

MyQM Driver

HANDBOOK



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1 MyQM Driver Eligibility

- Malaysian ages between 21 and 69 years old.
- Malaysian Driving Licence (P License is NOT accepted)
- No criminal record (Police/Court)
- No blacklisted by JPJ
- Car seater: 4-10-seater
- Car age: Maximum 14 years old, manufactured in 2009 and above
- Valid vehicle insurance with e-hailing coverage add-on
- Pick up truck/ 4x4/ Van not accepted



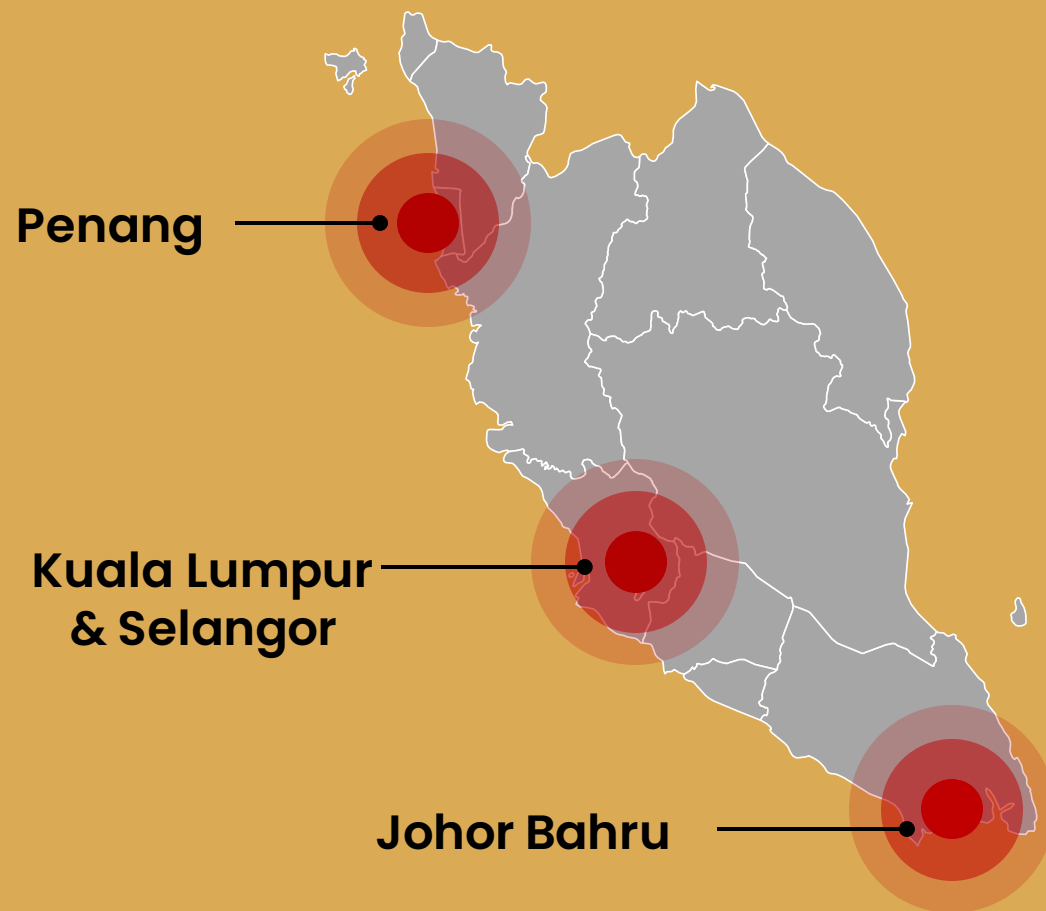
2 Driver Benefits

1 **Take control of your earnings** Drive when you want, make what you need

2 **Get more rewards** Instantly earn and get rewarded more when you drive more

3 **Types of vehicle** From a 4-seater basic ride to a 10-seater premium ride, the choice is all yours.

3 MyQM Ride Service areas



4 Driver Do & Don't List



Do

- Comply to E-hailing rules and regulations
- Maintain a clean and well-maintained vehicle.
- Offer assistance with luggage or other belongings.
- Return any left behind belongings back to passengers
- Only enter exact Toll & surcharges amount
- Only start trip when passengers is in the vehicle



Don't

- Smoke or allow smoking in the vehicle.
- Wear slipper, singlets and shorts
- Use mobile phone while driving
- Consumption of alcohol or drugs while driving is strictly prohibited at all times.
- Harass/ threaten MyQM staff or passenger
- Set your own fare
- Transfer job to others
- Orders without app

5 Code of Conduct

- **Compliance with all laws, regulations, company policies and guidelines**
- **Quality service and professionalism**
 - Vehicle in safe and clean/ No smoking inside/ No weapons
 - Driver – No slippers, singlets, and shorts/ No consumption of alcohol or drugs
 - Do not transfer job to others/ set own fare/ recommended other e-hailing Apps
- **Emergency procedure**
 - Immediate emergency attention
 - Make sure all parties are safe and handled by authorities
 - Notify MyQM
- **Continuous training and improvement**
 - Required to attend for feedback session/ training events/ workshop

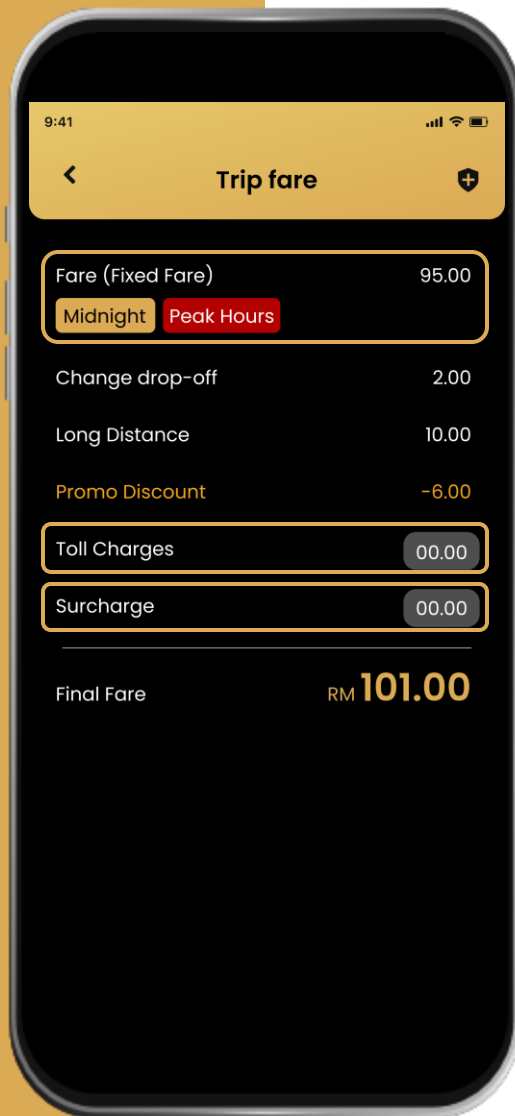


For more info, visit us at <https://myqm2u.com/drivers-code-of-conduct/>.

6 Driver Wallet Withdraw

- | | | |
|---|-------------------------------------|--|
| 1 | Minimum withdrawal amount | Below RM50, RM1 per transaction is charged |
| 2 | Withdrawal frequency- Daily | Recommended from 10am-10pm |
| 3 | Payment processing time | 3-5 working days |
| 4 | Maximum driver wallet size | RM 1,500 |
| 5 | Minimum driver wallet amount | RM 10 |

7 Special Notes



What does Midnight Surcharge Mean?

30% of the Midnight Surcharge is automatically calculated and applicable from 12 midnight to 6 am upon the start of the trip for passengers who take the ride.

**** Do not manually ADD IN****

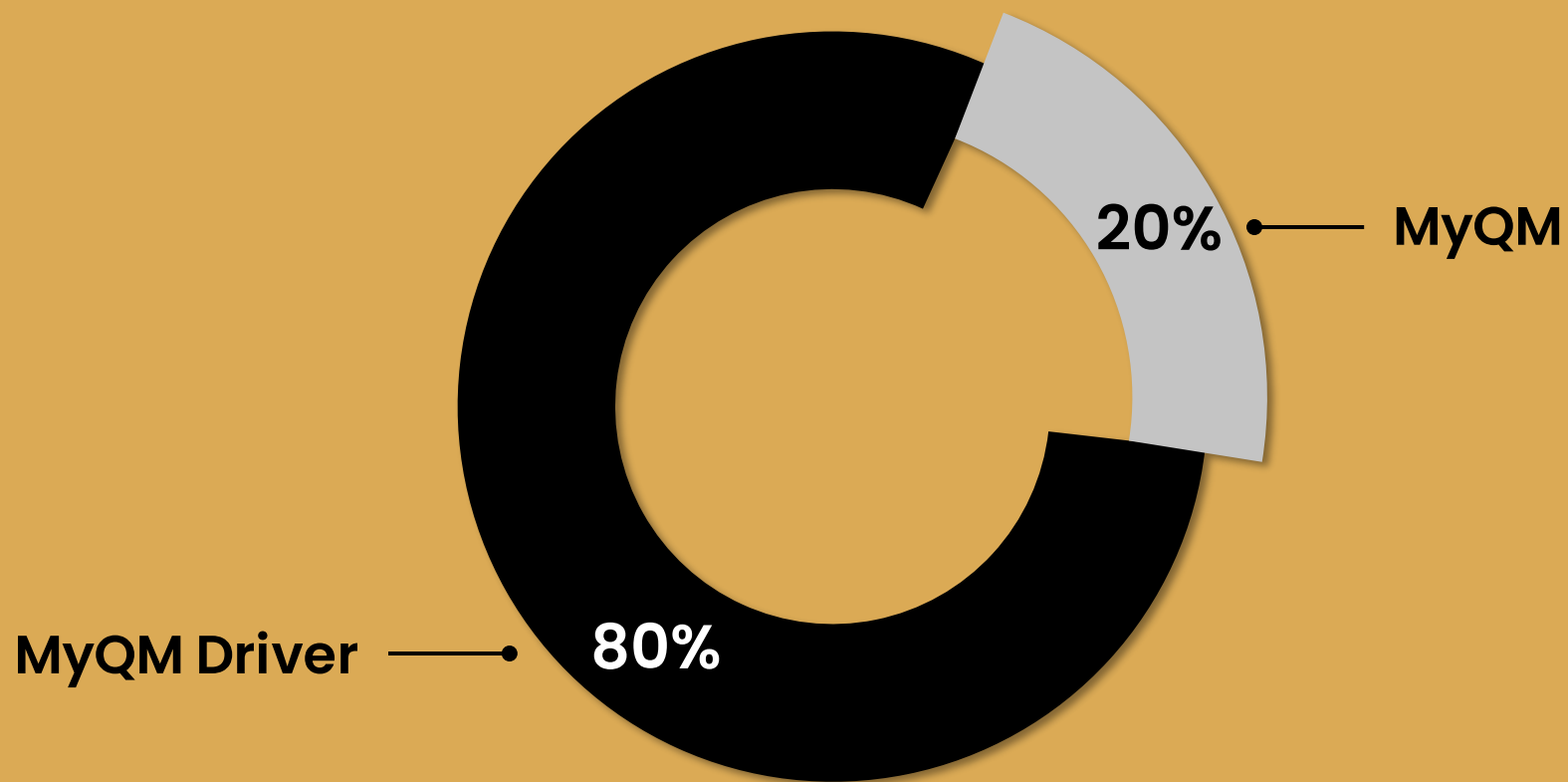
Toll and surcharge charge?

The driver is required to key in the Toll charges and the surcharge manually when the trip ends.

Surcharge column: Please refer to Driver apps or MyQM website.

**** Calculation method is subject to change without prior notice**

8 Driver's Commission Earning



9 Job Requirement (Weekly review)

4.75

★ Rating

85%

✓ Acceptance rate

15%

✗ Cancellation rate

10 Perkeso Requirement

Government has made compulsory the contributions to the Self-Employment Social Security Act 2017 from 1 Jun 2017.

You are advised to visit the PERKESO Website

<https://www.perkeso.gov.my/perkhidmatan-kami/perlindungan/pekerjaan-sendiri.html>

for more information and the nearest PERKESO office.

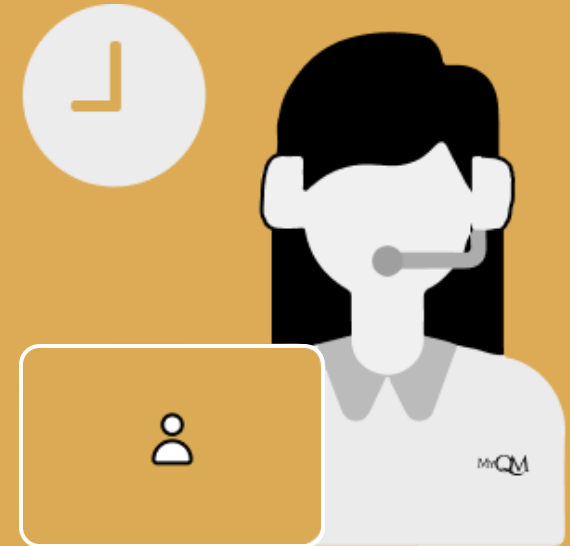
Required Documents

- Photocopy of identity card (IC)
- Copy of driving license
- E-hailing application when registering

11 Customer Service

Please contact customer service team for any enquiry or request

 **info@myqm2u.com**



For more info, visit us at <https://myqm2u.com/info-centre-driver/>.

Thank you



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