



Welcome to Gojek's Masterclass



October

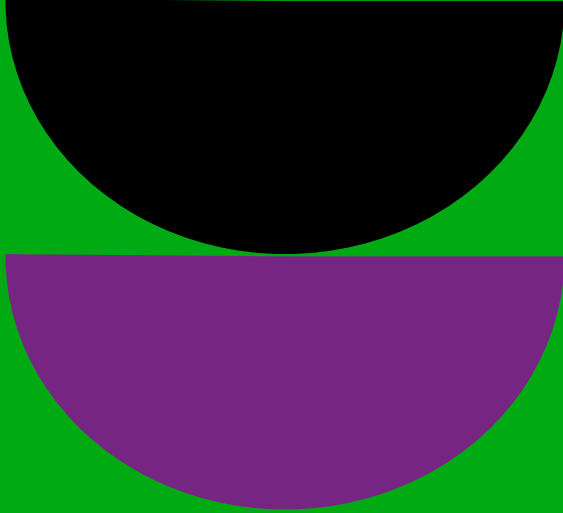
2021



Topic:

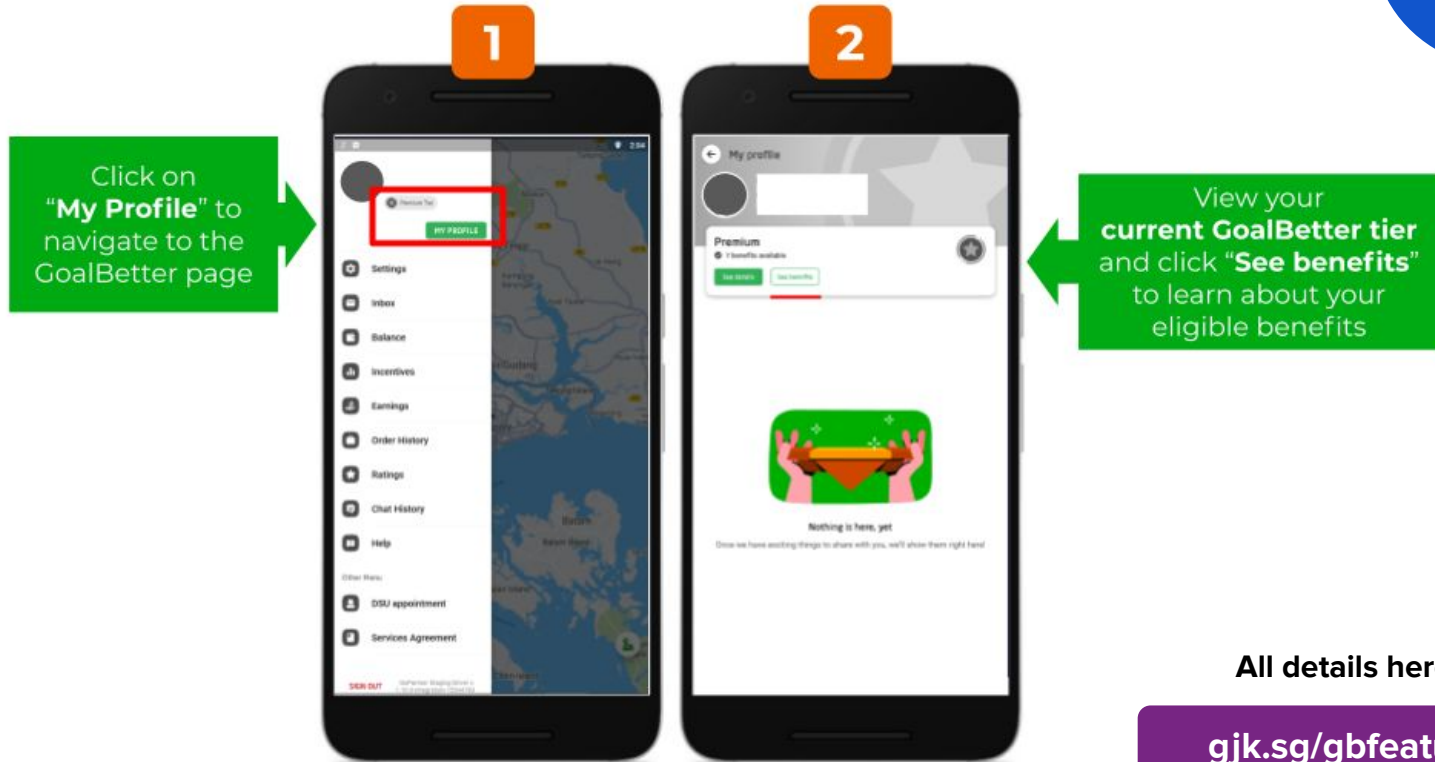
GoalBetter

- GoalBetter in GoPartner app
- GoalBetter benefits for you & your family
 - Medical benefits
 - COVID-19 protection
 - Fuel benefits
- How to improve your GoalBetter tier
- Win a \$10 CapitaLand voucher!
- Driver-partner sharing



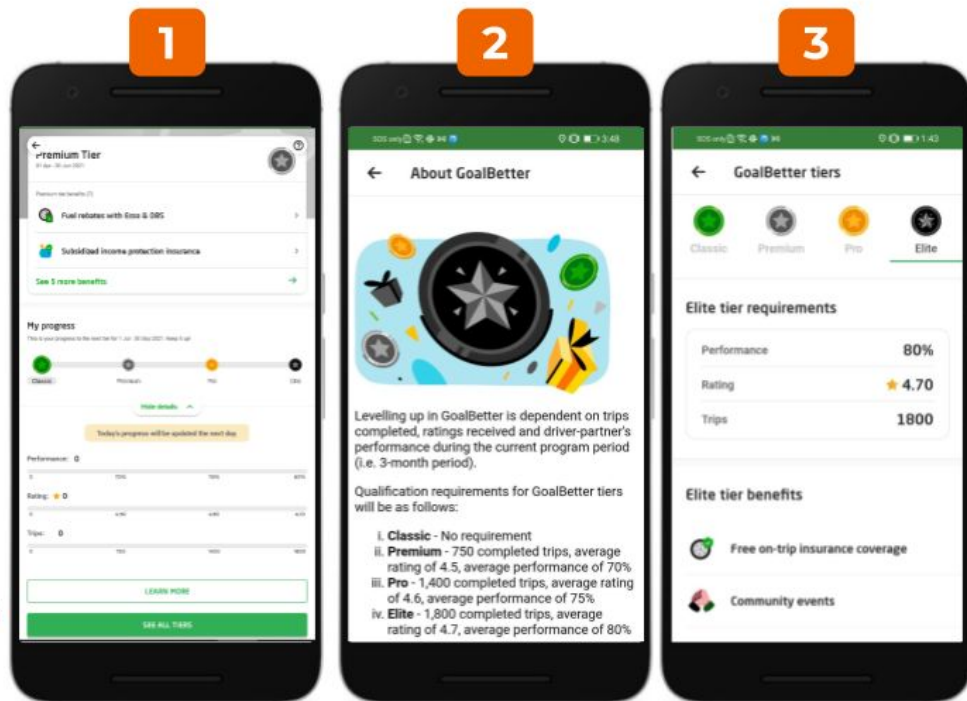
**GoalBetter in your
GoPartner App**

How can I quickly check my GoalBetter tier?



How to track your GoalBetter progress

“My Profile” → “See details” → “Learn more” or “See all tiers”



- Your progress today will be updated TOMORROW
- Ratings = Average of your rated trips during trip accumulation period
- At the start of the cycle, it will be 0
- Click “Learn more” to see the definitions of each criteria

All details here:

gjk.sg/gbfeature



COVID-19: Gigacover FLEP coverage

Your Qs on COVID-19 Gigacover FLEP coverage

Q: What do I do if I am under QO / SHN / HRW?

- Notify Driver Care via the in-app form with the screenshot of MOH's SMS
- Your trip requirement for this trip accumulation period will be prorated
- Claim through Gigacover's FLEP (if applicable)

**Gigacover Freelancer
Earnings Protection (FLEP)**



Q: How do I get the COVID-19 coverage from Gigacover FLEP?

- *Pro & Elite Driver-partners:* Automatically included coverage - fully paid by Gojek **(You are already covered!)**
- *Classic & Premium Driver-partners:* Purchase FLEP coverage at a heavily subsidized rate here: gjk.sg/flep

Q: How do I process the claim if I am under QO / SHN?

- Prepare these documents:
 - Photos of your IC (front and back)
 - Hospitalization bill (if any)
 - Screenshot of your QO/SHN notice
- Please note that HRW is not covered by the insurer
- Submit these documents via the Gigacover app OR email hey@gigacover.com

All details here:

gjk.sg/gbmedical

All about Gigacover FLEP

Gigacover Freelancer Earnings Protection (FLEP)



What is it?

Prolonged medical leave insurance for driver-partners

Who is eligible?

Pro & Elite drivers

Fully subsidized premiums

Classic & Premium drivers

Subsidized rates for premiums

What are my benefits?

- Up to **\$200/day** payout for COVID-19 vaccine side effects
- **\$80/day** payout if you're issued a Quarantine Order/on hospital/medical leave

Inpatient leave

- Payouts from 2nd day onwards
- Up to 84 days

Outpatient leave

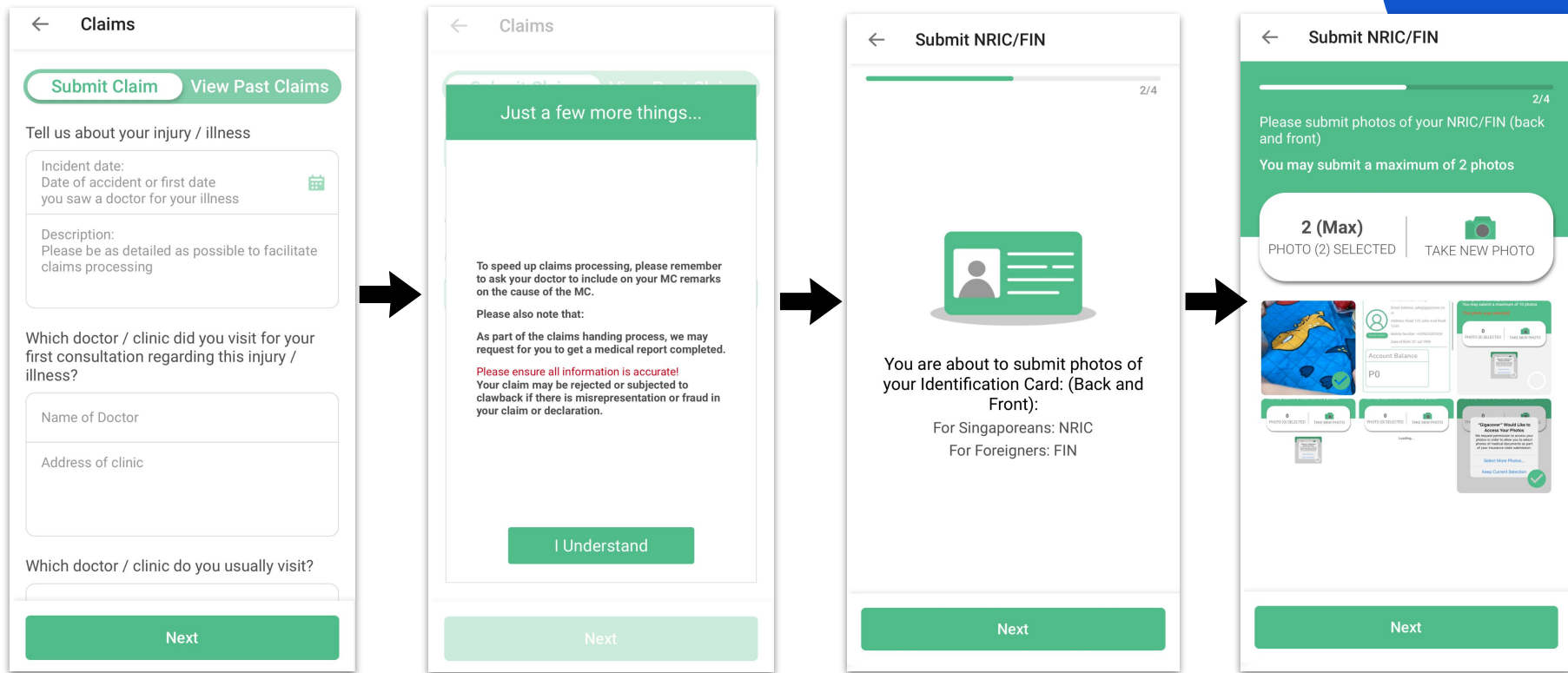
- Payouts from 6th day onwards
- Up to 21 days

- Up to 21 days **Critical illness coverage** of up to \$1,000

All details here:

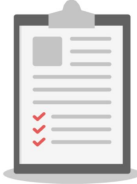
gjk.sg/gbmedical

Step-by-step claims process



Step-by-step claims process

← Submit Supporting Doc... 3/4



For all Claims:

- 1) Medical Certificates/ Reports with remarks
- 2) Original/ Final Hospital Medical Bills

For hospitalisation:

Inpatient Discharge Summary (where available)

For road traffic accident injuries:

Police report (Compulsory)

For planned surgeries:

All referral letters

Next



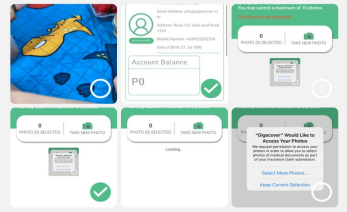
6:13 Submit Supporting Doc... 3/4

Please submit photos of supporting medical documents:

- 1) Medical Certificates
- 2) Original Final Hospital Bills / Medical Bills
- 3) Medical Report / Inpatient Discharge Summary (if any)
- 4) Police report (if any)
- 5) All referral letters (if any)

You may submit a maximum of 10 photos

2 PHOTO (2) SELECTED TAKE NEW PHOTO



Next



← Bank Account 4/4

Please add bank account to complete claim

NRIC/FIN/UEN

Name of Bank


Name of Bank Account Holder

Bank Account Number

CANCEL SAVE



Claim successfully submitted!



We will contact you regarding your claim as soon as possible!

Back To Home

FREE On-trip accident coverage

- You automatically qualify - no registration needed!
- Underwritten by AIG



**Medical expenses
of up to S\$1,000
due to accident**



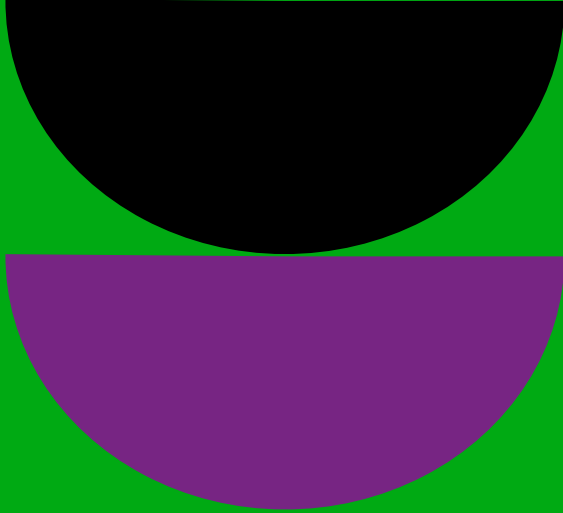
**Permanent disability
and accidental death
coverage of up to
S\$15,000**

How to claim?

1. Inform Gojek about your accident through in-app help / email drivercare.sg@gojek.com
2. Submit a claim via email to claims.sggojek@marsh.com
3. Prepare documents (e.g: driver's license, police and medical reports etc)
4. Submit claim form

All details here:

gjk.sg/accident



Medical benefits for you & your family

Comprehensive medical benefits for you & your family

Gigacover Essentials



What is it?

Medical and dental benefits for you and your family

Who is eligible?

Free for you and **up to 4** dependents

Free for you and **up to 2** dependents

What are my benefits?

- **FREE** annual health screening
- **Subsidized** GP consultations (\$12) or less
- **Subsidized** dental & TCM rates

All details here:

gjk.sg/gbmedical

Comprehensive medical benefits for you & your family

Quantum Medical



What is it?

Comprehensive medical screening at affordable prices for you and your family

Who is eligible?

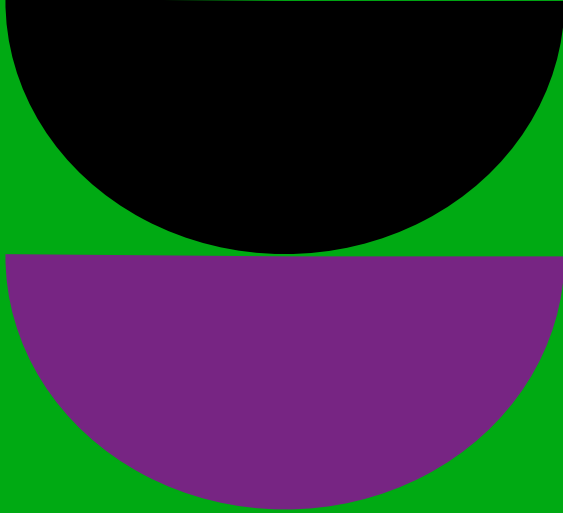
Available for **all drivers** and your **family members**

What are my benefits?

- Comprehensive **health screening packages** at affordable prices
- \$39 nett PDVL renewal **medical check-up**

All details here:

gjk.sg/gbmedical



Esso fuel benefits

Your ESSO fuel benefits

1

Use your Gojek Ezzo Fuel Card to get 21% upfront fuel discount





Receive the card in your mailbox! Then, enjoy an immediate **21% off your costs** when you use it to pay for fuel in any Esso stations islandwide.



2

Drive more to enjoy additional 10% fuel rebates

Meet the weekly trip requirements to enjoy the following additional rebates weekly. Weekly rebates will be paid out within 14 working days after the end of each month.

				
	Classic	Premium	Pro	Elite
Additional Gojek rebates (weekly)	+2%	+4%	+7%	+10%
Trip requirements (weekly)	30-49 trips	50-99 trips	100-129 trips	130+ trips

3

Use your DBS/POSB debit card to pay

Have a DBS/POSB debit card? Spend **\$200 nett on fuel** (after the 21% upfront discount with your Esso Fuel Card) to enjoy \$7.50 off weekly, or at least \$250 to enjoy \$10 in weekly rebates. All you need is 30 completed trips per week to qualify.



Did you know?

You receive 2 kinds of fuel benefits:

- **Gojek rebates:**
 - **Up to +10% weekly fuel rebates** (dependent on your tier)
- **DBS rebates:**
 - **Up to +\$10 weekly rebates (NOT dependent on your tier)**
 - DBS / POSB debit card (NETS cards are NOT eligible)
 - Spend \$250 nett on fuel / week to qualify for +\$10 / week rebate
 - Complete at least 30 trips / week
 - DBS rebate is NOT linked to the weekly fuel rebates

All details here:

gjk.sg/goalbetter-fuel

Upcoming benefits at Esso stations

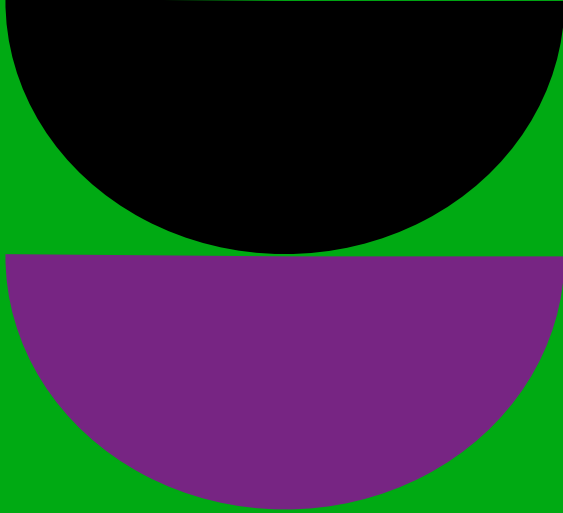
Exclusively for Gojek
driver-partners at Esso stations:

- Car wash discounts
- FREE hot drink



More benefits:





gjk.sg/goalbetter



**How can you
improve your
GoalBetter tier?**

How can you improve your GoalBetter tier?

Qualification criteria (per three months)

	 Classic	 Premium	 Pro	 Elite
Trips required	No requirement	400	1,400	1,800
Ratings required		4.5	4.6	4.7
Performance required		70%	75%	80%

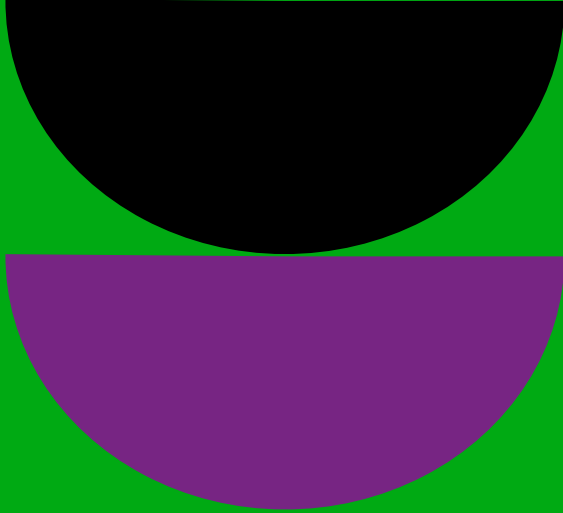
- Premium requirement is recently lowered
- Ratings = average rating of all rated trips since the current trip accumulation period

- Meet qualification criteria within “trip accumulation period”
- The quarters are based on “trip accumulation period” for your easy reference

	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Trip accumulation period	1 Jan 2021– 31 March 2021	15 Mar 2021– 30 Jun 2021	1 Jul 2021– 30 Sep 2021	1 Oct 2021– 31 Dec 2021
Program period	1 Apr 2021– 30 Jun 2021	1 Jul 2021– 30 Sep 2021	1 Oct 2021– 31 Dec 2021	1 Jan 2022– 31 Mar 2022

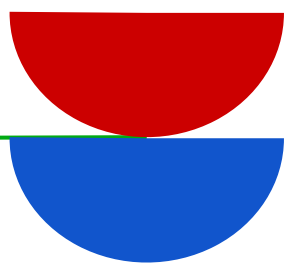
All details here:

gjk.sg/goalbetter



QUIZ TIME

Quiz on GoalBetter



Be one of the **first 10 driver-partners** to answer **ALL the quiz questions correctly** and win a \$10 CapitaLand voucher!

Winners will be informed after the Masterclass.

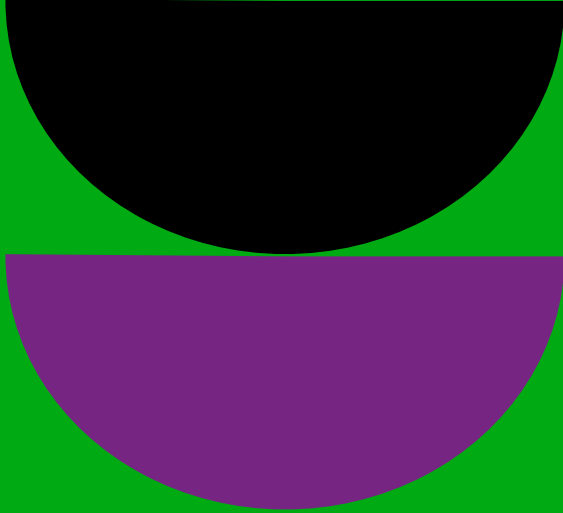
Type this into browser

gjk.sg/mcquiz

Scan with mobile

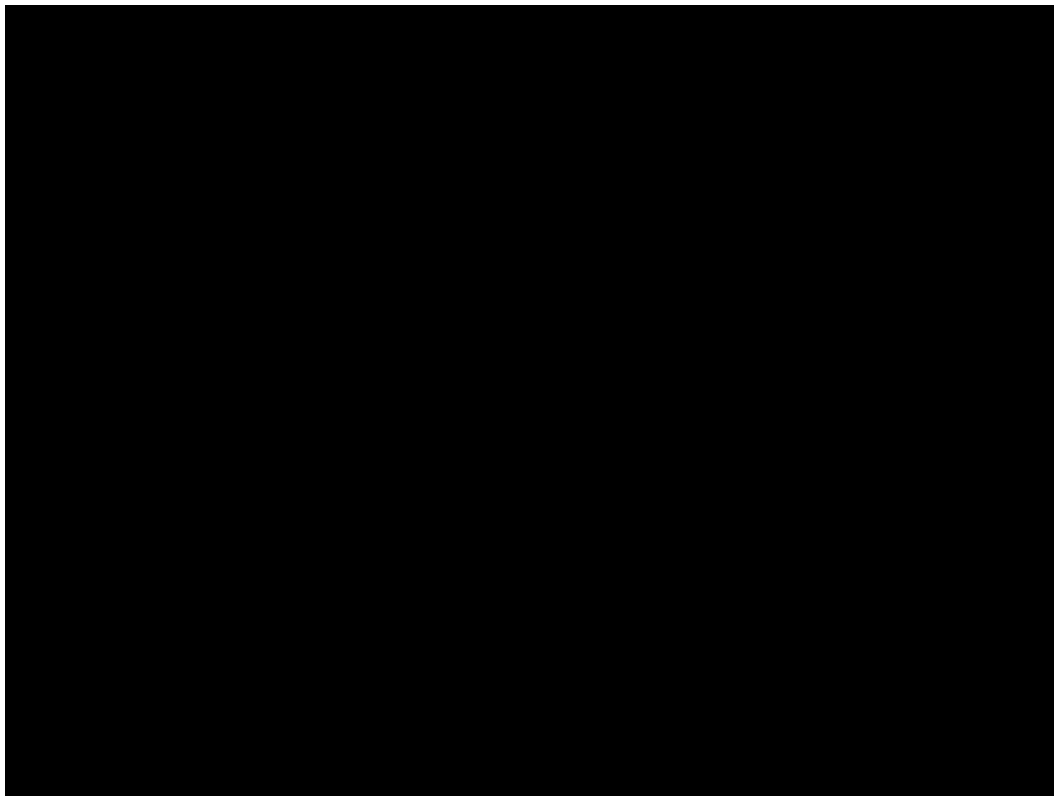
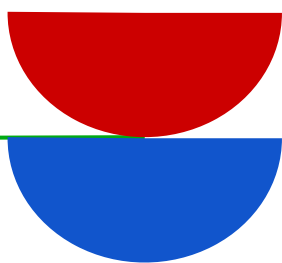


OR



**Hear from Elite
driver-partner *Frederick*
about his experience with
Gojek & pro-tips for other
drivers!**

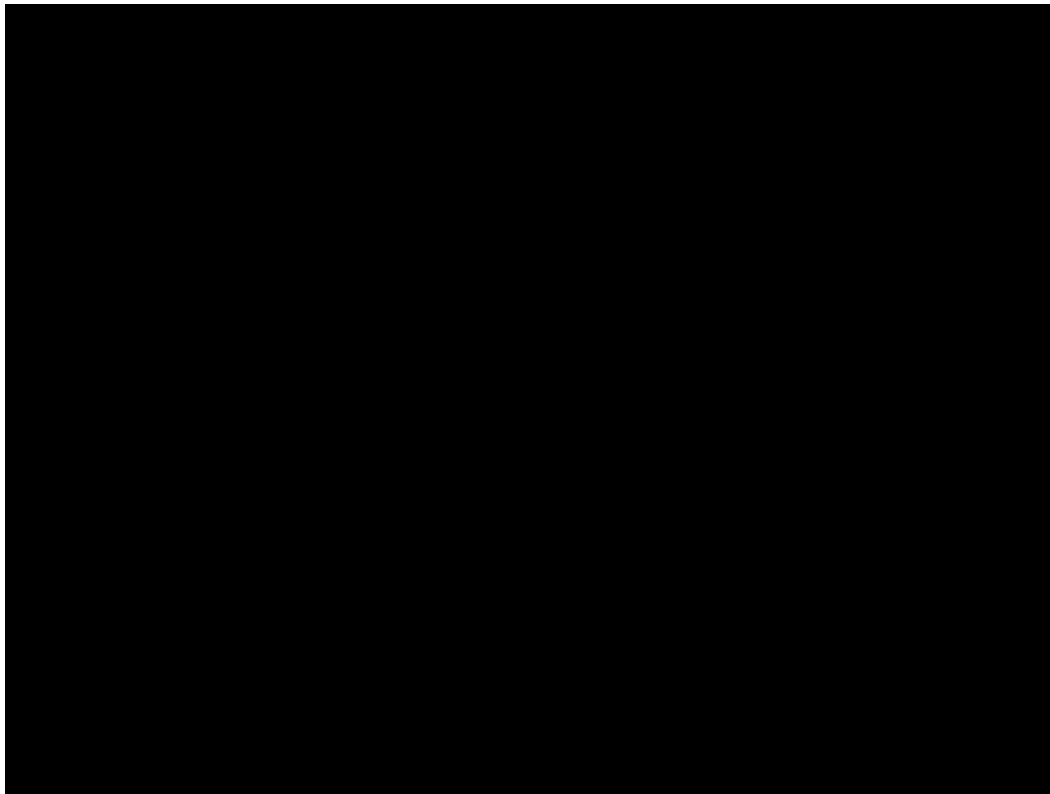
What are some of your tips to reduce your expenses?



Key takeaways

- Use Esso card by Gojek
- Use DBS/POSB Debit card that's registered under your name
- Hybrid car = better fuel consumption

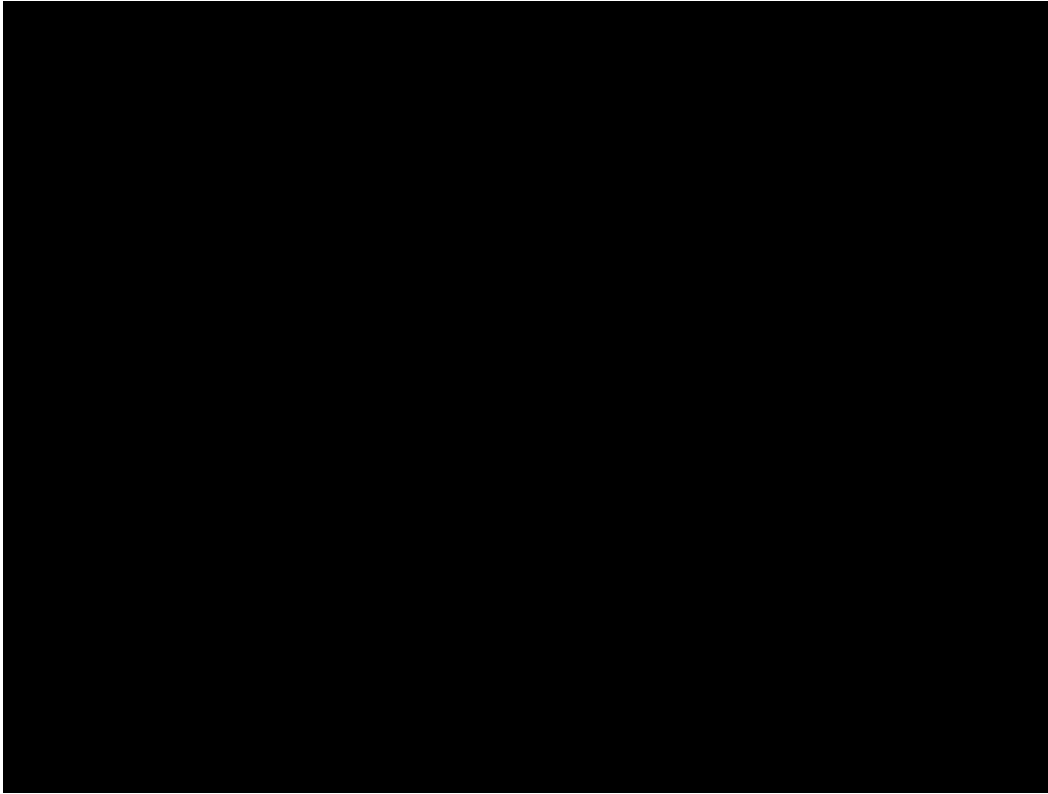
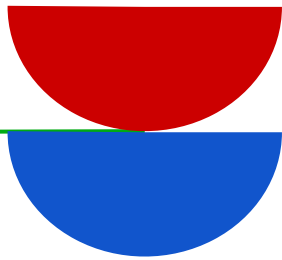
Why did you choose to pump with Esso instead of others?



Key takeaways

- Other fuel stations do not provide as much discounts as the Gojek Esso Fuel card

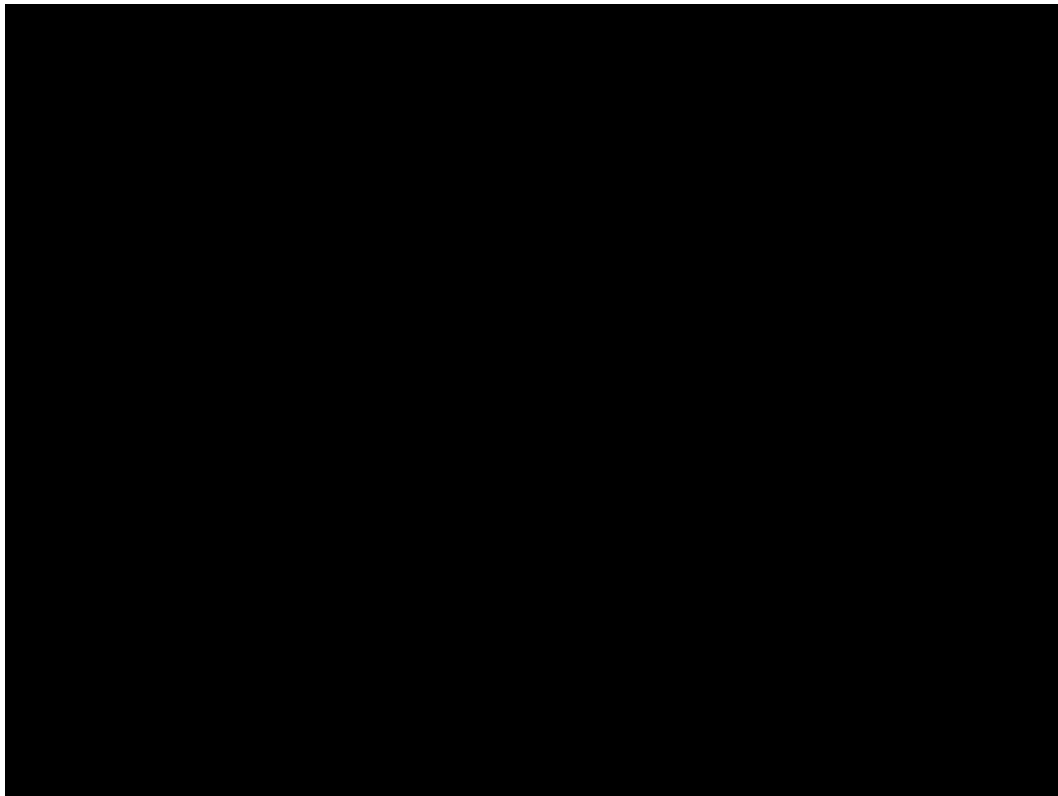
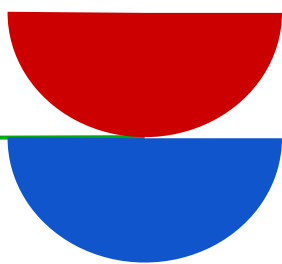
How do you maximise your earnings on Gojek?



Key takeaways

- Rest 1 - 2 hours during off-peak periods to give yourself a mental and physical break

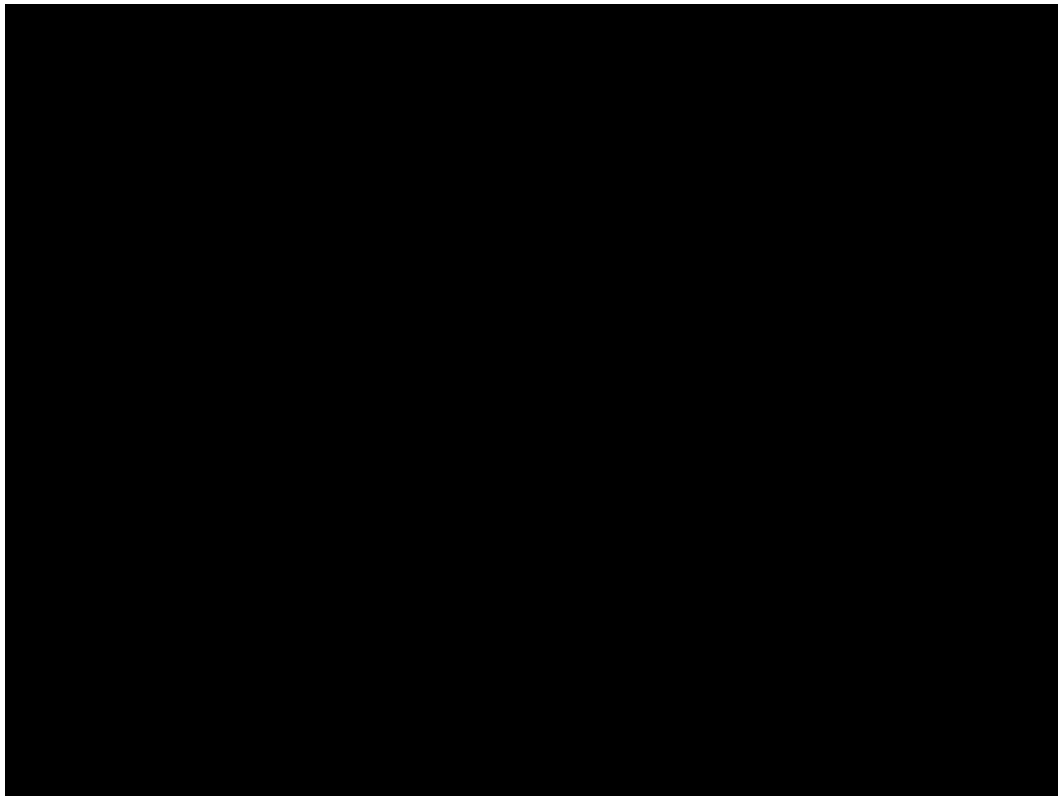
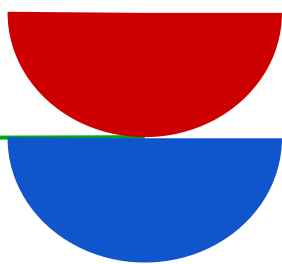
What precautions do you take to stay safe?



Key takeaways

- When you go for breaks, do your part and sanitize all the high touch points of the car - door handle, front and back of the car seats
- Sanitize your hands after collecting cash
- Avoid eating in coffee shops and if possible, pack food and eat in the car

Any words of advice for fellow driver-partners?



Key takeaways

- Stay healthy and drive within your means
- Have a sufficient amount of rest before driving
- Take short breaks in car parks

Thank you!

Please take a minute to share your feedback in a survey after the Masterclass ends.

