *

 No file chosen

Please verify all information prior to submitting.

- 6) Skip will then review your application and credentials
- 7) Within 48 hours, Skip will reach back out to you with a decision regarding your enrollment status
- 8) If successful, you will be marked as part of the Rider Accessibility Plan in the Skip system, and you will be eligible for Unlimited Free 30 minute rides
- 9) At this point, you are free to ride whenever you like

On a yearly basis, Skip will re-authenticate your membership in the program.

Cash Payment Plan

All Skip customers are required to have a card on file in our system. However, this does not preclude a cash payment plan. Skip's DC community outreach plan includes holding multiple events in Equity Emphasis Areas. At these events, DC residents without a credit card will have access to our personnel, who will be able to help them create a Skip account in-app. Skip employees will then assist the customer with the process of buying a pre-paid card with cash and entering the card into their account in the Skip app. Future cash payments can then be facilitated by exchanging cash for in-app Skip credit. Users can exchange cash for Skip credit at community outreach events or by visiting our Washington, DC office, located at 2830 Dorr Ave, Fairfax, VA 22031

Non-Smartphone Option

Our community outreach events will also help us serve users who do not have smartphone technology. At these outreach events, Skip will use company-provided smartphones to help non-smartphone users create Skip accounts and fund balances on their accounts. Non-smartphone users can also come to our Fairfax office to create an account. Once their account is established our Skip Customer Support representatives will be available 24/7 to

remotely lock and unlock scooters via our backend system so that access to Skip scooters is not restricted to smartphone users. If users need assistance locating a Skip scooter, they can contact our Customer Support team for assistance. Our Customer Support phone number is listed on our website, our scooters, and will be provided to non-smartphone users when they create an account.

Summary

Skip offers a community-first partnership model with a demonstrated commitment to act responsibly. We look forward to continuing to serve residents of the District of Columbia by bringing more transportation options to the city. If you have any questions about any of the above processes please do not hesitate to reach out.