POLC LIFT CLUB

FREQUENTLY ASKED QUESTIONS

How trusted community lift-sharing works

ONE COMMUNITY. SHARED JOURNEYS. GREATER IMPACT.

PRIVATE COMMUNITY MOBILITY

POLC Lift Club connects verified members of trusted communities who are travelling in the same direction on a regular basis. It helps people share available seats, reduce the cost of everyday journeys, make better use of vehicles already on the road and strengthen the communities they belong to. In addition it reduces congestion which results in a greener planet.

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WELCOME TO POLC LIFT CLUB

POLC Lift Club is a trusted community mobility platform designed to make everyday travel safer, more affordable and more efficient. It brings together people who already share a connection — through their neighbourhood, workplace, school, university, church, sports club or another recognised community — and helps them share journeys in a structured way.

Drivers can make available seats visible to eligible members when they are already travelling. Passengers can find a suitable journey, review the driver and vehicle information, and request a seat. The platform applies identity, eligibility, community and journey-matching controls before a booking is confirmed.

THE POLC LIFT CLUB DIFFERENCE

This is not simply about finding an empty seat. It is about knowing more about the person, the vehicle and the community connection before you travel together.

At a glance

- Private, invitation-led membership with verified member profiles.
- Drivers and vehicles are checked before they can offer journeys.
- Community-based matching can restrict trips to approved groups such as a school, university, church, company or neighbourhood.
- Drivers and passengers can set journey preferences to improve compatibility.
- The current introductory launch charge is R10 per passenger booking per trip.
- The platform records completed journeys and measures mobility and environmental impact.

PART 1 — UNDERSTANDING POLC LIFT CLUB

FAQ 1. Is POLC Lift Club a public ride-hailing service?

No. POLC Lift Club is a private, trusted community lift-sharing platform. It is not an unrestricted public marketplace where anyone can sign up and offer rides to anyone else. Members register, complete the required verification and participate through eligible communities.

FAQ 2. Is POLC Lift Club a taxi or commercial ride-hailing service?

No. POLC Lift Club is designed around community lift-sharing and the cost-sharing of journeys. Drivers make available seats on journeys they are already undertaking or genuinely planning to make. Passengers contribute towards the shared journey through the platform. It is a different model from ordering a public taxi or ride-hailing vehicle for a dedicated journey.

FAQ 3. Why do we go through so many checks?

Because safety, trust and accountability are central to the way POLC Lift Club works. In a conventional public ride-hailing marketplace, a passenger and driver may have no prior community connection or shared history before a booking. POLC Lift Club adds several layers of information and verification before members travel together.

- Identity and member verification, including appropriate KYC and AML screening.
- Driver checks, including driving licence details and validity.
- Vehicle checks, including registration, VIN or other vehicle identification, make, model and year.
- Verification of vehicle insurance information.
- Community membership and, where applicable, community restrictions.
- Relevant member history and platform Trust Rating information.
- Drivers and passengers can be matched using advanced filters and artificial intelligence information.

This means that before accepting a seat, a passenger can review important information about the driver and the specific vehicle, including its make, model and year, together with the vehicle verification and insurance status shown by the platform. Members can also be matched within a community they share. For example, a university member can choose to travel with eligible members of that university, while a church, school, company or neighbourhood can operate its own trusted community.

These checks take time and make joining more involved than signing up to an ordinary public app. That is intentional. POLC Lift Club is designed to establish a stronger foundation of identity, community context and accountability before people share a vehicle. Verification reduces uncertainty; it does not guarantee another person's conduct or replace sensible personal judgement.

FAQ 4. Does POLC Lift Club compete with Bolt, Uber, In-Driver, Wanatu or the taxi industry?

POLC Lift Club serves a different purpose. It focuses on trusted, community-based lift-sharing between people who have an existing connection or approved community membership. It is designed to make better use of empty seats in vehicles already travelling, rather than operating as an open public ride-hailing marketplace.

FAQ 5. Who is not permitted to join as a Driver?

POLC Lift Club is a private lift club, not a commercial passenger-transport or ride-hailing operation. A person who drives for commercial benefit as a professional driver for a taxi service or a ride-hailing company is not permitted to join POLC Lift Club as a Driver or use the platform to provide commercial rides. Members share seats on journeys they are already undertaking; the platform is not intended to operate as a taxi or professional ride-hailing service.

FAQ 6. What should I tell someone who asks what POLC Lift Club does?

You can explain it simply: POLC Lift Club helps verified members of a community share journeys and travel costs. Drivers offer available seats on journeys they are already making, and eligible passengers can find and book those seats through a trusted platform.

FAQ 7. Who is POLC Lift Club designed for?

It is designed for people who travel regularly or occasionally and have a shared community connection. This includes neighbourhoods, families, friends, schools, universities, colleges, churches, companies, sports clubs, municipalities and other recognised organisations.

FAQ 8. Is POLC Lift Club only for commuting?

No. Daily commuting is an important use case, but members can also share journeys to schools, universities, workplaces, sporting events, appointments, social activities and other destinations, provided the journey and booking comply with platform requirements.

PART 2 — MEMBERSHIP, REGISTRATION AND COMMUNITIES

FAQ 9. Who can join POLC Lift Club?

People who receive an invitation or join through an approved registration QR Code or Link can apply for membership. Every applicant must provide accurate information and complete the required identity, account and membership checks. Access to driver and passenger functions depends on approval for the relevant role.

FAQ 10. How do I register?

Download POLC Lift Club from the Apple App Store or Google Play Store and follow the registration process in the app.

1. Open the app and start your registration.
2. Follow the invitation, QR code or referral process provided to you.
3. Enter your personal and contact details accurately.
4. Complete the identity and account verification steps.
5. Provide any additional information requested for your chosen role or community.
6. Wait for confirmation that your membership and relevant permissions are active.

FAQ 11. Does an invitation mean I am automatically approved?

No. An invitation gives you the opportunity to apply for membership, but it does not guarantee acceptance. POLC Lift Club reserves the right to decline any membership application that does not meet its membership, verification, safety or community requirements.

Membership of POLC Lift Club and POLC Sportbot is conditional upon applicants having no criminal record resulting from a criminal conviction. Any applicant with such a conviction will be permanently declined membership. This policy is intentionally strict and is designed to create safer, more trusted communities for all our members.

By applying for and maintaining membership, you also agree that POLC reserves the right to conduct initial and periodic criminal-record, identity and other relevant background checks to ensure continued eligibility and member

safety. These checks may include verifying that you remain a registered student or member of the university, college or school through which you joined, or that you remain employed by the company or organisation associated with your Community. POLC further reserves the right to conduct any other reasonable checks necessary to protect the safety, security and integrity of its members and communities.

FAQ 12. Why can I not complete registration, offer a ride or book a ride?

POLC Lift Club requires every applicant to complete all mandatory questions and provide all information and documents requested during registration and onboarding. The process is deliberately thorough because identity, community eligibility, driver and vehicle verification, and safety checks must be completed before the relevant functions are enabled. If a required question is unanswered or verification is outstanding, you may not be able to offer a ride or book a seat. Please review your registration and complete every outstanding item. These controls help protect all members and maintain a trusted private community.

FAQ 13. What is a Community in POLC Lift Club?

A Community is a recognised group of people who share a meaningful connection. It provides an additional layer of context for membership and journey matching. Examples include a neighbourhood, church, university, school, company, sports club or municipality.

FAQ 14. Can I belong to more than one Community?

Yes. Where the platform makes multiple community memberships available, you may participate in the communities for which you have been accepted and verified. The communities available to you will be shown in your member profile.

FAQ 15. Can I choose to travel only with people from my own Community?

Yes, where the relevant community restriction is available for the trip. For example, a university member may choose to offer or accept lifts restricted to eligible members of that university. The same principle can apply to a church, school, company, sports club or neighbourhood.

FAQ 16. Can I change my Community?

Community membership is managed through the platform so that community identity remains meaningful and reliable. Submit a change through the available member-support process. A change may require verification or approval and is not necessarily immediate.

FAQ 17. How does the POLC Lift Club Trust Rating system work, and why is it important?

POLC Lift Club has a unique Trust Rating system designed to reward reliability, responsible behaviour and good conduct by both Drivers and Passengers. Unlike conventional ride-hailing platforms, where ratings are generally used primarily as feedback, POLC's Trust Rating is an active part of its intelligent matching and selection process.

Every member starts with a default Trust Rating of 3.5 out of a possible 7. Your rating is earned through your behaviour and participation on the platform. It reflects your reliability, completed journeys, punctuality, cancellations, no-shows and feedback received from other members.

The Trust Rating directly influences the order in which the platform selects suitable Drivers and Passengers. Where multiple equally eligible Drivers or Passengers are available for a journey, the system prioritises those with the highest Trust Ratings. In other words, members who consistently demonstrate reliability and responsible behaviour will receive preference in the automatic matching process.

Achieving a rating of 7 is exceptionally difficult and represents an outstanding level of trust and reliability. Conversely, your rating can decrease relatively quickly through poor conduct, missed journeys, unjustified cancellations or negative member experiences.

Your Trust Rating is therefore one of your most valuable assets on POLC Lift Club. Members should actively protect and improve their ratings by following the rules, honouring bookings, arriving on time, treating fellow members respectfully and completing as many successful journeys as possible, whether as a Driver or Passenger.

The principle is simple: the more reliable you are, the more trusted you become, and the higher your priority in the POLC Lift Club community.

FAQ 18. Can I register as both a Driver and a Passenger?

Yes. A member may use both roles, provided the relevant requirements have been completed. You can offer available seats when you are driving and request a seat when another eligible member is travelling in your direction.

PART 3 — DRIVER REGISTRATION AND OFFERING A JOURNEY

FAQ 19. What must I provide to become a Driver?

Drivers must complete the required member and driver verification. This includes the information needed to confirm identity, driving eligibility, the vehicle being used and the destination for driver payouts.

- Valid identity and contact information.
- Driving licence details and clear supporting images where requested.
- Vehicle registration information and vehicle identification, including VIN where required.
- Vehicle make, model and year.
- Current vehicle insurance information.
- Verified payout details for the authorised recipient.
- **Travel Preferences are one of the most important and distinctive features of POLC Lift Club**. They allow both Drivers and Passengers to define the type of people and journey environment they are comfortable with. Unlike conventional public ride-hailing platforms, POLC Lift Club provides multiple layers of personal preference and compatibility matching, creating a more controlled, trusted and community-oriented travel experience.

- Members can configure their preferences directly from their profile under Travel Preferences. These include:
  - Gender: Member gender information and applicable gender-based travel preferences.
  - Home language: Select your preferred home language.
  - Other languages: Indicate additional languages you speak.
  - Music in the car: Choose your preferred music environment.
  - Trip Vibe: Select Flexible, Quiet or Social preferences, where available.
  - Smoking: Specify whether you prefer smoking or non-smoking journeys.
  - Engine size: Indicate your preferred minimum vehicle engine size.
  - Happy to travel with: Specify the type of members with whom you are comfortable sharing a journey.
  - Pets: Indicate whether pets are welcome.
  - About you: Provide a short description of yourself to help other members understand who they are travelling with.

How does this improve safety?

- Consider a female lecturer at a particular university who regularly drives between home and campus. She may prefer to offer lifts exclusively to female students or female lecturers from that same university. Equally, a female student looking for a lift can select a preference to travel only with female Drivers belonging to that university.
- The same principle applies to other communities, including schools, churches, companies, sports clubs and neighbourhoods. Members can benefit from the additional reassurance of sharing a journey with people who have a common institutional, professional, geographic or social connection.
- For example:
  - A parent may prefer their daughter to travel with female members of the same university community.
  - A university student may prefer a Driver who speaks Afrikaans or English.
  - A non-smoker can exclude smoking preferences when searching for a lift.
  - Someone who prefers a quiet journey can select Quiet Mode rather than sharing a journey with someone who prefers conversation and music.
  - A company employee can choose to share journeys exclusively with verified colleagues from that company.

How does the matching system work?

- Travel Preferences are applied alongside the mandatory identity, driver, vehicle, safety, geographic and Community eligibility checks. The platform first establishes which members are eligible to travel together. It then uses the selected preferences to identify compatible matches.
- These filters provide members with greater control over whom they share a vehicle with, while helping create safer and more comfortable journeys.
- The real innovation is that POLC Lift Club does not simply ask: Who is travelling in my direction?
- It also asks: Who is the right person for me to share this journey with?

This is what makes POLC Lift Club different: intelligent mobility orchestration combined with trusted community membership, personal choice and multiple layers of safety.

FAQ 20. Why must I provide vehicle details?

Passengers should be able to identify the vehicle they are accepting a lift in. Vehicle information helps members confirm that the car arriving at pickup is the same vehicle shown for the booking. It also supports vehicle verification and accountability.

FAQ 21. Can I use any vehicle?

No. A Driver must select a vehicle that has been registered and approved for use on the platform. The vehicle must have valid registration, be roadworthy and have the required insurance in place. An unverified or uninsured vehicle must not be used for a POLC Lift Club journey.

FAQ 22. Can I register more than one vehicle?

Where the platform allows it, you may register more than one vehicle. Each vehicle must be separately identified and verified. You must select the correct approved vehicle when publishing each journey.

FAQ 23. How do I offer a trip?

Select “Offer a Trip” in the app and provide the journey details.

7. Select the approved vehicle you will use.
8. Enter your starting point, destination, date and departure time.
9. Choose the pickup point on the map.
10. Set the pickup area or radius where the feature is available.
11. Indicate how many seats are available.
12. Select the Community or eligible communities for the journey.
13. Choose any available passenger preferences.
14. Review and double check the journey details and displayed contribution, then publish the trip.

FAQ 24. Can I offer a journey I was already planning to make?

Yes. The core idea is to share seats on journeys you are already making or genuinely intend to make. POLC Lift Club helps you connect with eligible members travelling in the same direction.

FAQ 25. Can I offer seats on my daily commute?

Yes. Regular journeys such as travelling to work or university can be offered when the platform supports the journey pattern. You remain responsible for keeping your availability, route and departure information accurate.

FAQ 26. Can I change or cancel a journey after publishing it?

If your plans change, update or cancel the journey through the app as soon as possible and notify affected passengers. The platform records cancellations and late cancellations and communicates relevant changes to members who have booked. If you do not show up for a trip your Trust Rating is severely impacted and you could lose your funds for that trip.

FAQ 27. What if my vehicle breaks down or I have an emergency?

Your safety and the safety of passengers come first. Notify affected passengers as soon as possible and cancel or update the journey through the app. The platform will record the event and handle any applicable payment adjustment or refund according to the circumstances and the published booking process.

FAQ 28. Can I offer a lift if I am not the registered owner of the vehicle?

The vehicle and its authorised use must be correctly recorded. Where the vehicle owner and Driver are different people, the platform may require the owner’s details and verified payout information so that any applicable cost-recovery payment is directed to the authorised recipient. A permission to use letter has to be submitted to the POLC Lift Club company.

PART 4 — PASSENGER SEARCH, MATCHING AND BOOKING

FAQ 29. How do I find a lift?

Select “Find a Ride”, enter your pickup location, destination and preferred departure time, and review the eligible journeys displayed by the app. Check the driver, vehicle, community, available seats and contribution before selecting a trip.

FAQ 30. How does POLC Lift Club match Drivers and Passengers?

The platform first checks mandatory eligibility and safety requirements. It then considers the journey details and preferences to identify suitable matches. This means that a person is not eligible simply because they are nearby; they must also satisfy the relevant membership, community, route, time and account requirements and other travel preferences used as filters.

FAQ 31. What is a pickup radius?

The pickup radius is the geographic area around the Driver's chosen pickup point within which potential passengers may be considered. A smaller radius keeps pickups closer to the selected point. A larger radius may include more eligible members.

FAQ 32. Can a Driver choose the pickup area?

Yes. The Driver selects the pickup point and, where available, sets the pickup radius. The journey is then matched against eligible passengers in that area, subject to route, timing and community requirements.

FAQ 33. Can I book a trip if I am outside the pickup radius?

A trip will normally only be available to passengers who meet the pickup-area requirement set for that journey. Check the pickup point and available trips in the app. If you are outside the displayed area, choose another suitable trip or contact the Driver if the app provides that option.

FAQ 34. What passenger preferences can I select?

Depending on the options available in the app, members may be able to select preferences such as:

- Smoking or non-smoking.
- Radio on or off.
- Preferred home language.
- Driver gender, where available and lawfully supported.
- Quiet, conversational or flexible journey atmosphere.
- Other practical journey preferences made available by the platform.

FAQ 35. What does "Trip Vibe" mean?

Trip Vibe describes the atmosphere you prefer during a shared journey. Focus Mode is for a quieter journey, Social Mode welcomes conversation, and Flexible Mode allows either. It helps members find a more comfortable match.

FAQ 36. Do preferences override safety or community requirements?

No. Preferences help improve compatibility, but they never override identity verification, driver and vehicle approval, community restrictions, geographic eligibility or other mandatory safety controls.

FAQ 37. When is my seat confirmed?

A seat is confirmed only when the app shows that the booking and payment have been successfully completed. Selecting or viewing a journey does not by itself reserve a seat. Both the Driver and Passenger receive confirmation through the platform.

FAQ 38. What should I check before getting into the vehicle?

Check that the Driver and vehicle match the details shown in your confirmed booking. Confirm the vehicle registration and description, and make sure you are at the agreed pickup point. Do not enter a vehicle if the details do not match or if you feel uncomfortable. You are entitled to decline a journey that does not feel safe. You are given a One-Time-Pin which has to be given to the driver for an additional layer of security.

FAQ 39. How early should I arrive at the pickup point?

Arrive a few minutes before the agreed departure time so that the journey can begin promptly. Keep your phone available for trip updates and contact the Driver through the approved channel if you are delayed.

FAQ 40. Can I book any trip displayed in the app?

Only if you meet the eligibility requirements for that trip. A journey may be restricted by community, pickup area, route, departure time, available seats, verification status or other account controls.

PART 5 — PRICING, PAYMENTS AND DRIVER COST RECOVERY

FAQ 41. How much does a POLC Lift Club trip cost?

During the current introductory launch phase, the charge is R10 per passenger booking per trip, regardless of the journey distance. The amount payable is displayed in the app before you confirm your booking.

FAQ 42. Why is the current charge R10 per trip?

The introductory R10 charge keeps the initial member experience simple and accessible while the platform operates and grows its community network. It also supports the payment, transaction and operating processes needed to manage each completed journey.

FAQ 43. How is the R10 allocated?

The current allocation follows the 80/10/10 model:

- R8 (80%) is allocated to the Driver or authorised Vehicle Owner as a contribution towards the cost of providing the shared journey.
- R1 (10%) is allocated to the Community Development Fund to support approved community initiatives, jobs, tasks, research and participation.
- R1 (10%) is allocated to POLC Lift Club towards platform operations, payment processing and related services.

FAQ 44. Does the Driver receive the full R10?

No. The Driver or authorised Vehicle Owner receives the R8 driver allocation for each qualifying completed passenger trip while the system is tested. The remaining R2 is divided between the Community Development Fund and POLC Lift Club under the 80/10/10 allocation.

FAQ 45. Does the Driver make a profit from the trip?

No. The driver allocation is intended as a contribution towards the cost of providing the shared journey, including fuel and vehicle running costs. It is very unlikely that the journey will be less than 1km.

FAQ 46. When is the payment made?

The Passenger pays through the POLC Lift Club app as part of the booking process. A debit or credit card is required to put money into your wallet. The Driver's amount becomes eligible for settlement after the journey has been completed and validated. Driver payments are processed through the platform's payout process, with the applicable payout timing shown through the service.

FAQ 47. What happens if a trip is cancelled?

The app records the cancellation and applies the relevant payment adjustment or refund based on the circumstances, the booking status and the cancellation process shown to the member. If a Driver cancels, affected Passengers are notified and any applicable refund is processed.

FAQ 48. What happens if a Passenger does not arrive?

The Driver should use the app's no-show process and make reasonable attempts to contact the Passenger. The platform records the event and applies the applicable booking and refund outcome. Repeated no-shows may significantly affect a member's Trust Rating or access to the platform.

FAQ 49. What happens if a Driver does not arrive?

The Passenger should report the missed pickup through the app or approved support channel. The event is recorded and reviewed. Repeated or unjustified Driver no-shows may affect the Driver's Trust Rating or ability to offer journeys.

FAQ 50. Can I pay the Driver directly instead of using the app?

No. Use the payment method and booking process provided by POLC Lift Club. Keeping payments within the platform protects the transaction record, booking confirmation, settlement process and accountability of the members involved.

FAQ 51. Will the R10 charge always apply?

The R10 charge is the introductory launch tariff. When the pricing model changes, the updated amount and allocation will be displayed to members before they make a booking. Always check the amount shown in the app for the specific trip.

FAQ 52. Is there a minimum journey distance?

Yes. A journey must be at least 2 kilometres to qualify for a POLC Lift Club transaction. The minimum distance is applied before the transaction is switched or processed.

FAQ 53. Is there a minimum account balance?

Yes. A member must have at least R50 available in their POLC Lift Club account before a seat reservation can be placed or a payout can be processed. Please ensure that your available balance meets this minimum before attempting the transaction.

FAQ 54. How are Driver payouts processed?

During the initial launch period, payouts are checked and approved manually by POLC Lift Club before payment is made to the verified payout destination. This additional review supports accurate settlement and reconciliation while the platform establishes its operating processes. Our target is to automate payouts by 1 March 2027. Until automation is introduced and confirmed, members should expect payouts to remain subject to the manual review process.

PART 6 — SAFETY, TRUST AND MEMBER RESPONSIBILITIES

FAQ 55. What does verification actually tell me?

Verification provides information that helps establish who a member is and whether the relevant driver and vehicle checks have been completed. The profile and booking information may show member verification, community context, Trust Rating, driver approval and vehicle approval. Sensitive identity documents and banking information are not displayed to other members.

FAQ 56. What is KYC and AML?

KYC means “Know Your Customer” and refers to checks used to establish a person’s identity and relevant account information. AML means “Anti-Money Laundering” and refers to controls intended to help identify and prevent financial crime. These checks form part of POLC Lift Club’s broader identity, trust and platform-integrity approach.

FAQ 57. Does a verified member guarantee a safe journey?

No verification system can guarantee another person’s behaviour or eliminate every risk. Verification gives members more information and creates stronger accountability before a journey. Always check the Driver and vehicle details, follow your judgement and report anything that concerns you.

FAQ 58. What is the POLC Trust Rating?

The Trust Rating is a platform measure that helps members understand a member’s history and experience within the network. It is informed by relevant journey feedback and reliability information, such as completed trips,

cancellations, no-shows and substantiated concerns. It is one useful indicator, not a guarantee or a substitute for personal judgement.

FAQ 59. Can Drivers and Passengers rate each other?

Yes. Both parties are strongly encouraged to provide feedback after a completed journey. Ratings should be honest, fair and based on the actual experience. Do not use ratings to harass, threaten or unfairly disadvantage another member. Limited controls are built in by POLC Lift Club to ensure improved trust ratings.

FAQ 60. What should I do if the vehicle or Driver does not match the booking?

Do not get into the vehicle. Move to a safe place and contact the Driver through the app or the approved support channel. Report the mismatch and provide the trip reference and factual details. If you believe there is an immediate threat, contact emergency services first and use the “Something is wrong button” to inform us what happened.

FAQ 61. What should I do in an emergency?

Your immediate safety comes first. Contact the appropriate emergency services directly – 082 911 for an ambulance if there is an accident, threat or medical emergency. Once you are safe, report the incident through the app or approved support channel so that POLC Lift Club can record and follow up on it.

FAQ 62. What behaviour is expected of members?

All members are expected to behave respectfully and responsibly.

- Drivers must hold a valid licence, use an approved and insured vehicle, drive safely and never drive under the influence of alcohol or drugs.
- Passengers must arrive on time, wear a seatbelt, respect the Driver and fellow passengers, and avoid distracting the Driver.
- Everyone must use their own account, protect their login details, provide accurate information and follow the confirmed booking.
- Harassment, threats, fraud, impersonation, unsafe driving and attempts to bypass platform controls are not acceptable.

FAQ 63. Can POLC Lift Club suspend a member?

Yes. Access may be restricted or suspended where verification is incomplete, documents expire, fraudulent activity is suspected, safety is at risk or a member repeatedly breaches platform requirements. Serious or repeated conduct may result in membership being terminated.

FAQ 64. Are minors and school learners allowed to use POLC Lift Club?

Yes, subject to the safeguards below. A parent or authorised legal guardian must enrol the minor and complete or approve the required registration and consent process on the minor’s behalf. The minimum recommended age for participation is 13 years. Children younger than 13 are not encouraged to use POLC Lift Club. Parent or Guardian Monitoring must be enabled for members under 18, in accordance with the platform’s minor-safety requirements. Any funds arising from trips undertaken by a minor will be directed to the parent’s or authorised guardian’s designated account for fund management; the minor will not independently receive those payouts.

FAQ 65. How does Parent or Guardian Monitoring work?

Where enabled for an authorised minor, a parent or guardian can receive relevant journey information and notifications, such as the confirmed Driver and vehicle, pickup status and journey completion. Access is limited to the child’s authorised journey information and is intended to provide reassurance and visibility.

FAQ 66. Can a parent monitor every passenger in the vehicle?

No. Parent or Guardian Monitoring is limited to the authorised child or member and the information needed for that person’s journey. It does not provide general access to other passengers’ private information.

PART 7 — PRIVACY AND PROTECTING YOUR ACCOUNT

FAQ 67. What personal information does POLC Lift Club use?

The platform uses information needed to register and verify members, match journeys, confirm bookings, process payments, support safety and maintain reliable records. Depending on your role, this may include identity and contact details, driver and vehicle documents, community information, trip details, payment references and relevant support or safety records. POLC Lift Club is aligned to South Africa’s Protection of Private Information Act legislation.

FAQ 68. Who can see my identity documents and banking information?

Identity documents, banking credentials and other sensitive verification information are restricted to authorised personnel and service providers who need them for verification, payment, safety or lawful operational purposes. They are not displayed as ordinary member profile information and must never be posted in community group chats.

FAQ 69. What should I never share in a WhatsApp group or public message?

Never share your password, PIN, one-time verification code, full identity document, bank account credentials, card details or other sensitive personal information. Use the secure in-app process or the official support channel for private account matters.

FAQ 70. Why does the platform need location information?

Location information helps identify suitable pickup points, match members travelling in the same direction, coordinate journeys and support safety processes. Access to trip-related location information is limited to the relevant journey and authorised purposes.

FAQ 71. How do I protect my account?

Keep your password and PIN private, do not share verification codes, sign out on devices you no longer use and report any suspected unauthorised access. POLC Lift Club will not ask you to publish your password or PIN in a group chat.

PART 8 — COMMUNITY DEVELOPMENT AND ENVIRONMENTAL IMPACT

FAQ 72. How does POLC Lift Club benefit a Community?

The platform is designed to create value beyond the individual journey. By connecting members, improving access to transport and supporting community initiatives, POLC Lift Club can help communities become more connected, efficient and resilient.

FAQ 73. What happens to the Community Development allocation?

The community portion is intended to support POLC approved activities that create measurable value. Examples include community awareness and administration, research, skills development, job and task opportunities, student projects and other agreed initiatives aligned to POLC’s bigger business strategy. An organisation must be registered and approved as a participating Community before it can receive or co-administer community-supported programmes.

FAQ 74. What if my organisation has not yet registered as a participating Community?

You may still be able to identify or select the organisation as your community, subject to the options available in the app. Community allocations can be held or reserved through the platform’s designated community-development mechanism until the organisation is formally registered and approved. Selecting an organisation does not automatically make it eligible to receive funds.

FAQ 75. Can lift-sharing reduce traffic congestion?

Traffic congestion is a major challenge for communities across South Africa. The POLC Lift Club presentation identifies Cape Town as the sixth most congested city in the world in the 2025 global congestion ranking. Our patented green-technology solution is designed to help address this problem—not by putting more vehicles on the road, but by making better use of the vehicles already there. There are already enough vehicles on our roads; many travel with empty seats. POLC Lift Club uses its patented POLC platform to automatically orchestrate trusted community lift-sharing, matching eligible passengers with available seats in vehicles that are already making the journey. By helping more people share a vehicle instead of travelling separately, we aim to reduce the number of vehicles and single-occupant journeys on the road, ease congestion and reduce total vehicle kilometres travelled. This can also reduce fuel consumption and associated CO_2 emissions. Our ambition is to deliver this benefit in Cape Town and extend it to other towns, cities and communities across South Africa. The actual impact depends on shared journeys replacing separate vehicle trips.

FAQ 76. Does POLC Lift Club measure environmental impact?

The platform records journey and occupancy information and can calculate estimated shared kilometres, fuel savings and estimated emissions reductions. These measures help members and communities understand the potential impact created by sharing existing vehicle capacity. Estimates are not the same as independently verified carbon credits.

FAQ 77. Why is making use of empty seats important?

Many vehicles travel with one person while carrying several unused passenger seats. POLC Lift Club helps make those seats visible to eligible members. Better use of existing vehicles can reduce the need for additional journeys and make everyday transport more affordable.

PART 9 — TROUBLESHOOTING AND MEMBER SUPPORT

FAQ 78. I cannot sign in or the app keeps asking for my PIN. What should I do?

Check that you are using the correct login details and that your app is up to date. If the problem continues, contact the official support channel and provide your device type, the approximate time of the issue and a brief description. Never send your PIN or one-time verification code to support or a group chat.

FAQ 79. I cannot see a trip I expected to see. Why?

The trip may not match your pickup radius, route, destination, departure time or Community restrictions. It may also have no seats remaining, or your account may still require verification. Check your search details and filters before contacting support.

FAQ 80. The pickup point or radius appears to be wrong. What should I do?

Review the map pin and pickup area before publishing or booking. If the trip has already been published, use the available edit or cancellation function and notify affected members. Do not travel to a pickup point that has not been confirmed.

FAQ 81. My payment appears to have failed. What should I do?

Check the payment status in the app before attempting another payment. If the status is unclear, contact support with the booking reference and payment time. Do not send full card details, banking passwords or one-time codes.

FAQ 82. I have a complaint or want to report a safety concern. Where do I go?

Use the in-app reporting function or the official POLC Lift Club support channel. Include the trip reference, date, a clear description of the issue and any relevant evidence that can safely be provided. For an immediate emergency, contact emergency services first.

FAQ 83. Where can I get help with registration?

Use the official registration-support channel provided by POLC Lift Club. WhatsApp may be used for registration assistance and member communication where it is the designated support channel. Keep sensitive documents and account credentials within the secure verification process.

PART 10 — QUICK GLOSSARY

TERM	PLAIN-LANGUAGE EXPLANATION
POLC Lift Club	The POLC trusted community mobility platform for lift-sharing and the orchestration of available vehicle seats.
Member	A person who has registered and completed the required membership verification.
Community	A recognised geographic or organisational group, such as a neighbourhood, school, university, church, company or sports club.
Driver	An approved member who offers an available seat on a journey.
Passenger	An eligible member who requests or books an available seat.
Trip	A journey published by a Driver, including its route, timing, vehicle, seats and booking information.
Pickup radius	The geographic area around a selected pickup point used to identify eligible passengers.
KYC	Know Your Customer: identity and account checks used to establish who a member is.
AML	Anti-Money Laundering: controls designed to help identify and prevent financial crime.

Trust Rating	A platform indicator informed by relevant member history, journey feedback and reliability information.
Trip Vibe	A preference describing whether a member prefers a quiet, social or flexible journey.
Community Development Fund	The community allocation intended to support approved community programmes, jobs, tasks, research and participation.
80/10/10 allocation	The current allocation model: 80% Driver/Vehicle Owner cost recovery, 10% Community Development and 10% POLC Lift Club platform operations.

PART 11 — YOUR MEMBER CHECKLIST

Before offering or booking a journey, take a moment to check the following:

- ☐ My membership is active and my profile information is accurate.
- ☐ I have completed the verification required for my role.
- ☐ The Driver and the selected vehicle are approved for the journey.
- ☐ The route, departure time, pickup point and available seats are correct.
- ☐ The journey is available to my Community and I meet the matching requirements.
- ☐ I have reviewed the vehicle and Driver information before confirming a booking.
- ☐ I understand the amount displayed in the app and the payment process.
- ☐ I will arrive on time, wear my seatbelt and treat other members respectfully.
- ☐ I will protect my password, PIN, verification codes and personal information.
- ☐ I will report safety concerns, incorrect information or problems promptly.

OUR SHARED PRINCIPLE

Trust first. Safety always. Better use of the seats we already have. POLC Lift Club is built around people, communities and the journeys that connect them.

POLC LIFT CLUB | TRUSTED COMMUNITY MOBILITY

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