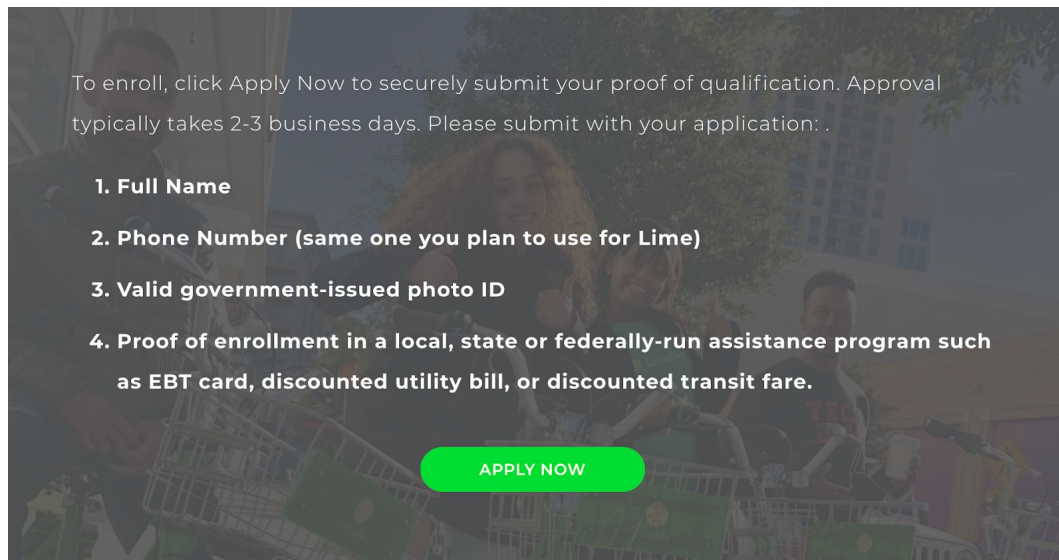


TERMS AND CONDITIONS REQUIREMENT, SECTION E.2: LIME ACCESS SUBMITTED 1.8.2021

E.2: “Permit Holder shall offer a low-income customer plan that waives any applicable vehicle deposit and offers an affordable cash payment option and unlimited trips under thirty (30) minutes to any customer with an income level at or below 200% of the federal poverty guidelines, subject to annual renewal. Permit Holder submit a step-by-step instruction document within ten (10) days of the start of the permit period to DDOT.”

Lime Access Program: Lime was the first dockless micromobility company to implement a program for low-income riders, called Lime Access, and we continue to make improvements based on feedback from Access riders. Lime Access is available to recipients of any federal, state, or local subsidy programs, including those receiving unemployment benefits, Fair Fare participants, SSDI recipients, and all NYCHA residents. Lime Access participants receive **unlimited, free 30-minute E-Scooter and Jump e-bike rides**.

To Enroll: The Lime Access rider fills out a simple online application form and uploads proof of participation in an assistance program. You can find the online application at: <https://v1.li.me/en/community-impact> -- The recipient will receive an email and/or SMS confirmation and will be automatically enrolled in the program once the proof of qualification has been received. For questions about eligibility, pricing and more, applicants may contact: access@li.me.

A screenshot of the Lime Access enrollment application form. The background is a blurred image of a city street with people. The text is overlaid on this background. At the top, it says "To enroll, click Apply Now to securely submit your proof of qualification. Approval typically takes 2-3 business days. Please submit with your application:". Below this is a list of four requirements: 1. Full Name, 2. Phone Number (same one you plan to use for Lime), 3. Valid government-issued photo ID, and 4. Proof of enrollment in a local, state or federally-run assistance program such as EBT card, discounted utility bill, or discounted transit fare. At the bottom center, there is a green button with the text "APPLY NOW".

To enroll, click Apply Now to securely submit your proof of qualification. Approval typically takes 2-3 business days. Please submit with your application: .

1. Full Name
2. Phone Number (same one you plan to use for Lime)
3. Valid government-issued photo ID
4. Proof of enrollment in a local, state or federally-run assistance program such as EBT card, discounted utility bill, or discounted transit fare.

APPLY NOW

Text to Unlock: For those without smartphones, we have a dedicated phone number that users can text to automatically unlock vehicles, as well as find out information about their account such as their balance, safety tips, and how to reach our Customer Service department. This text-to-unlock/lock structure makes check out and return easy.

The rider simply texts "Unlock Scooter XXXXXX" to our custom Text-to-Ride number and the product unlocks. The rider can also text commands such as "Help" or "Account" in order to get Customer Service information or find out their account balance. The first time a rider uses text-to-unlock, they are prompted to agree to our user agreement and privacy policy.

Cash Payment: Unbanked individuals or those without credit cards can load money into an account in small increments through our partnership with [PayNearMe](#), or can pay via PayPal or prepaid card.

Riders can pay using cash at one of PayNearMe's retail locations and they will receive a code to enter to unlock the vehicle. There are more than 100+ PayNearMe locations in Washington, DC, including CVS, 7-Eleven, ACE Cash Express, and Family Dollar locations.

Lime also accepts PayPal as a payment option, which eliminates the need for a traditional credit or debit card. Paypal has a suite of features available to the unbanked. Riders can also use a prepaid card, such as a Visa prepaid debit card, to add funds to their Lime account.

PayNearMe Process



Email access@lime.com to set up a Lime Access account



Print personal account barcode



Take barcode to any PayNearMe partner store



Pay with cash or credit card



Unlock bike or scooter via text or through the Lime app

For those seeking to use the text to unlock and/or the cash payment option, the sign-up is similar to Lime Access. Once qualified, the recipient will receive an email that will include your PayNearMe payment code. To complete payment:

1. Take your PayNearMe payment code to a participating payment location.
2. Show the payment code to the clerk and pay with cash.
3. Keep your receipt as proof of payment.