

GEOLAH

Driver Incentive & Bonus Campaigns

Singapore | October 2026 Edition

Fraud Prevention, Verification & Enforcement Terms

Applicable to All Driver Sign-Up, Trip Mission, Incentive, Bonus and Reward Campaigns

Important Notice

Geolah is committed to maintaining a fair, transparent and trustworthy platform for all drivers.

To protect the integrity of our incentive programmes, all qualifying trips and activities must be genuine, properly completed and compliant with the applicable campaign Terms & Conditions.

These terms apply to all Geolah driver sign-up bonuses, trip incentives, trip missions, rewards and promotional campaigns, unless otherwise stated in the specific campaign terms.

1. Zero Tolerance for Fraud

Geolah strictly prohibits fraudulent, fake, duplicated or manipulated bookings and trips, false trip completions, fare manipulation, incentive abuse and collusion between drivers, passengers or other parties to obtain incentives, bonuses or benefits dishonestly.

Prohibited activities include, but are not limited to:

- Creating or arranging non-genuine bookings solely to qualify for incentives.
- Coordinating with friends, family members, passengers or other parties to generate fake or manipulated trips.
- Falsely recording or claiming trip completion without providing the actual service.

- Manipulating trip details, fares, locations or other information to obtain rewards dishonestly.
- Misusing multiple accounts or other methods to claim incentives for which a driver is not eligible.
- Requesting, imposing or collecting any unauthorised, undisclosed or unofficial charges from passengers in connection with a trip.
- Intentionally encouraging, pressuring or instructing passengers to cancel bookings for the purpose of avoiding platform processes, manipulating trip records, obtaining an advantage or completing trips outside the Geolah platform.
- Deliberately misrepresenting, falsifying, manipulating or interfering with location information displayed or recorded by the Geolah platform.
- Sharing, lending, transferring, selling or otherwise permitting another person to access or operate a Geolah Driver Account.

Bookings involving friends or family members are not automatically prohibited. However, any booking or trip deliberately arranged, fabricated or manipulated to obtain incentives dishonestly is strictly prohibited.

Each driver may maintain only one Geolah Driver Account unless otherwise expressly authorised by Geolah.

2. Trip Verification and Monitoring

All qualifying trips must be genuine, properly completed and accurately recorded in the Geolah Driver App.

Geolah may review and verify relevant information, including:

- Booking and trip details.
- GPS, pickup, drop-off and location records.
- Trip completion and cancellation records.
- Fare and payment information.
- Account activity and other relevant transaction records.

Verification may take place during a campaign, after trip completion or following the end of a campaign.

Drivers must promptly notify Geolah through official support channels if they become aware of or suspect unauthorised access to or use of their Driver Account.

3. Exclusion of Ineligible Trips

Trips confirmed to be fraudulent, manipulated, duplicated or otherwise ineligible under the applicable campaign terms will not qualify for incentive or bonus calculations.

No incentive, bonus or promotional reward will be payable for such trips.

4. Investigation and Temporary Payment Holds

Where reasonable grounds exist to suspect fraud, irregular transactions or incentive abuse, Geolah may investigate the relevant activities.

Where reasonably necessary to investigate suspected fraud, abuse or policy violations, Geolah may temporarily restrict or disable access to relevant platform features, campaigns, incentives or account functions.

Geolah may also temporarily withhold disputed incentive or bonus payments pending verification, subject to applicable contractual terms and Singapore law.

A flagged or suspicious transaction does not automatically establish fraud. Geolah will review the relevant information before determining the appropriate outcome.

Incentive payouts may be subject to post-campaign verification. Accordingly, the completion of a campaign does not necessarily mean that incentive payments will be released immediately.

Payment timelines will remain subject to the applicable campaign terms.

5. Consequences of Confirmed Violations

Where fraud or deliberate incentive abuse is established, Geolah may take appropriate action, including:

- Disqualifying the driver from the relevant campaign.
- Cancelling unpaid incentives or bonuses attributable to the violation.
- Seeking recovery of incentives or bonuses obtained through fraud.
- Suspending or deactivating the driver's account, where permitted under the applicable Driver Agreement and policies.
- Referring suspected unlawful conduct to the relevant authorities where appropriate and legally permitted.

Any enforcement action will be taken in accordance with the applicable Driver Agreement, platform policies and Singapore law.

6. Review and Appeals

Drivers who wish to dispute an excluded trip, withheld incentive or enforcement decision may contact Geolah Support through the platform's official support channels.

Geolah will review the relevant information and communicate the outcome in accordance with its established review procedures.

7. Application to All Campaigns

These terms form part of the general conditions governing all Geolah driver sign-up, trip incentive, trip mission, bonus, reward and promotional campaigns.

They must be read together with:

- The specific campaign Terms & Conditions.
- The Geolah Driver Agreement.
- Applicable Geolah platform policies.
- Relevant laws and regulations in Singapore.

Where campaign-specific conditions differ, the applicable terms will be interpreted consistently with the Driver Agreement and Singapore law.