



SERVICE CHARTER

Mobility sharing service offered by Pikyrent Srl via the Pikyrent App

PURPOSE OF THE CHARTER

Knowledge tool: This document ("Service Charter") provides information on the company, Pikyrent Srl, on the *mobility sharing* service offered, on how it is provided, on how Users can interact with Pikyrent Srl, on the quality standards of delivery of the specific service and on the future plans of the company aimed at improving the service offered.

This Service Charter is, for this purpose, made public and updated periodically, ensuring the exercise of the powers of direction, control and supervision by the Municipal Administration that has made it possible to carry out the service in question and ensuring compliance with the commitments assumed by the mobility service provider.

Protection and assistance tool: Pikyrent Srl provides Users with a series of tools (call centre service active 24 hours a day, possibility to send customer service requests by phone, via the App and/or e-mail), which constitute the preferred channels of interaction between Pikyrent and Users, allowing monitoring of the quality of the service by those who use it.

COMPANY PRESENTATION

1. OUR HISTORY

For the purposes of a correct understanding of this Service Charter, please refer to the definitions contained in the General Conditions of Contract viewed and accepted by the User at the time of Registration for the *mobility sharing* Service.

Pikyrent Srl (hereinafter "**Pikyrent**"), with registered office at Strada 4 Palazzina Q SN, 20089 – Rozzano

(MI), VAT number 10904840963, registered with the Chamber of Commerce of Milan Monza Brianza Lodi, with the REA number MI-2568404, is an innovative start-up duly registered in the special section of the companies register available at the following [link](#), whose corporate purpose is the development,



production and marketing of innovative services with high technological value, with a particular *focus* on rental systems in the field of urban mobility.

Pikyrent, 100% controlled by Auriga S.p.A., benefits from the *know-how*, professionalism and *expertise* of a leading company in the Italian and international IT banking market, one of the main suppliers of software and application solutions for the world of banks, with a strong focus on payment systems and omnichannel.

Taking part in local initiatives aimed at encouraging the use of *green*, *smart* and *shared mobility*, Pikyrent aims to promote the development of sustainable habits in an ever-growing number of citizens, offering a mobility service based on the sharing of *full electric* vehicles in *pay as you go* and *free floating* mode.

2. THE SERVICE OFFERED

The Pikyrent *mobility sharing* service is proposed and managed by Pikyrent to allow Users to rent a *Full Electric* vehicle by paying according to its use (*Pay as you go*), in terms of the duration of each individual trip and being able to rent it wherever it is parked within a pre-established Area, and then parking it within the same area (*Free floating*).

Pikyrent offers the service in the Municipality of Bari in consideration of the mobility needs indicated by the Local Administration.

Vehicles are independently rented by the User, based on the latter's needs, through the Pikyrent smartphone application ("App" or "Pikyrent App"). Vehicles can be used within the coverage area of the *mobility sharing* service in the Municipality of Bari and, at the end of the individual rental, must be parked in any permitted parking area, provided that it is within the coverage area.

The payment of the service is made by deducting the amounts due from the wallet on the app topped up by credit card, prepaid card or debit card according to the method selected by the User at the time of registration for the *mobility sharing* Service.

The amount actually due for each rental will be charged to the User at the end of the same in relation to the duration of use of the vehicle and the rates defined in the Tariff Regulations of Pikyrent, which can be consulted in the App and at the following link: www.pikyrent.com.

FOUNDING PRINCIPLES OF THE SERVICE CHARTER



1. EQUALITY AND IMPARTIALITY

Pikyrent guarantees: (i) accessibility to its mobility sharing services and to its electric vehicles, without distinction of nationality, sex, race, language, religion and opinions; (ii) equal treatment, under the same conditions of the service provided, both between the different geographical areas of origin of the user, and between the different categories or groups of Users.

2. SERVICE CONTINUITY

Pikyrent undertakes to ensure: (i) continuous and regular 24/7 *mobility sharing* services (except for interruptions due to force majeure); (ii) continuous vehicle maintenance and, therefore, (iii) constant availability on the road of a number of vehicles equal to 90% of the total fleet made available by Pikyrent, as required by the minimum service performance standards referred to in the Public Notice of the Municipal Administration.

3. PARTICIPATION AND USER RELATIONS

Pikyrent has always been attentive to the specific needs of its customers, through the assiduous, meticulous and timely commitment of its operating structures and its *team*.

The active and constant relationship of Users with Pikyrent, as provider of the *mobility sharing* service, is guaranteed not only through the management of requests for assistance received from Users of Service, but also through the consideration of any possible suggested improvements from Users.

Such an approach is made possible through the implementation and analysis of *Customer Satisfaction* surveys on an annual basis through the various communication channels that Pikyrent makes available to its Users based on specific needs, namely:

- Pikyrent Customer Service
 - toll-free number active 24/7: 800078506
 - whatsapp business contact active from 07:00 to 01:00: 3454572929
- E-mail address info@pikyrent.com
- Pikyrent Srl – Pikyrent mobility sharing service – Strada Vassallo n. 1, 70124 – Bari (Italy)

Pikyrent also provides prompt and timely communication to Users of any news and/or changes in the conditions and methods of service delivery through the channels it deems most appropriate (e-mail, Website, App).



4. EFFICIENCY AND EFFECTIVENESS

Pikyrent is committed to taking the necessary measures to design, implement and offer a service that aims at a continuous improvement of efficiency and effectiveness.

To this end, Pikyrent undertakes to comply with all the processes and operating and performance standards established by the Municipal Public Notice and to constantly update the measures aimed at correctly providing the *mobility sharing* Service.

5. RESPECT FOR THE ENVIRONMENT

Pikyrent respects the principles established by national and EU legislation in terms of environmental protection, adopting all the necessary and useful measures in this regard and favouring the use of means and technologies with low environmental impact, thus contributing to the reduction of the causes of pollution.

Indeed, with reference to the *mobility sharing* service, the entire relative fleet of vehicles consists exclusively of *Full Electric* vehicles.

THE MOBILITY SHARING SERVICE

1. REGISTRATION AND BOOKINGS

Registration and Subscription to the Service can be carried out by natural persons who assume the contractual status of User.

The essential subjective requirement to use the service by the User, who has correctly completed the registration procedure through the App, is to have reached the age of majority, to have obtained the qualification required by law for driving the vehicle (the type of license required for driving Pikyrent vehicles is specified in the appropriate section of the General Conditions of Contract), which is valid, not suspended or with no remaining points, and to have met all requirements.

It is also necessary to have an available payment tool among those allowed by the Service Provider, in accordance with what is described in the General Conditions of Contract.

Registration and Subscription to the Services is carried out through the dedicated Pikyrent App and is quick and easy, simply requiring the filling in of the mandatory fields relating to the User's data required



by law. All data are managed in compliance with EU rules on the processing of personal data (EU Regulation 679/2016 "GDPR"). For more information, please refer to the Privacy Policy, available to the User on the App or at the following link: www.pikyrent.com.

After having reviewed and accepted the General Conditions of Contract, the Management Regulations and the Privacy Policy following the Service Registration procedure carried out through the App, the Contract between the User and Pikyrent is finalised.

Once enabled to use the Service, the User will be able to access their reserved area within the App through their login details (username and password) designated at the time of registration, where they will be able to consult all the information concerning their documents and the payment methods entered, the "Wallet" section, the rental history and other additional information relating to the User's personal account.

The registered User can book and/or rent a Pikyrent vehicle via the Pikyrent App.

2. THE FLEET

The fleet of Pikyrent vehicles consists of CITROËN AMI *full electric* microcars and SUPER SOCO CUX *full electric* scooters. The vehicles have a GPS and can be identified remotely through an advanced technological system that allows you to accurately identify the location and position of each vehicle, as well as any unauthorised movements and, overall, allows for the efficient management of the entire fleet of electrical devices provided by Pikyrent.

3. SERVICE COVERAGE AREA AND REST AREAS

The operational area of the *mobility sharing* service coincides with the urban area of the Municipality of Bari, but can be smaller and is identified within the city map in the App.

Also through the App, the User can view on the map the available vehicles closest to their location or to another address as indicated.

If the User does not intend to activate the rental immediately, they can book for a fee and reserve the electric vehicle – selecting in the Map within the App – for a maximum time of 20 (twenty) minutes (maximum booking time), in such a way as to prevent any other user from using that same vehicle for the booking time on the basis of the provisions of the Tariff Regulations.

If the 20 (twenty) minutes (maximum booking time) have elapsed without the User unlocking the vehicle, the latter returns to "available" and can be booked by all other users.



In addition, the User can make stops during the rental by pausing the vehicle and continuing to maintain its availability. During the first 30 minutes of stoppage, a reduced rate indicated in the Tariff Regulations will be applied.

After the first 30 minutes of stopping without the rider resuming the trip, the rental will continue at the standard rate.

Parking is free in all ZSR areas and in all other areas where free and paid parking is allowed.

CUSTOMER PROTECTION

1. INSURANCE COVERAGE

Pikyrent vehicles used for *mobility sharing* have insurance coverage as required by the General Conditions of Contract.

If an accident occurs, Users must immediately report it to Pikyrent at the customer service addresses provided, informing Pikyrent of what happened.

2. REPORTS AND COMPLAINTS

For each communication, the User can refer to:

- The "Send Report" function on the App
- Pikyrent Customer Service 800 078 506
- E-mail address support@pikyrent.com
- Pikyrent Srl – Pikyrent mobility sharing service – Strada Vassallo n. 1, 70124 – Bari (Italy)

The User's personal data are collected and processed in strict compliance with the provisions of EU Regulation 2016/679 on the protection of personal data (GDPR) and Legislative Decree no. 101/2018 for the adaptation of the Italian legal system to EU legislation ("Privacy Regulation").

Pikyrent will digitally record any reports and/or complaints; it will investigate and verify the content by carrying out appropriate research and will then inform the relevant User by providing specific feedback and taking the necessary measures to correct – if necessary – any processes and/or actions.

Pikyrent undertakes to communicate to the User a definitive response, where possible, at the time of receipt of the complaint and, in any case, a written response within 30 (thirty) days from the date of receipt of the complaint.



The User's personal data is collected and processed in full and absolute compliance with the provisions of the Privacy Policy detailed above.

DESCRIPTION OF THE QUALITY STANDARDS OFFERED

1. RESULTS AND COMMITMENTS

The Pikyrent *mobility sharing* service is an alternative and innovative idea of urban mobility, aimed at a wide range of users (students, workers, tourists) who want to benefit from a fast, efficient, safe, economical and environmentally friendly service.

The service pursues, *inter alia*, objectives related to eco-sustainability, such as the reduction of the *carbon footprint* of the individual journey, the reduction of CO₂ emissions, the decongestion of urban traffic, the reduction of the space necessary for parking, reducing the environmental impact caused by normal means of transport and supporting the improvement of the quality of life for citizens.

2. USER SATISFACTION SURVEYS

As a minimum standard of service performance and the commitment agreed with the reference Municipal Administration, at least on an annual basis, Pikyrent sends its Users specific *Customer Satisfaction* questionnaires. To this end, it employs staff specialised in the research, collection and analysis of the data obtained to improve the Pikyrent service experience not only for Users but also those who have not yet used the service.

The aforementioned survey on User and non-user habits and opinions is carried out in order to acquire all the information useful for monitoring the level of satisfaction associated with the service and is, therefore, aimed at the future improvement of Pikyrent's offer and its unique characteristics in the context of *mobility sharing* services.

3. PUBLICATION AND DISTRIBUTION OF THE UPDATED SERVICE CHARTER

The latest version of the Pikyrent Customer Service Policy is available on the website www.pikyrent.com.