



BOLT™

CITY OF SAN FRANCISCO

POWERED SCOOTER SHARE PROGRAM PERMIT APPLICATION

San Francisco Municipal Transportation Agency

Attention: Adrian Leung

1 South Van Ness Avenue, 7th Floor

San Francisco, CA 94103

Submitted By:

Bolt Mobility California, LLC

820 W 41st Street - 4th Floor

Miami Beach, FL 33140

305.508.5055

www.micromobility.com



BOLT MOBILITY
820 W 41st Street, Fourth Floor, Miami Beach, Florida 33140

August 21, 2019

San Francisco Municipal Transportation Agency
Powered Scooter Share Program
Attn: Adrian Leung
1 South Van Ness Avenue, 7th Floor
San Francisco, CA, 94103

Re: Bolt Mobility California, LLC SFMTA Powered Scooter Share Program Permit Application

Mr. Leung:

On behalf of Bolt Mobility Corporation and our wholly owned subsidiary, Bolt Mobility California, LLC, we are pleased to submit our application for a SFMTA Powered Scooter Share Program Permit.

Bolt scooters are unlike any other on the market today. Our unique design allows riders to keep both feet facing forward allowing the rider to reach perfect balance and control. Bolt's mission is to clean up our planet with simple, safe and sustainable transport solutions. These objectives are not only important to us, but to the public, local elected leaders, and other stakeholders to create happier, healthier, and safer communities. As such, we are excited to become a trusted partner of San Francisco to achieve our combined transportation and sustainability goals.

People are attracted to scooters because they are convenient, affordable and fun. Yet challenges remain, and Bolt is prepared to work with SFMTA to develop the best and safest ways to ride and park scooters. That way, riders can enjoy the benefits without disturbing the transportation ecosystem that supports other pedestrians, cyclists and motorists. Furthermore, Bolt is equally reliant on dependable data to make decisions that will impact the future of micromobility.

If there is anything missing or you require anything additional, please contact Bolt's Director of Business Operations, Ms. Shari Lerner, at shari@boltoffice.com or 301-332-5100.

We are excited about the prospect of bringing Bolt scooters to the District of Columbia and look forward to hearing from you.

Thank you.

Kamyar Kaviani
co-CEO



SFMTA Powered Scooter Share Program Permit Application

The Powered Scooter Share Program Permit allows permitted Powered Scooter Share Operators to operate a Powered Scooter Share Program in the City and County of San Francisco. The SFMTA shall implement this Program consistent with the SFMTA’s “Guiding Principles for Emerging Mobility Services and Technologies” and Transportation Code, Div. II, Section 916.

The SFMTA will review the completed applications, determine whether each applicant conforms to the SFMTA’s requirements, and evaluate applications according to the scoring criteria described in this application. The SFMTA anticipates issuing a limited number of Powered Scooter Share Program permits in consideration of maintaining clarity and usability for customers, and ease of program administration.

Applicant Information

Please Print Clearly			
Business Name:	Bolt Mobility California, LLC	Business Phone:	305-508-5055
Contact Person:	Shari Lerner	Phone:	301-332-5100
Mailing Address:	820 Arthur Godfrey Road, 4th Floor, Miami Beach, FL 33140		
Street Address if different than above:	1100 E. 5th Street, Building C, Los Angeles, California 90013		
Email Address:	shari@micromobility.com	Website:	www.micromobility.com

Application Agreement

By signing this application, the applicant verifies on behalf of the Powered Scooter Share Operator that all the information provided is true and accurate; that if issued a permit, the applicant agrees to comply with the Permit Requirements in Appendix A, without change to its terms and conditions, and any other requirements of the Powered Scooter Share Program Permit as issued; and, further, that the applicant agrees that all submitted documents and materials, and their contents, are subject to public review, and that no documents or other materials provided to the SFMTA will be considered confidential or otherwise withheld from public disclosure if requested after the deadline for submitting applications has passed.	
Name of Applicant	Bolt Mobility California, LLC
Authorized Signature	
Printed Name, Title and Date	Kamyar Kaviani, co- CEO, July 20, 2019

Introduction

Bolt Mobility Corporation (“Bolt”) was formed in July 2018 after our team conducted research and analysis of transportation in dense, crowded cities. The team concluded that last mile travel in urban environments lacked equity because of the cost, reliability because of congestion and sustainability because of a heavy dependence on fossil fuel. The team decided to focus on this mission: To clean up the planet with simple, safe, and sustainable transport solutions.

As a team, Bolt has more than 120 years of combined experience in technology, transportation, and innovation. Currently, Bolt has permits to operate in Washington DC, Fort Lauderdale (Florida), Miami (Florida), Memphis (Tennessee), Richmond (Virginia), Portland (Oregon), Nashville (Tennessee), Los Angeles (California), Chicago (Illinois), Atlanta (Georgia), Louisville (Kentucky), Arlington (Virginia), Alexandria (Virginia), and Harrisonburg (Virginia). The company has also received approval to begin operations in Baltimore (Maryland), Roanoke (Virginia) and all of Virginia's Fairfax County. Bolt began operations in Fort Lauderdale in November 2018, and as this partnership was the first, it was used as a case study to refine the business practices and scooter design. Bolt partnered with public officials, community organizations, and residents to ensure that deployment, parking zones, and operations benefited the residents, drivers and riders.

In February 2019, when Bolt began operating in the Virginia cities of Arlington, the team learned that conducting initial in-person rider training with new riders is beneficial in reducing potential accidents and encourages safety practices with both riders and pedestrians alike. The company currently maintains good standing permits and relationships with the city officials and stakeholders in all cities in which it operates. Service in all areas is directly influenced by the feedback received from the community.

While Bolt has never operated in San Francisco, the team intends, with this permit, to develop a lasting partnership with the city through compliance with the city's processes, procedures, and policies.

Bolt intends to enact a tailored program that will meet the needs of the growing community, with a specific emphasis on underserved communities, while ensuring that riders, drivers, and pedestrians are safe. Bolt will partner with local non-profits and businesses to assist with the growth of the city, provide equity options through the Bolt Forward program along with providing employment and opportunities for advancement to the residents of the city.

A. Device Standards and Safety Assurances.

1) UL 2271 and 2272 Battery Certifications





Bolt scooters comply with both the Consumer Product Safety Commission and the American Society for Testing and Materials standards. In addition:

- All Bolt batteries are UN/DOT 38.3 compliant
- All on-board communication devices are FCC (Federal Communications Commission) compliant as a Class B digital device pursuant to part 15 of the FCC Rules
- All Bolt Scooter models are CE compliant

2) California Vehicle Code §21223

Rider safety is the top priority for our design team. The following safety features are standard on all Bolt scooters:

Front and rear lamps are in compliance with the lighting requirements of California Vehicle Code §21223. The front lamp has a white light that is visible from a distance of at least 500 feet while the rear light is always lit with a red light, visible from at least 600 feet away. The rear light also doubles as a reflector. Note that our rear lamp is an active reflector that brightens when the brakes are applied.

MODEL	FRONT LIGHT	BACK LIGHT
<i>Bolt One</i>		
<i>Bolt Chariot</i>		

3) Safety Commitment

As mentioned above, safety is a high priority for Bolt which began with the design of the scooters being bright yellow so they can be seen easily by the eye at any time of day. As the designer and manufacturer of the actual devices, we have full control over the safety standards required for each device and adhere to the strictest of standards. All products are safe and have never had any recall or major malfunction issue. However, if a safety issue is discovered, Bolt commits to pulling all effected and potentially effected devices off the streets until the problem is resolved.

Certifications and Test Results are attached to this application in Appendix A.

B. Sample Scooters

Bolt is prepared to provide the necessary samples for SFMTA inspection as soon as notified of the requirement.

C. Pricing Structure

1) Low-Income User Plan

Bolt Forward - The Equity Plan

Bolt scooters comply with both the Consumer Product Safety Commission and the American Society for Testing and Materials standards. In addition:

Discounted Plan

Bolt has created an equity transportation plan to cater for users with a low income and qualifying veterans. The Bolt Forward program allows residents of the city to use the service based on their earned income. Our average discount will be 50% but can be increased if a person proves that they are unable to afford this discount. During the pre-deployment and deployment phase of our service, Bolt team members will review resident's information and determine the discount level. Bolt will also work with persons who are unable to earn more because of transportation issues by providing them account credit during their job search (conditions will apply).

Cash Payment Option

Bolt users who do not have a credit card or bank account can contact the company to create their account. Once the user's account is created, the user can send a money order, check or wire to our corporate address: Bolt Mobility Corporation, Attention: Prepayment, 820 W 41st

Street , 4th Floor, Miami Beach, FL 33140. Users can also call our customer service team at 1.866.BOLT.143 and provide the check or money order information to have their account immediately credited. Finally, by calling our customer service team, a user can also request a Bolt Booster come to their location to pick up cash payment for a specific ride.

2) Strategy for Achieving Goal of Low-Income Plan

Bolt's strategy for ensuring that one low-income plan members utilizes our devices for every five scooters authorized is to deploy a proportionate number of scooters in designated equity zones described below. Bolt Boosters will also be in these areas to promote the Bolt Forward Program and our Community Engagement Program, described later in this proposal, will also promote use of the program.

3) Proposed Rates

Bolt's rental fee is free to start and 30¢ per minute. The rate is subject to change at Bolt's request and SFMTA's review and approval. First time riders are required to place a \$5.00 deposit that is refunded in 5 business days. In addition to Bolt's standard pricing, there are several subscription/membership plans currently in development including:
Club Bolt - A Rewards Program: \$9.99 per month for a 30% discount.

4) Cash Payment Option

As detailed above, Bolt has numerous ways that users can pay other than through the app.

5) No Smartphone Option

Bolt will provide an SMS service to riders who do not own a smartphone. Riders can start the service by calling our toll-free number 1.866.BOLT.143. The customer service representative will set up the rider's account and provide the rider with his/her account number.

Then the rider can:

- Send a text with his/her account number and the QR code of the scooter to the dedicated SMS number to have the scooter unlocked for use and locked after use.
- Send a text to the dedicated SMS number to check his/her account balance.
- The rider can add money to his/her account by sending a check/money order to our corporate address: Bolt Mobility Corporation, Attention: Prepayment, 820 W 41st Street, 4th Floor, Miami Beach, FL 33140 or by calling our customer service team at 1.866.BOLT.143.

6) Variable Rates

Bolt is currently developing plans for variable rates that directly relate to prioritizing short term trips, maximizing fleet availability and discouraging over-concentration. Upon final development, these programs will be incorporated in the Bolt app and the overall pricing model.

7) Billing and Customer Service Business Rules for Lost Scooters

We investigate the scooters that are suspected stolen or vandalized and if it's clear that a previous rider was responsible for the loss of the scooter, we reserve the right to fine the user up to \$600 per our Rental Agreement.

8) Incentives

Bolt provides incentives for numerous positive actions. Bolt captures ride data for each rider and uses this data and an algorithm to determine the rider's rating. The rider can see this rating in the app and can improve his/her score through positive behaviors including riding in the recommended areas and parking the scooter properly. The rider will receive perks based on his/her score. These perks include Bolt branded items, free rides and money added to the rider's account.

D. Operations Plan.

1) Hours of Operation

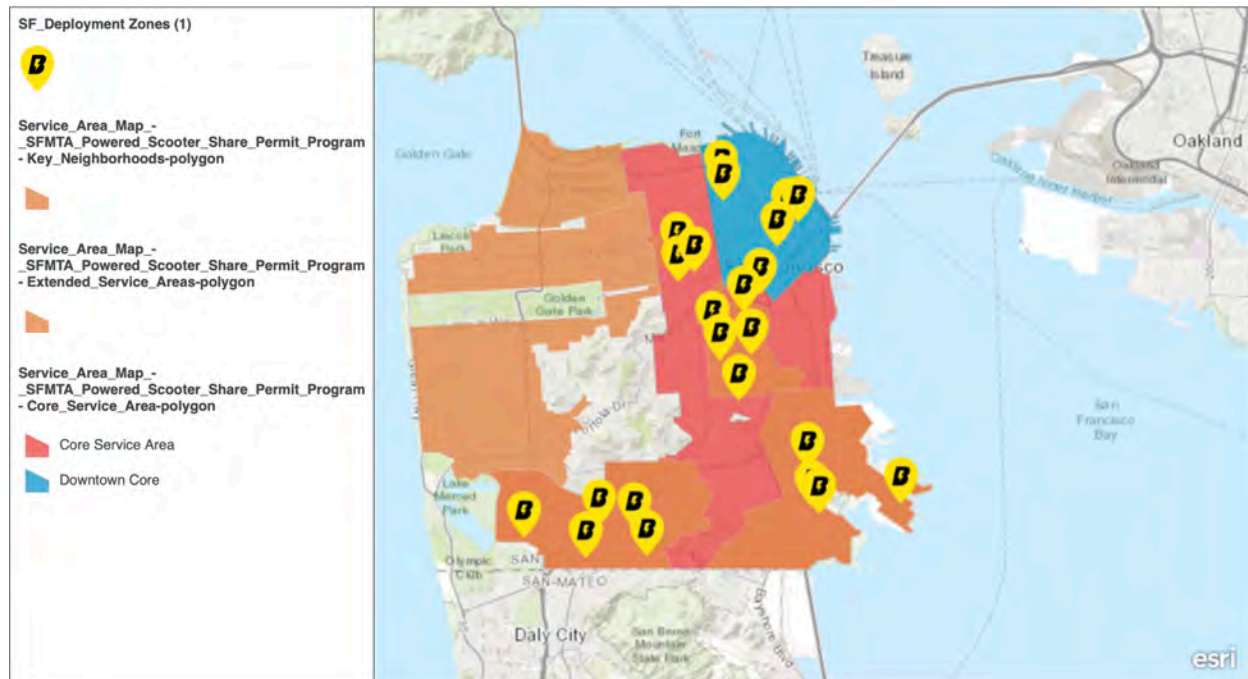
Bolt will operate twenty-four hours a day, seven days a week.

2) Storage of Scooters During Non-Operational Hours

As it does in all markets which it operates, Bolt will lease warehouse space for maintenance and storage of scooters.

3) Key Neighborhoods

Bolt's deployment plan for key neighborhoods can be found here: <https://arcg.is/0WyXmy>. The deployment is also illustrated below.



The deployment zones above are based on the parameters below which also indicates the number of scooters per zone based on our proposed fleet of 1,000 scooters.

Vicinity Address	Number of Scooters	Notes/Area
295 California St, San Francisco, CA 94111	50	Downtown Core; 0.25 mile radius
1 California St, San Francisco, CA 94111	50	Downtown Core; 0.25 mile radius
685 Market St, San Francisco, CA 94103	75	Downtown Core; 0.25 mile radius
1099 Lombard St, San Francisco, CA 94109	50	Downtown Core; 0.25 mile radius
1900-1914 Hyde St, San Francisco, CA 94109	50	Downtown Core; 0.25 mile radius
282-298 7th St, San Francisco, CA 94103	75	Downtown Core; 0.25 mile radius
5426 10th St, San Francisco, CA 94103	50	Downtown Core; 0.25 mile radius
2727 Mariposa St, San Francisco, CA 94110	25	Mission, 0.25 mile radius
375 Valencia St, San Francisco, CA 94103	25	Mission, 0.25 mile radius
3101 24th St, San Francisco, CA 94110	25	Mission, 0.25 mile radius
3417 18th St, San Francisco, CA 94110	25	Mission, 0.25 mile radius
5411 3rd Street, San Francisco, CA 94124	50	SE Neighborhoods, 0.25 mile radius
451 Galvez Ave #200, San Francisco, CA 94124	50	SE Neighborhoods, 0.25 mile radius
1598 Yosemite Ave, San Francisco, CA 94124	75	SE Neighborhoods, 0.25 mile radius
1800 Oakdale Ave, San Francisco, CA 94124	25	SE Neighborhoods, 0.25 mile radius
1881 Post St, San Francisco, CA 94115	25	Western Edition, 0.25 mile radius
1100 Fillmore St, San Francisco, CA 94102	25	Western Edition, 0.25 mile radius
1146-1196 Laguna St, San Francisco, CA 94115	50	
Ocean Avenue &, San Jose Avenue, San Francisco, CA 94112	50	SFSU, 0.25 mile radius
1600 Holloway Ave, San Francisco, CA 94132	25	SFSU, 0.25 mile radius
890 Geneva Ave, San Francisco, CA 94112	25	SFSU, 0.25 mile radius
1150 Ocean Ave, San Francisco, CA 94112	50	SFSU, 0.25 mile radius
650 Capitol Ave, San Francisco, CA 94112	50	SFSU, 0.25 mile radius

4) Neighborhoods Without Existing Scooter Share Service

Bolt’s rebalancing plan will include deployment within areas that do not currently have scooters. In addition to complying with requirements to deploy in certain areas, Bolt Boosters will be trained on deploying or rebalancing scooters to areas that lack the scooters needed to provide access to as many San Francisco residents and/or visitors as possible.

5) Deploying and Redistributing Scooters

Deployment

Bolt ensures that scooters are available in each deployment zone through the rebalancing and relocation plan. This plan is based on three principles: compliance, observation and evaluation of rider usage. Bolt uses a team of full-time Boosters who work three shifts throughout the hours of operation to ensure that rebalancing and relocations occur in a timely manner.

Compliance

Bolt aims to ensure that all deployed scooters are staged and located as required by the regulations set by SFMTA. This includes ensuring that scooters are placed in the designated parking zone on the sidewalk, are not cluttered in one location, parked upright and are evenly distributed throughout the service area during their patrols.

Observation

In addition to using an app specifically designed to aid Boosters with recharging and rebalancing, Boosters required to patrol the service area to ensure that the scooters evenly distributed. If there are too many scooters in a location, the Boosters are required to reduce the number of scooters. They are also required to check the battery level, physical condition and cleanliness of the scooters during their patrol.

Evaluation of Rider Data

The General Manager is required to review heat maps, rider movement and other reports daily to update the scooter deployment map. These updates are shared with the Boosters. The customer service team will also inform the Booster team of any distribution issues that needs to be corrected as soon as possible.

The Plan

1. The Bolt team reviews data for the city and prepares reports on popular rider start and end points, peak ride times, duration of rides and scooter locations throughout the city.
2. The General Manager reviews these reports and updates the scooter deployment plan.
3. The Boosters review the scooter deployment plan and proceed to balance the fleet based on the deployment plan.
4. The Boosters work throughout their shifts to ensure that the deployment plan is put into effect.
5. If Customer Service contacts a Booster to reposition a scooter based on a report, the Booster is expected to immediately respond and complete this assignment.
6. During peak usage times and special events, the Boosters are expected to reposition the fleet for maximum usage with limited pedestrian and traffic interference.

Redistribution

Bolt understands that through use, scooters will become unevenly distributed throughout the city. The Bolt team has created an extensive redistribution plan that is primarily completed by our Boosters. Boosters move scooters from a low usage zone to a high usage zone ensuring that there is a consistent number of scooters across every parking zone. Boosters are full-time employees of Bolt (e.g., W-2 employees with access to health benefits). The frequency of redistribution will be based on the heat maps that indicate scooter usage throughout the city. Bolt intends to increase redistribution actions during peak seasons, weekends and prior to high traffic times. This can be as often as four times per day.

6) Avoiding Over-Crowding of Scooters in High-Demand Areas

Bolt Boosters are trained to redistribute scooters in high-demand areas to avoid over-crowding. The General Manager and Boosters keep track of the deployment map using the “Trucker” version of the Bolt app so they can monitor scooter availability throughout the city and ensure there are, not only enough scooters in certain areas, but also to avoid having too many scooters in certain areas. This training and monitoring is done continuously.

7) Adaptive Scooter Pilot Plan

Bolt is currently testing deployment of electric scooters with seats to serve as adaptive devices. There is currently a small fleet of devices currently being tested in Miami that, upon issuance of a permit, will be redistributed to the San Francisco area for testing, research and development and enhancements in order to refine the design. In addition to Bolt’s seated scooters, the Bolt One and Chariot scooters are also more user friendly for those with certain physical disabilities due to the forward-facing footrests which allow riders to face forward while riding scooters.

8) Staffing and Operations Plan

Please see Section G. Hiring and Labor Plan below.

9) Scooter Parking

Please see Section E. Safe Scooter Riding & Parking below.

10) Proposed Fleet Size at Launch

Bolt is prepared to launch up to 500 Bolt Ones and 500 Bolt Chariots at launch.

11) Response to Major Transit Issues

Bolt is committed to modifying operations during major transit issues. If the issue surrounds having to collect scooters because of the issue, Bolt implements the Scooter Removal Standard Operating Procedure for improperly parked scooters or non-deployment requests. This procedure is enacted by the Boosters. After the request is received (typically by customer service), the following steps are taken:

1. The General Manager notifies the Boosters of the location where the scooter is. The Booster who is closest to the scooter’s location is dispatched to pick up the scooter.
2. The General Manager is notified when the scooter is removed from the location.

3. The Booster either repositions the scooter or takes it to the warehouse.
4. If the non-deployment request requires the creation of a geofence to prevent the use of scooters near the location, a request for the geofence is sent to the team who then creates the geofence.
5. The person(s) who made the request will be contacted and notified of the outcome of their request.
6. If the issue involves redeployment to assist with lack of transit in the area, the General Manager will work with the city and Boosters to reallocate scooters to cover the lack of mobility options within the designated area.

E. Safe Scooter Riding & Parking.

1) Compliance

THE BOLT TRAINING PROGRAM- BOLT U

Bolt has created a comprehensive training program focused on training stakeholders on the use, parking, safety and compliant reporting.

Bolt rider training is conducted through:

- Community engagement events (pop-ups, meet and greets at our warehouse location, events at community centers and popular neighborhood locations, at bus stops during evening rush hours and on weekends during our community meetings),
- Bolt U community page available on the Bolt website.
- Through the app using push notifications and UI screens that must be acknowledge before proceeding,
- Rider ratings determined through the analysis of rider usage by the Bolt team (data collected as the rider uses the device),
- Rider self-reporting.

Community Engagement

Bolt has a multi-faceted approach to training through community engagement. Bolt differentiates our training methods by targeting riders at locations where they will be most willing to learn through practice and use. Our community training events include:

1. Events hosted at or near popular locations and within historically underserved communities,
2. Promotional sidewalk events during the weekends at grocery stores, barbershops, restaurants, beauty salons and recreational centers,
3. Demos at transit stops during evening rush hours,
4. Bolt team presence throughout the city during peak hours,
5. Social media marketing through sponsored ad offering free helmets and rides to persons who participate in Bolt U training.

Bolt will use the customized community engagement calendar and task the Community Engagement Manager to ensure the implementation of the calendar. Bolt will also communicate with the city frequently to ensure that the city is aware of the progress and successes of the community training engagement program.

Bolt U Community Page

Bolt believes that learning in a collaborative environment is best. This philosophy is directly applied to our community page specifically designed for our riders and community. This page will feature news articles, a collaborative forum for the community and real time updates pertaining to city regulation changes, safety information and Bolt news.

Push Notifications and UI Screens

Bolt will send periodic reminders through push notifications to riders. Riders will be reminded to use a slower speed in crowds, be cautious of pedestrians, to avoid listening to loud music and to be aware of their surroundings. Riders will also see safety, regulatory and parking screens in the app during the creation of their account. Riders will be able to access these screens through the app menu and these screens will randomly shuffle through when a rider opens the app on their phone. Bolt believes that the use of graphics with a catchy tag line will encourage riders to read the screens rather than click the button to close them.

2) Locking Mechanism



Bolt will install a patented lock-to mechanism that is activated via our application. Once a rider unlocks a scooter, he/she will be able to unlock the lock-to mechanism and use the scooter.

3) Driver's License

Bolt has the ability to require a driver's license upon registering within the Bolt app. Bolt uses an identification card verification in the app to verify the User is over the age of 18. Bolt also audit Users and contact account holders to check their age.



If a new user does not have a driver's license, they can chose to skip the verification step and will then receive an in-app notification that they either cannot continue or that Bolt strongly encourages users have a driver's license before riding scooters.

4) Helmets

Bolt provides helmets to riders free of charge. During our initial deployment, scooters are deployed with helmets for riders to use and keep. In addition, riders can request helmets through the Bolt website at www.micromobility.com/safety (see image below) or receive a helmet from one of our local employees (i.e., "Boosters"). Bolt's warehouse is stocked with helmet inventory and each van has at least 10 helmets stocked at all times so Boosters can give them to riders as they patrol the city, rebalancing and recharging scooters. Riders can also receive free minutes for posting images on social media of themselves wearing helmets. Helmets will also be distributed during community events.

Rider helmet request form on Bolt website

5) Non-Customer Complaints

Bolt created five channels to receive customer and community feedback;

- The customer service toll-free number: 1.866.BOLT.143,
- Text based help line via the app,
- SMS message line for non-smart phone users,
- Direct contact with the General Manager 24 hours a day, 7 days a week (For City Officials only),
- Customer support via the website as shown in the picture below.

Bolt's expectation is that responses to all inquiries, requests, and complaints occur within five minutes. If the issue can be rectified by the local team, the relevant team member will be dispatched to address the issue. For situations such as blocked right of ways, the team is expected to rectify the situation immediately. All other issues need to either be resolved or escalated within a two-hour window.

6) Over-Concentration

Bolt's commitment to avoiding over-concentration is detailed in Section D.6 above.

7) Reporting Issues

The Bolt U Training plan encourages and explains how users can report unfortunate events such as collisions or other safety issues. A user can report such issues within the app at any time throughout their ride, at the end of their ride or at any time by contacting customer support.

F. Recharging, Maintenance, Cleaning and Sustainability Plan.

1) Recharging

Bolt removes the Bolt Original scooters from operations and charge them once the state of charge is at or below 30%. The batteries of the Bolt One and Bolt Chariot are changed when the battery level is at or below 30% (Bolt only removes these scooters from operations for maintenance or cleaning). Boosters use the operations app to determine the charge level of the deployed scooters. Once it is determined that the scooter needs to be charged, the scooter is either removed from operations and taken to our local warehouse where they are charged or the batteries are swapped. When a scooter is fully charged, the scooter is returned to operations.

2) Life-Cycle Analysis

Operationally, Bolt designs its scooters with the highest quality standards in the industry and has complete control of our parts supply chain. This allows Bolt stocks enough parts from the first day of launching our service to last for the following 3 months. We constantly assess the failure rates of each component from day 1. If the rate of failure in the field is higher than expected rates, we have the ability to adjust our inbound parts quantities accordingly to ensure that our operations can continue as expected.

Financially, since our scooters last considerably longer than other operators, each scooter generates more revenue. Each scooter, if ridden 3 times per day, for about 15 minutes, will generate enough revenue to cover the cost of production in roughly 60 days. This indicates that each scooter, if serviced correctly, should spend nearly 97% of its life cycle generating revenue after gaining its return on investment.

The average life span of the main scooter parts are as follows:

Part	Bolt One	Bolt Chariot
	Life Span	Life Span
Handlebars	5 years	5 years
Deck	2 years	2 years
Wheels	2 years	2 years
Brake system	2 years	2 years
Lights	2 years	2 years
Motor	5 years	5 years
Battery	5 years	5 years

All CNC aluminum parts are recycled through a third-party vendor. The battery and motor are swapped until it is based its economical use. The battery and motor are then disposed in accordance with the state rule.

3) Maintenance

Scooters are checked for charge level, exterior damage, cleanliness and functionality daily. The criteria for maintenance checks include, but is not limited to:

<p>Headlight</p> <ul style="list-style-type: none"> • Test that it turns on • Check for secure placement 	<p>Bell</p> <ul style="list-style-type: none"> • Test that it rings properly • Check for secure placement
<p>Brake Caliper</p> <ul style="list-style-type: none"> • Check wear of brake pads • Check adjustment of brake caliper • Check adjustment for springs 	<p>Brake Lever</p> <ul style="list-style-type: none"> • Test lever resistance • Ensure lever does not touch handle • Check for secure placement
<p>Rear Tail Light</p> <ul style="list-style-type: none"> • Test that it turns on and is functioning properly • Check for secure placement 	<p>Lock</p> <ul style="list-style-type: none"> • Check lock and unlock functions • Check electrical connection
<p>Throttle</p> <ul style="list-style-type: none"> • Check throttle range of motion • Check for no stick 	<p>Cleanliness</p> <ul style="list-style-type: none"> • Rinse and wash frame and wheels • Wash handlebars and grips • Check for wear and tear
<p>App</p> <ul style="list-style-type: none"> • Check battery level • Check GSP connection 	<p>Kickstand</p> <ul style="list-style-type: none"> • Ensure it stands scooter upright • Check for secure placement
<p>Rear Fender</p> <ul style="list-style-type: none"> • Ensure it covers the rear wheel • Check for secure placement 	<p>Charger</p> <ul style="list-style-type: none"> • Check that the charge light comes on • Ensure a tight connection
<p>Wheels</p> <ul style="list-style-type: none"> • Check rolling resistance • Check alignment • Check rubber tread 	<p>Test ride</p> <ul style="list-style-type: none"> • Test electrical systems • Test rolling start and throttle • Test alignment and brakes

I. Frequency each vehicle is checked for safety.

The Bolt team conducts in-field maintenance checks three times a day. In depth scooter checks are done weekly.

II. Frequency each vehicle will be brought in for general maintenance.

Scooters undergo general maintenance every 50 miles or when a Booster determines that the scooter needs to be repaired. Typically, each scooter receives maintenance once a week.

III. Method for identifying specific vehicles in need of additional maintenance.

Bolt uses accumulated scooter mileage and the physical condition of the scooter to determine the need for additional maintenance.

IV. Location where maintenance will be performed.

Bolt conducts all of the scooter maintenance at the warehouse. Bolt intends to lease this location after receiving the permit to operate.

4) Customer Notification

A user can report maintenance or safety issues within the app at any time throughout their ride, at the end of their ride or at any time by contacting customer support.

5) Compliance With Zero Waste Producer Responsibility

Bolt is 100% committed to complying with the City's Zero Waste Producer Responsibility efforts. Bolt is the first company to use swappable battery scooters in their fleet. Bolt is also working to refine the part-swapping and recycling process. Bolt is initiating the process of LEED certification for all of its locations and intends to create a fully electric fleet (including vans driven by our Boosters) by the year 2030.

6) Commitment To Avoid Befouling the Environment

Bolt's commitment to the environment runs deep throughout its culture. Not only are the devices environmentally friendly but when the device is no longer economically viable, we are able to recycle parts or transfer the battery to another useable device.

If we are made aware of an instance where our devices are potentially being a nuisance, either by SFMTA, a user or non-user, the General Manager ensures that a Booster or team of Boosters is immediately deployed to retrieve the devices. In addition, the Bolt team uses GPS

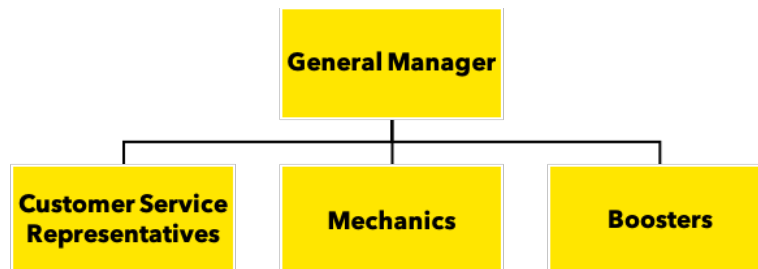
technology to locate vandalized and missing scooters. Bolt informs the city and police department where the scooter(s) are and work with the city officials to retrieve the scooter(s).

7) Permitted Scooter Ratio

Bolt usually allots an overage of 15% overall fleet size or a ratio of 1.15:1.

G. Hiring and Labor Plan.

Organizational Chart



Bolt intends to hire a full-time staff, not independent contractors, to manage and implement its operations in San Francisco. As illustrated above, Bolt will hire a general manager to oversee the operations. Below are the detailed responsibilities of each position within our local organization. Please note that the amount of personnel hired will be determined by the general manager and affected by the needs of our local operations.

General Manager

The general manager will be responsible for identifying and hiring local candidates for each of the roles identified above. The general manager will also be tasked with:

- Overseeing day-to-day operations;
- Maintaining budgets and optimize expenses;
- Enforcing Bolt policies and processes;
- Ensuring team members work productively and develop professionally;
- Evaluating and improving operations and financial performance;
- Directing the employee assessment process;
- Ensuring staff follows health and safety regulations;
- Providing solutions to issues (e.g. profit decline, employee conflicts, loss of business to competitors as well as customer concerns);
- Hiring and training Boosters and Mechanics;
- Managing the mechanics and identifying to find ways to reduce downtime due to repairs or lack of routine maintenance;
- Analyzing maintenance costs and providing recommendations on scooter utilization and repositioning;
- Tracking scooter usage and maintaining accurate inventory of equipment.

Customer Service Representative

The customer service representative will be tasked with responding to users regardless of the means used to contact the company. The customer service representative will also support the marketing initiatives.

Mechanics

The mechanic is responsible for:

- Assembling and repairing scooter or mechanical components;
- Inspecting scooters, motors, etc. and running diagnostic tests to discover functionality issues;
- Conducting repairs aiming for maximum reliability;
- Creating and maintaining maintenance and repair records.

Boosters

Boosters are responsible for:

- Transporting scooters to deployment areas;
- Inspecting scooters for mechanical items and reporting these issues to the mechanics;
- Planning routes and meeting delivery schedules;
- Charging and repositioning scooters in the identified parking zones.

Bolt will complete this requirement as a part of the Bolt Community Social Responsibility program. Through this program, Bolt specifically works to hire the local staff. The specifics of this plan include:

1. Bolt contacts local workforce development programs, job training programs and non-profits that either work with or represent historically disadvantaged persons.
2. Bolt works with these groups to identify the best avenues to recognize suitable candidates for the employment positions. Note: All San Francisco employment positions will be filled with persons who are residents of San Francisco.
3. Bolt will complete the hiring process (identification of candidates, interviewing of candidates, on-boarding of chosen candidates).
4. Bolt will update the programs and non-profits of the progress of the persons hired on a periodic basis.

Bolt intends to provide grown opportunities both on a local and corporate level to all team members. Bolt will also partner with minority and women-owned business to contract services including but not limited to maintenance and operations, marketing and community engagement. Bolt will also provide minority and women-owned business with promotional opportunities for their business.

H. Community Engagement Plan.

Bolt's Community Engagement Plan can be found at Appendix B.

I. Data-Sharing End Point.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

J. Experience and Qualifications.

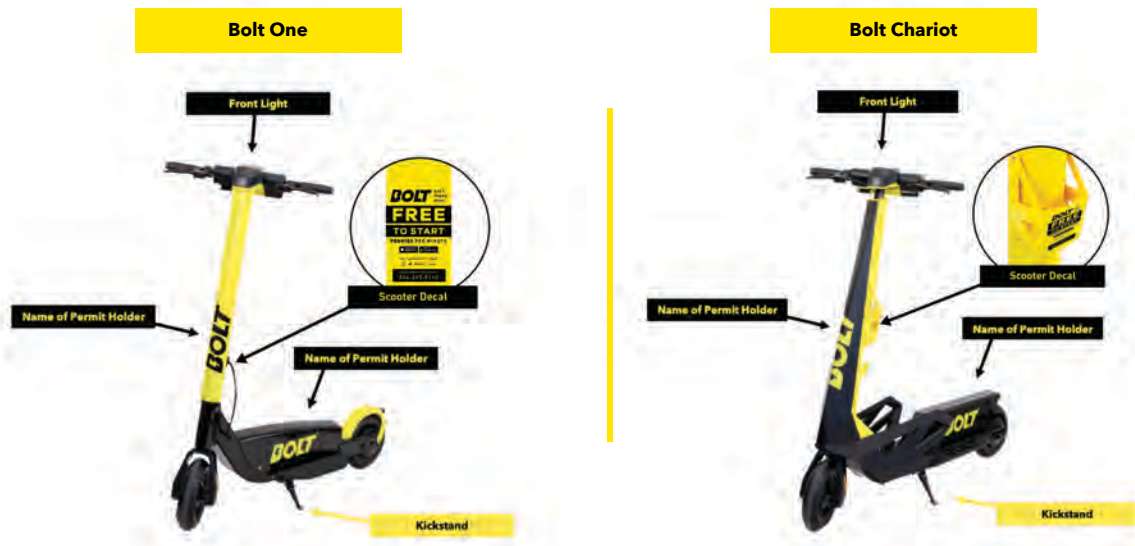
City	Dates	Permit	Timeframe to Deploy	Average Daily Fleet Size	Total Trips in First 6 Months	Operating Length	Fee Payment On Time	Citations Received and Paid on Time	Suspended Service	Reference
Fort Lauderdale, FL	November 2018 - Present	Yes	Within 1 Week	245	118,956	9.5 Months	Yes	None	No	Robert Moody, rmoody@fortlauderdale.gov, 954-828-4911
Arlington, VA	February 2019 - Present	Yes	Within 1 Week	200	29,843	6.5 Months	Yes	None	No	Jim Larsen, jlarsen@arlingtonva.us, 703.228.3725
Alexandria, VA	February 2019 - Present	Yes	Within 1 Week	200	32,649	6.5 Months	Yes	None	No	Christine Mayeur, christine.mayeur@alexandriava.gov, 703-746-4190
Miami, FL	April 2019 - Present	Yes	1st Day	160	84,751	4.5 Months	Yes	None	No	Melinda Jeudi, MJeudi@miami.gov.com, 305-416-1784
Atlanta, GA	April 2019 - Present	Yes	Within 1 Month	187	19,550	4.5 Months	Yes	None	No	Kemberli Sargent, ksargent@atlantaga.gov, 404.546.1799
Portland, OR	May 2019 - Present	Yes	1st Day	226	51,089	3.5 Months	Yes	6, Yes	No	Tim Moore, Timothy.Moore@portlandoregon.gov, 503.823.7483
Nashville, TN	May 2019 - Present	Yes	Within 1 Month	237	33,758	3.5 Months	Yes	None	No	Billy Fields, Billy.Fields@nashville.gov, 615.862.6777
Richmond, VA	June 2019 - Present	Yes	1st Day	220	43,810	2.5 Months	Yes	None	No	Lynne Lancaster, Lynne.Lancaster@richmondgov.com, 804-646-6006
Los Angeles, CA	June 2019 - Present	Yes	Within 1 Month	295	5,971	2.5 Months	Yes	None	No	Jose Elias, jose.elias@lacity.org, 213.972.4944
Chicago, IL	June 2019 - Present	Yes	1st Day	246	27,449	2.5 Months	Yes	None	No	Isaac Reichman, Isaac.Reichman@cityofchicago.org, 312.744.2523
Louisville, KY	July 2019 - Present	Yes	Within 1 Week	167	12,791	1.5 Months	Yes	None	No	James Graham, James.graham@louisvilleky.gov, 502-574-6473
Washington, DC	July 2019 - Present	Yes	1st Day	150	11,497	1.5 Months	Yes	None	No	Sharada Strasmore, sharadastrasmore@dc.gov, 202.671.1493
Memphis, TN	August 2019 - Present	Yes	Within 1 Month	-	-	-	Yes	None	No	Nicholas Oylar, Nicholas.Oylar@memphistn.gov, 901.636.6918
Roanoke, VA	August 2019 - Present	Yes	Within 1 Month	-	-	-	Yes	None	No	Chris Chittum, Chris.Chittum@roanokeva.gov, 540-853-2356
Baltimore, MD	August 2019 - Present	Yes	Within 1 Month	-	-	-	Yes	None	No	Meg Young, Meg.Young@baltimorecity.gov, 410-545-3212
Harrisonburg, VA	August 2019 - Present	Yes	Within 1 Month	-	-	-	Yes	None	No	TBD






*Only 3 Markets Operational Over 6 Months

K. Privacy Policy, User Agreement, and Terms of Service.

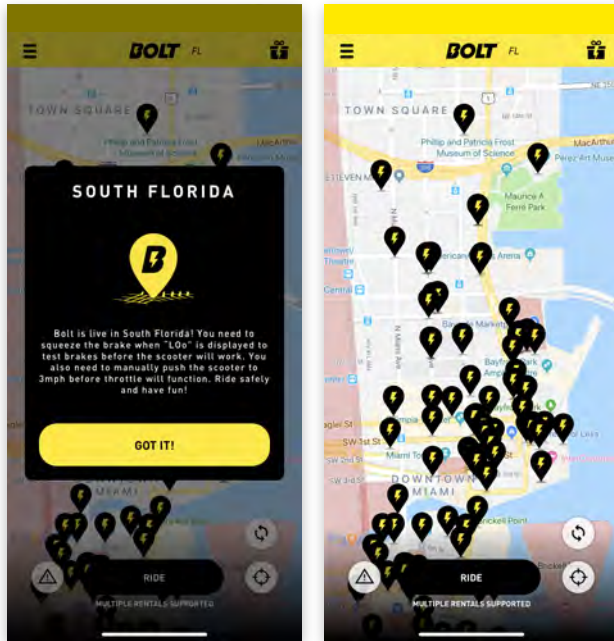
Bolt's Privacy Policy, User Agreement (Rental Agreement) and Terms of Service documents can be found at Appendix C.

L. Images and Description of Powered Scooter.



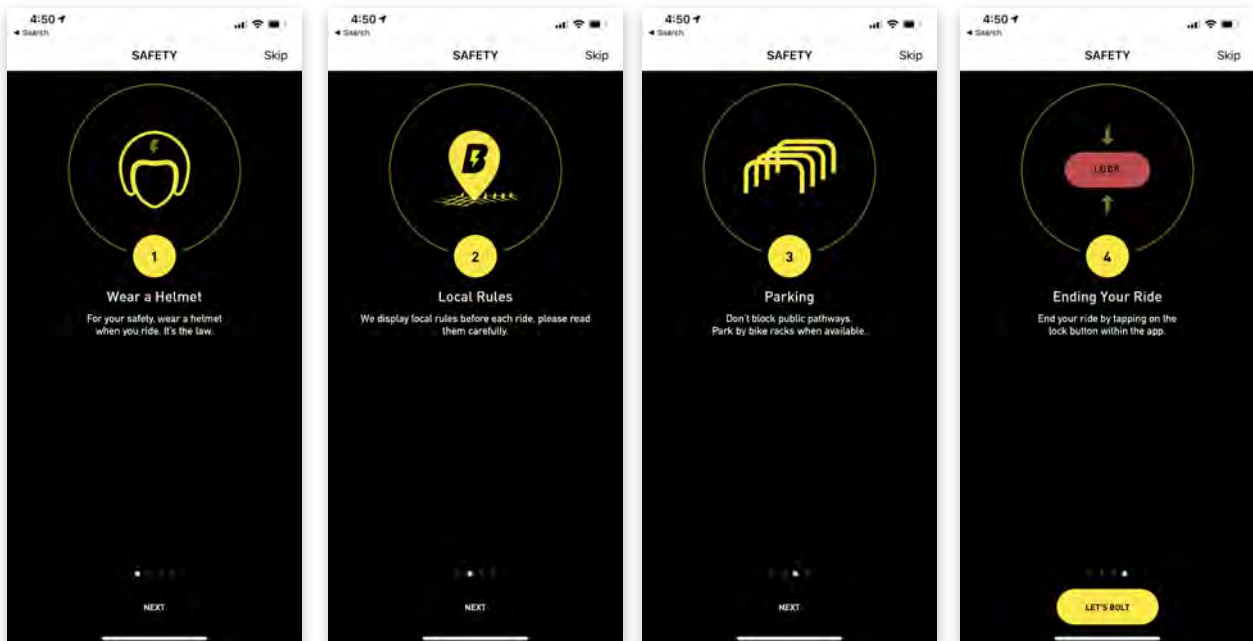
MODEL	FEATURE	IMAGE
<i>Bolt One and Bolt Chariot</i>	Dual Footrests	
<i>Bolt One and Bolt Chariot</i>	Cup Holders	
<i>Bolt Chariot</i>	Onboard bag storage	
<i>Bolt Chariot</i>	Dedicated cell phone storage area	
<i>Bolt One and Bolt Chariot</i>	Dual braking system	

M. Images and Description of Mobile Application.

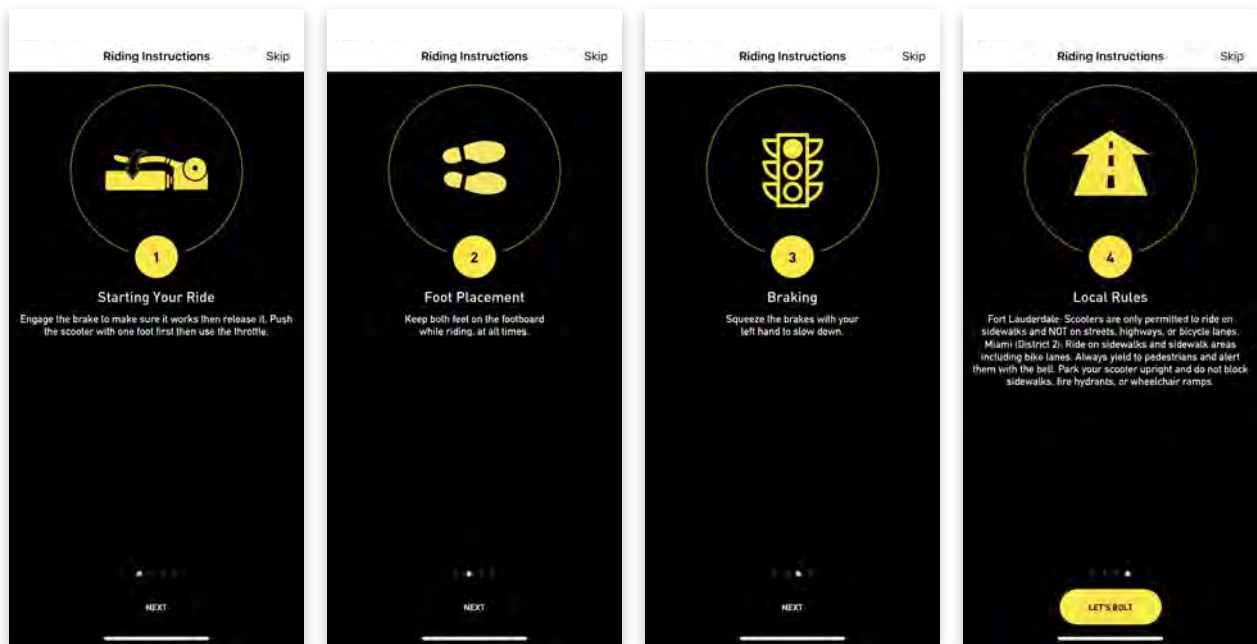


Welcome pages are customized with a city-specific welcome message. Once a rider has "Got It", they are taken to the city map showing the available Bolt scooters available to rent.

The images below show safety messages and riding instructions that riders see at different times while accessing the Bolt app to constantly remind riders of safety and city-specific rules and regulations. These will be customized to San Francisco requirements.



The riding messages below remind riders how to operate the Bolt One and Chariots and is also customized with San Francisco- specific local rules.



N. Proof of Insurance.

Bolt's Proof of Insurance can be found at Appendix D. Any insurance that is not at the level required by SFMTA will be purchased and in place prior to issuance of a permit to Bolt.



**APPENDIX A:
CERTIFICATIONS
& TEST RESULTS**



Certificate of Compliance



No. 0H190514.NTDD51

Test Report no. XMT0201901094S/MD, XMT0201901095S/LVD, XMT0201901096S/EMC

Certificate's Holder: Nanyue Technology (Zhejiang) Co., Ltd.
 Room 342, Building 1, No. 86 Guanghua Road, Tongxiang Economic Development Zone, Tongxiang, Jiaxing, Zhejiang.

Manufacturer: Jiangsu Hangyuan Mechanical and Electrical Equipment Co., Ltd.
 No. 65, Wulijiang West Road, Development Zone Sihong Suqian City Jiangsu Province, China.

Certification ECM Mark:



Product: Electric Scooter
Model(s): (see the following annex I)

Verification to: Standard:
 EN ISO 12100:2010, EN 60204-1:2018,
 EN 60335-1:2012+A13:2017, EN IEC 61000-6-1:2019,
 EN 61000-6-3:2007+A1:2011, EN IEC 61000-3-2:2019,
 EN 61000-3-3:2013, EN 15194:2017,
 DS DSF-FPREN 17128:2018

related to CE Directive(s):
 2006/42/EC (Machinery)
 2014/35/EU (Low Voltage)
 2014/30/EU (Electromagnetic Compatibility)

Remark: The product(s) has been verified on a voluntary basis. The product(s) satisfies the requirements of the Certification Mark of ECM, in reference to the above listed Standard(s). The above Compliance Mark can be affixed on the product(s) accordingly to the ECM regulation about its release and its use. The regulation can be found at www.entecerma.it. This Certificate of Compliance can be checked for validity at www.entecerma.it

This verification doesn't imply assessment of the production of the product(s).

Additional information, clarification about the **CE** Marking:



We attest that a TCF for the **CE** Marking process is in place. Whereas the Manufacturer is Responsible to start the **CE Marking Certification Procedure** and to perform all the necessary activities, as required by the Directive before placing the **CE** Mark on the product(s).

Date of issue 14 May 2019

Expiry date 13 May 2024

Chief Manager
 Marga Morina

Deputy Manager
 Amanda Payne



Ente Certificazione Macchine Srl

Via C. Galvani, 243 – Loc. Castello di Serravalle – 40053 Valsamoggia (BO) – ITALIA
 ☎ +39 051 6705141 📠 +39 051 6705156 ✉ info@entecerma.it 🌐 www.entecerma.it

Annex I

No. 0H190514.NTDD51

Test Report no. XMT0201901094S/MD, XMT0201901095S/LVD, XMT0201901096S/EMC



Model(s): BOLT ONE 10, BOLT ONE 10-1, BOLT ONE 10-2,
BOLT ONE 10-3, BOLT ONE 10-4, BOLT ONE 10-5,
BOLT ONE 10-6, BOLT ONE 10-7, BOLT ONE 10-8,
BOLT ONE 10-9, BOLT ONE 10-10, B810, BOLT ONE



Certificate of Compliance



No. 0H190514.NTDD50

Test Report no. XMT0201901091S/MD, XMT0201901092S/LVD, XMT0201901093S/EMC

Certificate's Holder: Nanyue Technology (Zhejiang) Co., Ltd.
Room 342, Building 1, No. 86 Guanghua Road, Tongxiang Economic Development Zone, Tongxiang, Jiaxing, Zhejiang.

Manufacturer: Jiangsu Hangyuan Mechanical and Electrical Equipment Co., Ltd.
No. 65, Wulijiang West Road, Development Zone Sihong Suqian City Jiangsu Province, China.

Certification ECM Mark:



Product: Electric Scooter
Model(s): (see the following annex I)

Verification to: Standard:
EN ISO 12100:2010, EN 60204-1:2018,
EN 60335-1:2012+A13:2017, EN IEC 61000-6-1:2019,
EN 61000-6-3:2007+A1:2011, EN IEC 61000-3-2:2019,
EN 61000-3-3:2013, EN 15194:2017,
DS DSF-FPREN 17128:2018

related to CE Directive(s):
2006/42/EC (Machinery)
2014/35/EU (Low Voltage)
2014/30/EU (Electromagnetic Compatibility)

Remark: The product(s) has been verified on a voluntary basis. The product(s) satisfies the requirements of the Certification Mark of ECM, in reference to the above listed Standard(s). The above Compliance Mark can be affixed on the product(s) accordingly to the ECM regulation about its release and its use. The regulation can be found at www.entecerma.it. This Certificate of Compliance can be checked for validity at www.entecerma.it

This verification doesn't imply assessment of the production of the product(s).

Additional information, clarification about the CE Marking:



We attest that a TCF for the CE Marking process is in place. Whereas the Manufacturer is Responsible to start the CE Marking Certification Procedure and to perform all the necessary activities, as required by the Directive before placing the CE Mark on the product(s).

Date of issue 14 May 2019

Expiry date 13 May 2024

Chief Manager
Marco Morino

Deputy Manager
Amanda Payne



Ente Certificazione Macchine Srl

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☎ +39 051 6705141 📠 +39 051 6705156 ✉ info@entecerma.it 🌐 www.entecerma.it

Annex I



No. 0H190514.NTDD50

Test Report no. XMT0201901091S/MD, XMT0201901092S/LVD, XMT0201901093S/EMC

Model(s): BOLT CHARIOT 09, BOLT CHARIOT 09-1, BOLT CHARIOT 09-2,
BOLT CHARIOT 09-3, BOLT CHARIOT 09-4,
BOLT CHARIOT 09-5, BOLT CHARIOT 09-6,
BOLT CHARIOT 09-7, BOLT CHARIOT 09-8,
BOLT CHARIOT 09-9, BOLT CHARIOT 09-10, B809,
BOLT CHARIOT





**SGS-CSTC Standards Technical Services Co., Ltd.
Shenzhen Branch**

No. 1 Workshop, M-10, Middle section, Science & Technology Park,
Shenzhen, Guangdong, China 518057

Telephone: +86 (0) 755 2601 2053
Fax: +86 (0) 755 2671 0594
Email: ee.shenzhen@sgs.com

Report No.: SZEM180700656701
Page: 1 of 23

TEST REPORT

Application No.: SZEM1807006567IT
Applicant: ZHEJIANG OKAI VEHICLE CO., LTD
Address of Applicant: No. 9, Xinxing Road, Xinbi Town, Jinyun County, Zhejiang, China
Manufacturer: ZHEJIANG OKAI VEHICLE CO., LTD
Address of Manufacturer: No. 9, Xinxing Road, Xinbi Town, Jinyun County, Zhejiang, China
Factory: ZHEJIANG OKAI VEHICLE CO., LTD
Address of Factory: No. 9, Xinxing Road, Xinbi Town, Jinyun County, Zhejiang, China
Equipment Under Test (EUT):
EUT Name: Electric scooters
Model No.: ES08-A, ES08-B, ES08-C, ES08-D, ES08-E, ES08-F, ES08-G ♣
 ♣ Please refer to section 2 of this report which indicates which model was actually tested and which were electrically identical.
Trade mark: ELECTISAN BOLT
Standard(s) : 47 CFR Part 15, Subpart B
Date of Receipt: 2018-07-24
Date of Test: 2018-07-24 to 2018-07-25
Date of Issue: 2018-07-30

Test Result:	Pass*
---------------------	--------------

* In the configuration tested, the EUT complied with the standards specified above.



Keny Xu
EMC Laboratory Manager

The manufacturer should ensure that all products in series production are in conformity with the product sample detailed in this report. If the product in this report is used in any configuration other than that detailed in the report, the manufacturer must ensure the new system complies with all relevant standards. Any mention of SGS International Electrical Approvals or testing done by SGS International Electrical Approvals in connection with, distribution or use of the product described in this report must be approved by SGS International Electrical Approvals in writing.

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SGS-CSTC Standards Technical Services Co., Ltd.
Shenzhen Branch

Report No.: SZEM180700656701

Page: 2 of 23

Revision Record				
Version	Chapter	Date	Modifier	Remark
01		2018-07-30		Original

Authorized for issue by:				
				
		<hr/>		
		Foray Chen /Project Engineer		
				
		<hr/>		
		Eric Fu /Reviewer		



2 Test Summary

Emission Part				
Item	Standard	Method	Requirement	Result
Conducted Emissions at Mains Terminals (150kHz-30MHz)	47 CFR Part 15, Subpart B	ANSI C63.4:2014	Class B	Pass
Radiated Emissions (30MHz-1GHz)	47 CFR Part 15, Subpart B	ANSI C63.4:2014	Class B	Pass

Internal Source	Upper Frequency
Below 1.705MHz	30MHz
1.705MHz to 108MHz	1GHz
108MHz to 500MHz	2GHz
500MHz to 1GHz	5GHz
Above 1GHz	5th harmonic of the highest frequency or 40GHz, whichever is lower

Declaration of EUT Family Grouping:

Model No.: ES08-A, ES08-B, ES08-C, ES08-D, ES08-E, ES08-F, ES08-G

Only the model ES08-A was tested, since the electrical circuit design, PCB layout, components used and internal wiring and functions were identical for the above models, with only difference being of model No..



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4 General Information

4.1 Details of E.U.T.

Power supply:	Adapter model: XVE126-4200300 Input: AC100-240V 50/60Hz 2.5A Output: DC42V 3A
Cable:	DC cable: 100cm unshielded

4.2 Description of Support Units

The EUT has been tested as an independent unit.

4.3 Measurement Uncertainty

No.	Item	Measurement Uncertainty
1	Conduction Emission	$\pm 3.0\text{dB}$ (150kHz to 30MHz)
2	Radiated Emission	$\pm 4.5\text{dB}$ (30MHz-1GHz)
3	Temperature test	$\pm 1^\circ\text{C}$
4	Humidity test	$\pm 3\%$



4.4 Test Location

All tests were performed at:

SGS-CSTC Standards Technical Services Co., Ltd., Shenzhen Branch

No. 1 Workshop, M-10, Middle Section, Science & Technology Park, Shenzhen, Guangdong, China.
518057.

Tel: +86 755 2601 2053 Fax: +86 755 2671 0594

No tests were sub-contracted.

4.5 Test Facility

The test facility is recognized, certified, or accredited by the following organizations:

- **CNAS (No. CNAS L2929)**

CNAS has accredited SGS-CSTC Standards Technical Services Co., Ltd. Shenzhen Branch EMC Lab to ISO/IEC 17025:2005 General Requirements for the Competence of Testing and Calibration Laboratories (CNAS-CL01 Accreditation Criteria for the Competence of Testing and Calibration Laboratories) for the competence in the field of testing.

- **A2LA (Certificate No. 3816.01)**

SGS-CSTC Standards Technical Services Co., Ltd., Shenzhen EMC Laboratory is accredited by the American Association for Laboratory Accreditation (A2LA). Certificate No. 3816.01.

- **VCCI**

The 3m Fully-anechoic chamber for above 1GHz, 10m Semi-anechoic chamber for below 1GHz, Shielded Room for Mains Port Conducted Interference Measurement and Telecommunication Port Conducted Interference Measurement of SGS-CSTC Standards Technical Services Co., Ltd. have been registered in accordance with the Regulations for Voluntary Control Measures with Registration No.: G-20026, R-14188, C-12383 and T-11153 respectively.

- **FCC –Designation Number: CN1178**

SGS-CSTC Standards Technical Services Co., Ltd., Shenzhen EMC Laboratory has been recognized as an accredited testing laboratory.

Designation Number: CN1178. Test Firm Registration Number: 406779.

- **Industry Canada (IC)**

Two 3m Semi-anechoic chambers and the 10m Semi-anechoic chamber of SGS-CSTC Standards Technical Services Co., Ltd. Shenzhen Branch EMC Lab have been registered by Certification and Engineering Bureau of Industry Canada for radio equipment testing with Registration No.: 4620C-1, 4620C-2, 4620C-3.

4.6 Deviation from Standards

None

4.7 Abnormalities from Standard Conditions

None



5 Equipment List

Conducted Emissions at Mains Terminals (150kHz-30MHz)					
Equipment	Manufacturer	Model No	Inventory No	Cal Date	Cal Due Date
Shielding Room	ChangZhou ZhongYu	GB-88	SEM001-06	2017-05-10	2020-05-09
Measurement Software	AUDIX	e3 V5.4.1221d	N/A	N/A	N/A
Coaxial Cable	SGS	N/A	SEM024-01	2018-07-12	2019-07-11
LISN	Rohde & Schwarz	ENV216	SEM007-01	2017-09-27	2018-09-26
LISN	ETS-LINDGREN	3816/2	SEM007-02	2018-04-02	2019-04-01
EMI Test Receiver	Rohde & Schwarz	ESCI	SEM004-02	2018-04-02	2019-04-01

Radiated Emissions (30MHz-1GHz)					
Equipment	Manufacturer	Model No	Inventory No	Cal Date	Cal Due Date
3m Semi-Anechoic Chamber	ETS-LINDGREN	N/A	SEM001-01	2017-08-05	2020-08-04
Measurement Software	AUDIX	e3 V8.2014-6-27	N/A	N/A	N/A
Coaxial Cable	SGS	N/A	SEM025-01	2018-07-12	2019-07-11
EMI Test Receiver	Agilent Technologies	N9038A	SEM004-05	2017-09-27	2018-09-26
BiConiLog Antenna (26-3000MHz)	ETS-LINDGREN	3142C	SEM003-01	2017-06-27	2020-06-26
Pre-amplifier (0.1-1300MHz)	Agilent Technologies	8447D	SEM005-01	2018-04-02	2019-04-01

General used equipment					
Equipment	Manufacturer	Model No	Inventory No	Cal Date	Cal Due Date
Humidity/ Temperature Indicator	Shanghai Meteorological Industry Factory	ZJ1-2B	SEM002-03	2017-09-29	2018-09-28
Humidity/ Temperature Indicator	Shanghai Meteorological Industry Factory	ZJ1-2B	SEM002-04	2017-09-29	2018-09-28
Humidity/ Temperature Indicator	Mingle	N/A	SEM002-08	2017-09-29	2018-09-28
Barometer	Changchun Meteorological Industry Factory	DYM3	SEM002-01	2018-04-08	2019-04-07

6 Emission Test Results

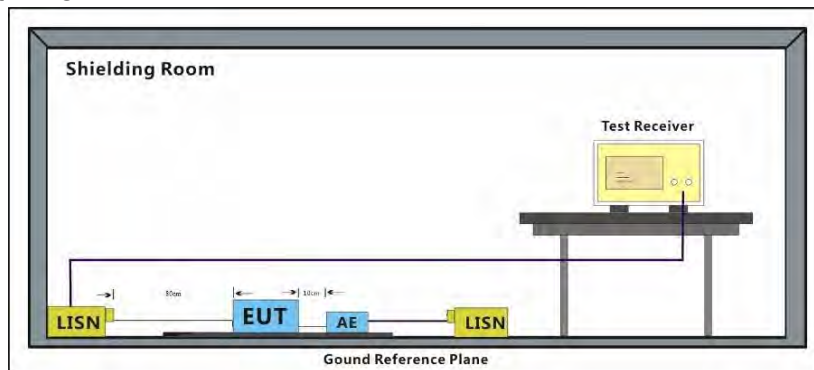
6.1 Conducted Emissions at Mains Terminals (150kHz-30MHz)

Test Requirement:	47 CFR Part 15, Subpart B
Test Method:	ANSI C63.4:2014
Frequency Range:	150kHz to 30MHz
Limit:	
0.15M-0.5MHz	66dB(μV)-56dB(μV) quasi-peak, 56dB(μV)-46dB(μV) average
0.5M-5MHz	56dB(μV) quasi-peak, 46dB(μV) average
5M-30MHz	60dB(μV) quasi-peak, 50dB(μV) average
Detector:	Peak for pre-scan (9kHz resolution bandwidth) 0.15M to 30MHz

6.1.1 E.U.T. Operation

Operating Environment:			
Temperature:	23.8 °C	Humidity:	55.1 % RH
		Atmospheric Pressure:	1005 mbar
Test mode	a: Charge mode, keep EUT being charged with adapter.		

6.1.2 Test Setup Diagram

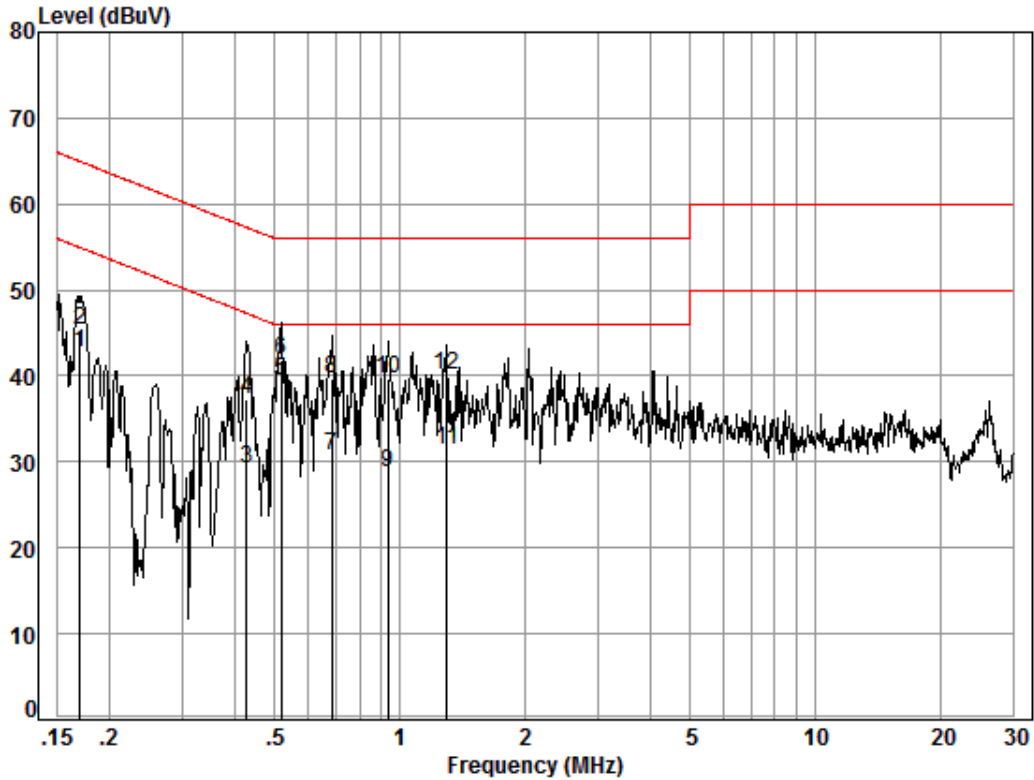


6.1.3 Measurement Data

An initial pre-scan was performed with peak detector. Quasi-Peak or Average measurement were performed at the frequencies with maximized peak emission were detected.



Mode:a; Line:Live Line

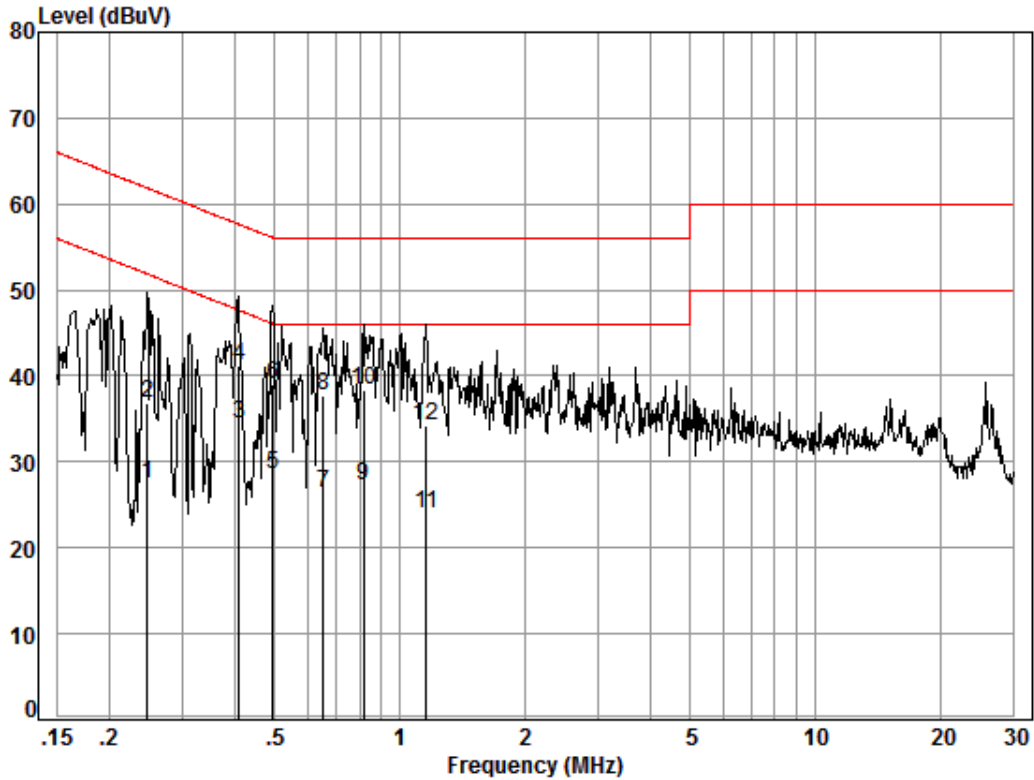


Site : Shielding Room
Condition: Line
Job No. : 06567IT
Test mode: a

	Freq	Cable Loss	LISN Factor	Read Level	Limit Line	Over Limit	Remark
	MHz	dB	dB	dBuV	dBuV	dB	
1	0.17	0.02	9.52	33.11	42.65	54.94	-12.29 Average
2	0.17	0.02	9.52	35.84	45.38	64.94	-19.56 QP
3	0.43	0.04	9.49	19.59	29.12	47.29	-18.17 Average
4	0.43	0.04	9.49	27.64	37.17	57.29	-20.12 QP
5	0.52	0.04	9.50	29.98	39.52	46.00	-6.48 Average
6	0.52	0.04	9.50	32.20	41.74	56.00	-14.26 QP
7	0.69	0.07	9.50	21.11	30.68	46.00	-15.32 Average
8	0.69	0.07	9.50	30.21	39.78	56.00	-16.22 QP
9	0.94	0.09	9.49	19.13	28.71	46.00	-17.29 Average
10	0.94	0.09	9.49	30.13	39.71	56.00	-16.29 QP
11	1.30	0.12	9.51	21.72	31.35	46.00	-14.65 Average
12	1.30	0.12	9.51	30.41	40.04	56.00	-15.96 QP



Mode:a; Line:Neutral Line



Site : Shielding Room
Condition: Neutral
Job No. : 06567IT
Test mode: a

	Freq	Cable Loss	LISN Factor	Read Level	Limit Line	Over Limit	Remark
	MHz	dB	dB	dBuV	dBuV	dB	
1	0.25	0.03	9.58	17.93	27.54	51.86	Average
2	0.25	0.03	9.58	27.27	36.88	61.86	QP
3	0.41	0.04	9.59	24.78	34.41	47.62	Average
4	0.41	0.04	9.59	31.51	41.14	57.62	QP
5	0.49	0.04	9.60	18.86	28.50	46.10	Average
6	0.49	0.04	9.60	29.45	39.09	56.10	QP
7	0.65	0.06	9.62	16.62	26.30	46.00	Average
8	0.65	0.06	9.62	27.93	37.61	56.00	QP
9	0.82	0.08	9.61	17.60	27.29	46.00	Average
10	0.82	0.08	9.61	28.64	38.33	56.00	QP
11	1.16	0.11	9.64	14.26	24.01	46.00	Average
12	1.16	0.11	9.64	24.57	34.32	56.00	QP

6.2 Radiated Emissions (30MHz-1GHz)

Test Requirement:	47 CFR Part 15, Subpart B
Test Method:	ANSI C63.4:2014
Frequency Range:	30MHz to 1GHz
Measurement Distance:	3m
Limit:	
30MHz -88MHz	40.0(dB μ V/m) quasi-peak
88MHz-216MHz	43.5(dB μ V/m) quasi-peak
216MHz-960MHz	46.0(dB μ V/m) quasi-peak
960MHz-1000MHz	54.0(dB μ V/m) quasi-peak
Detector:	Peak for pre-scan (120kHz resolution bandwidth) 30M to1000MHz

6.2.1 E.U.T. Operation

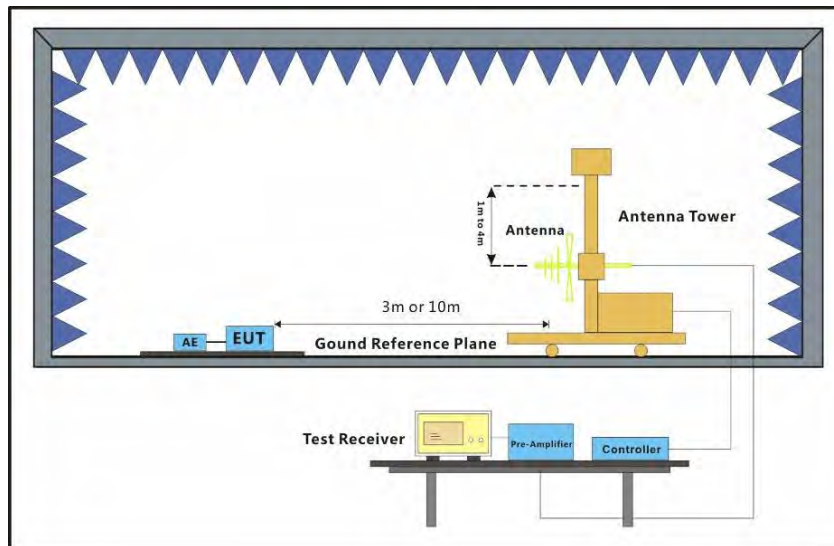
Operating Environment:

Temperature: 24.6 °C Humidity: 51.6 % RH Atmospheric Pressure: 1005 mbar

Pretest these modes to find the worst case:
 a: Charge mode, keep EUT being charged with adapter.
 b: On mode, keep EUT working normally.

The worst case for final test: a: Charge mode, keep EUT being charged with adapter.

6.2.2 Test Setup Diagram

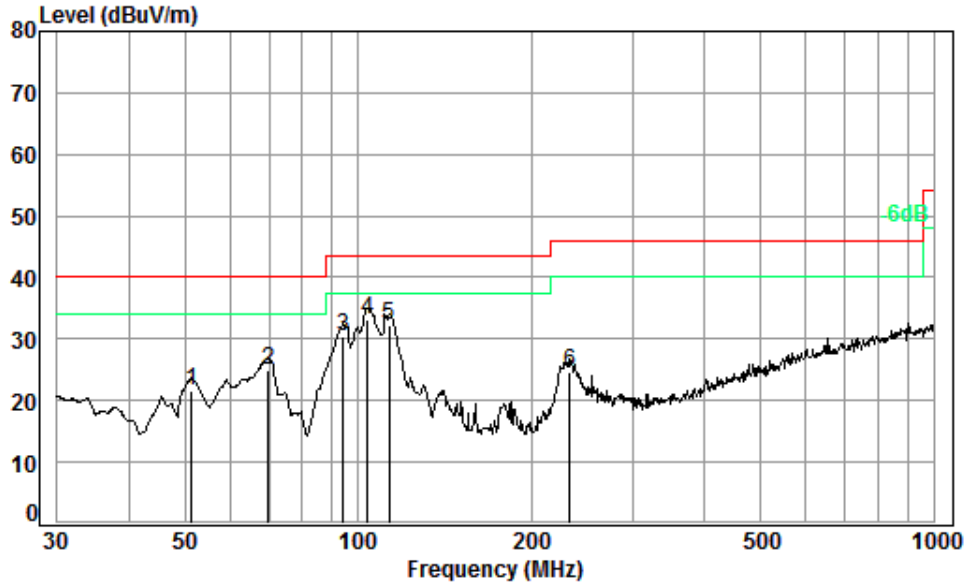


6.2.3 Measurement Data

An initial pre-scan was performed in the chamber using the spectrum analyser in peak detection mode. Quasi-peak measurements were conducted based on the peak sweep graph. The EUT was measured by BiConiLog antenna with 2 orthogonal polarities.



Mode:a; Polarization:Horizontal

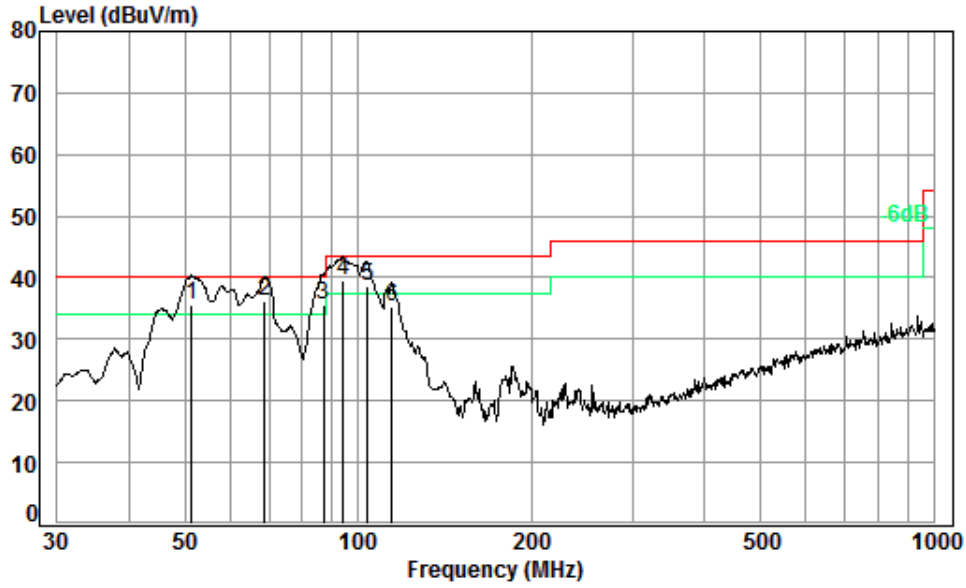


Condition: 3m HORIZONTAL
Job No. : 06567IT
Test mode: a

	Freq	Cable Loss	Ant Factor	Preamp Factor	Read Level	Limit Level	Limit Line	Over Limit
	MHz	dB	dB/m	dB	dBuV	dBuV/m	dBuV/m	dB
1	51.30	0.80	14.06	27.59	34.39	21.66	40.00	-18.34
2	69.84	0.80	12.81	27.53	38.71	24.79	40.00	-15.21
3	94.10	1.14	13.48	27.51	43.37	30.48	43.50	-13.02
4 pp	103.81	1.21	13.82	27.51	45.51	33.03	43.50	-10.47
5	113.32	1.24	13.38	27.51	45.10	32.21	43.50	-11.29
6	233.35	1.59	18.28	27.53	32.40	24.74	46.00	-21.26



Mode:a; Polarization:Vertical



Condition: 3m VERTICAL

Job No. : 06567IT

Test mode: a

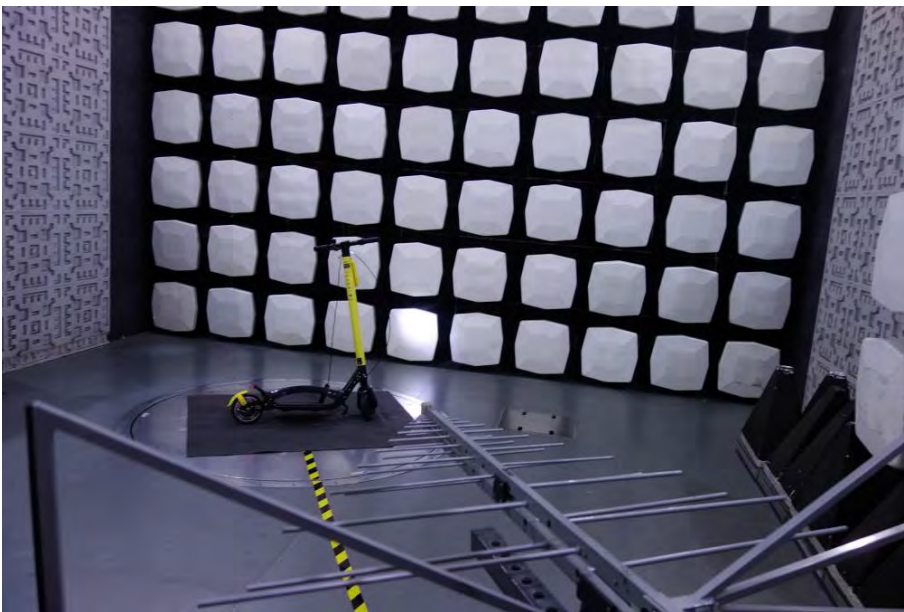
		Cable	Ant	Preamp	Read	Limit	Over		
	Freq	Loss	Factor	Factor	Level	Line	Limit		
	MHz	dB	dB/m	dB	dBuV	dBuV/m	dBuV/m		
1	qp	51.30	0.80	14.06	27.59	48.39	35.66	40.00	-4.34
2	pp	68.87	0.80	12.84	27.53	50.10	36.21	40.00	-3.79
3		87.11	1.10	12.80	27.50	49.06	35.46	40.00	-4.54
4		94.10	1.14	13.48	27.51	52.39	39.50	43.50	-4.00
5		103.81	1.21	13.82	27.51	51.11	38.63	43.50	-4.87
6		114.51	1.24	13.33	27.51	48.09	35.15	43.50	-8.35

7 Photographs

7.1 Conducted Emissions at Mains Terminals (150kHz-30MHz) Test Setup



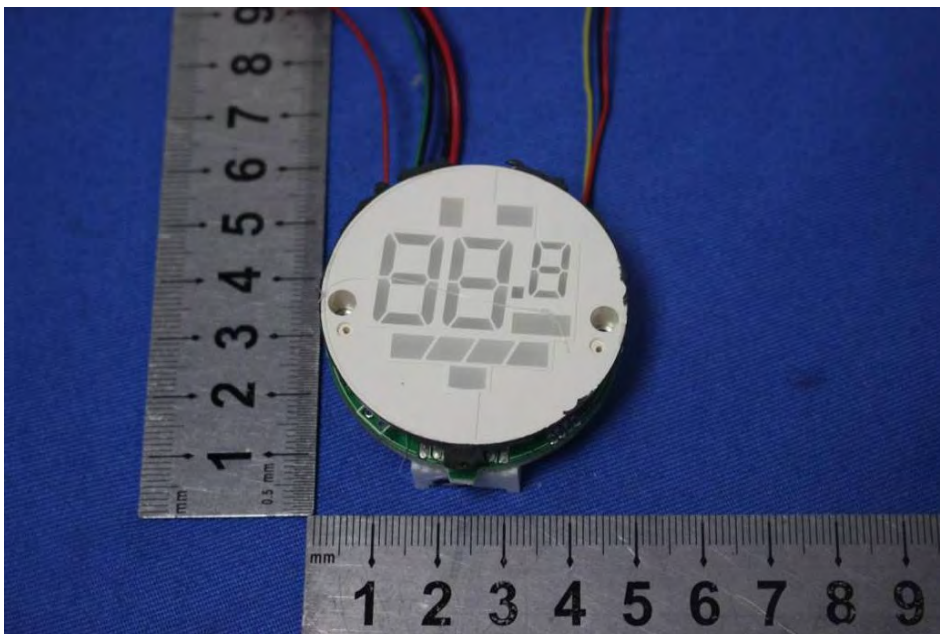
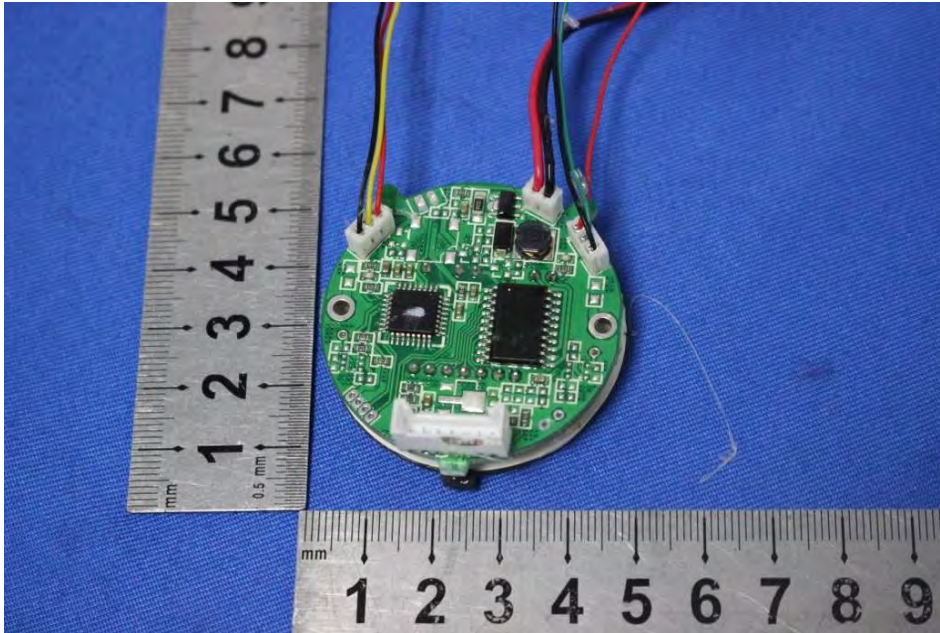
7.2 Radiated Emissions (30MHz-1GHz) Test Setup



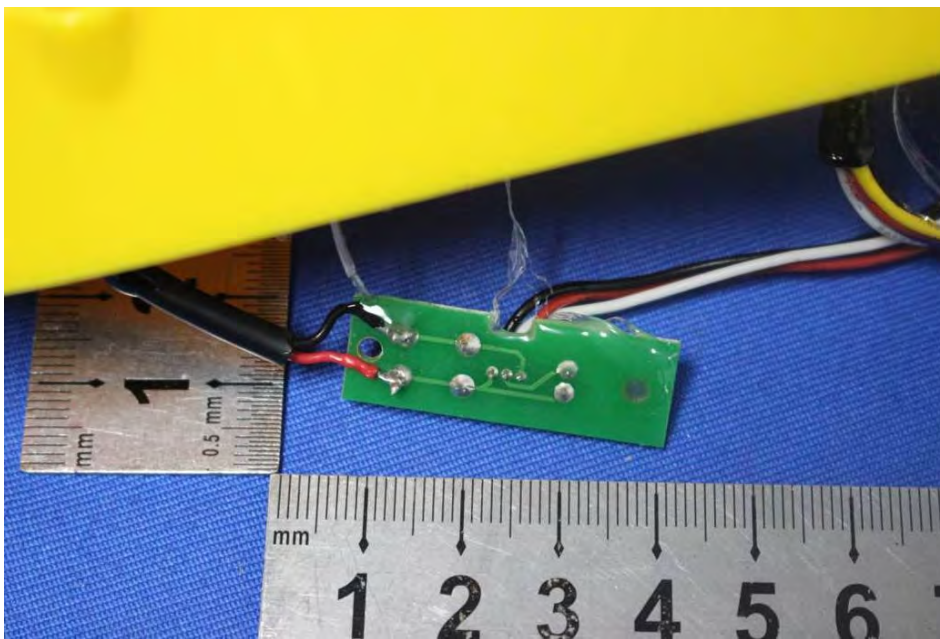
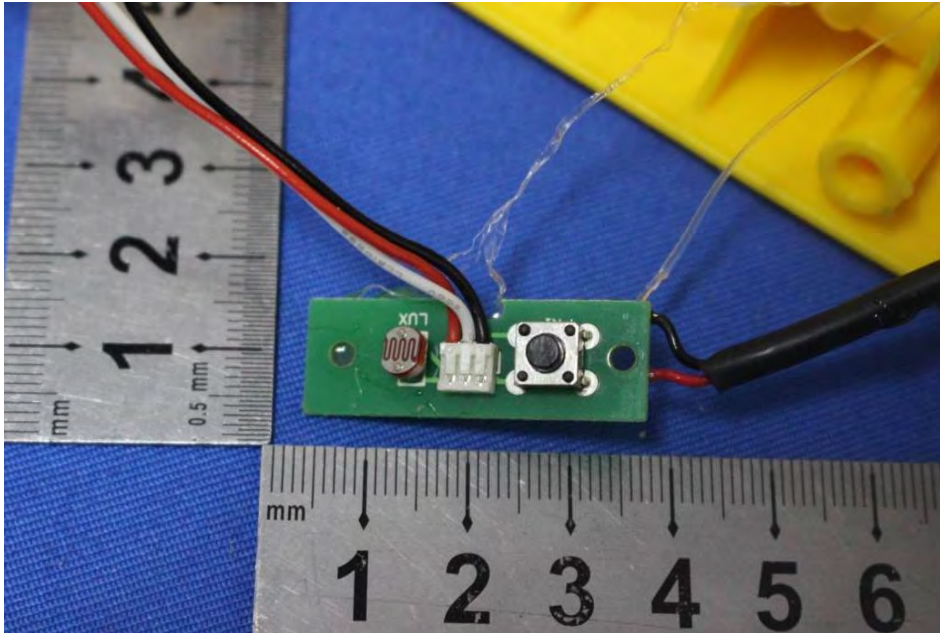
7.3 EUT Constructional Details (EUT Photos)



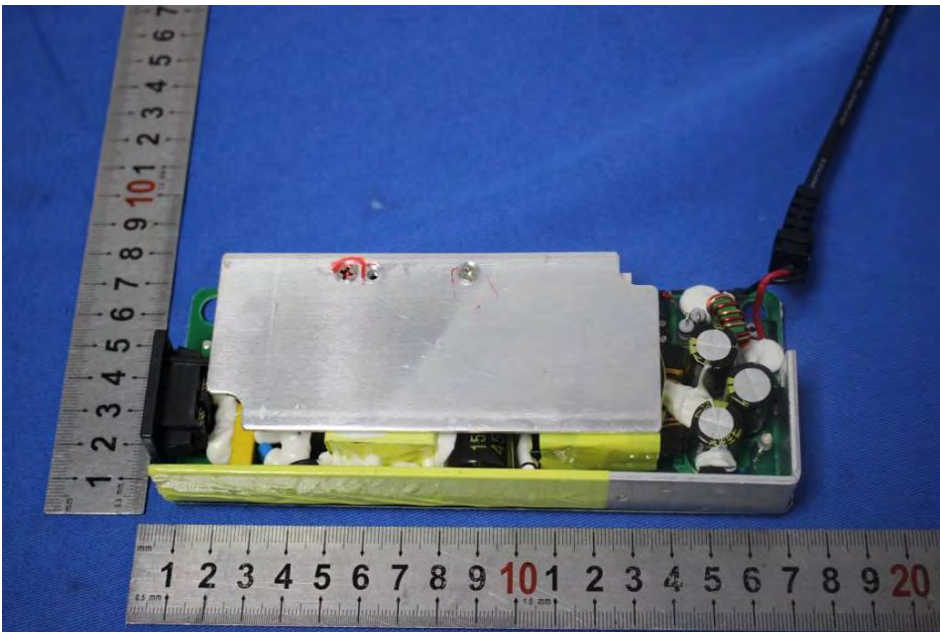


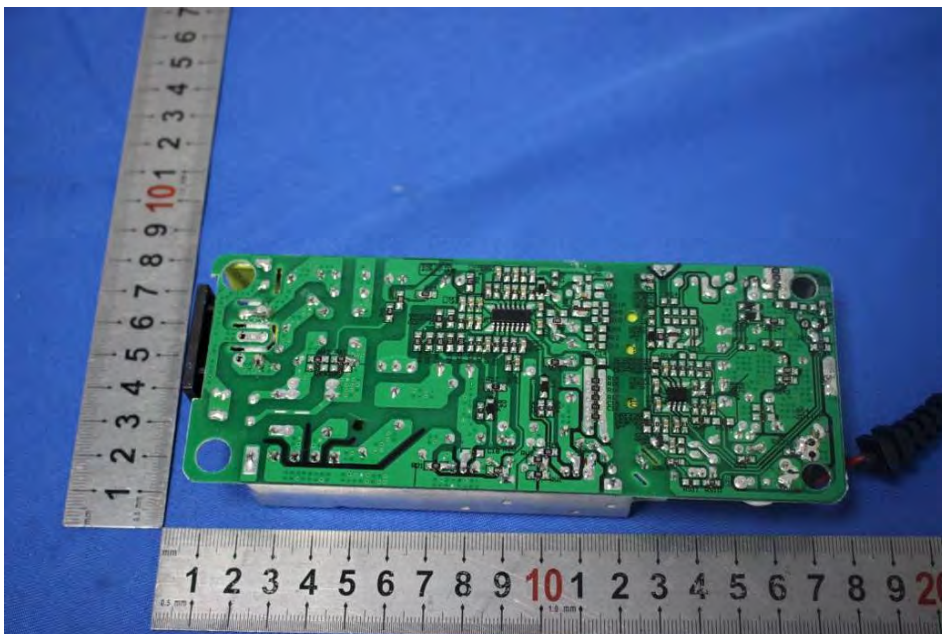


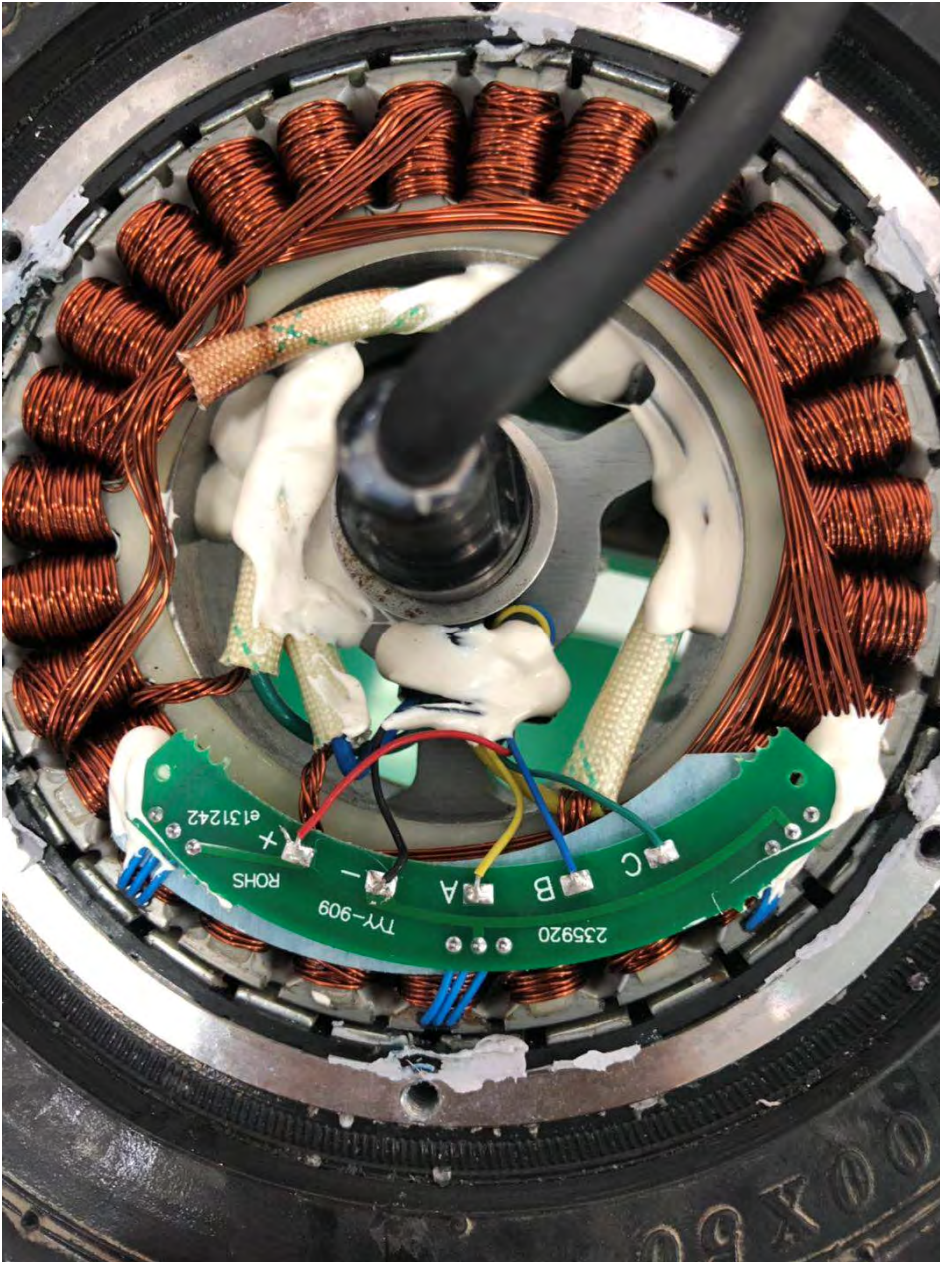












- End of the Report -



**APPENDIX B:
COMMUNITY
ENGAGEMENT PLAN**





COMMUNITY OUTREACH PLAN

Project: Bolt Forward

BACKGROUND INFORMATION

Bolt intends to engage with the residents of the city through our Bolt Forward (discounted service) and our Bolt U (rider education and engagement) programs. Bolt focuses its services on people living within areas where transportation is not equitable. By targeting low-income communities and transit deserts, Bolt intends to eliminate transportation issues and make reliable options more accessible. Bolt intends to empower residents to move more freely through the city's many neighborhoods.

PURPOSE OF ENGAGEMENT

The purpose of both Bolt U and Bolt Forward is to educate and encourage the use of micro-mobility solutions to help solve transportation challenges in the city. Through specific engagement activities, our teams will inform members of the community about scooter applications and best practices. Bolt believes that scooters will be able to fill the transportation gaps that currently exist in their communities. Bolt intends to educate residents through engaging events to maximize use of our service.



ENGAGEMENT OBJECTIVES

1. To educate riders about Bolt with the aim to foster interest and participation by September 2019.
2. To educate residents on micro-mobility and ensure a foundational understanding of the service by August 2019.
3. To obtain feedback from the community and use it to influence the implementation of the Bolt service by August 2019.
4. To hire and retain local workers during August 2019.

PROPOSED ENGAGEMENT MEETINGS

Bolt has not yet had the opportunity to meet with the community of the city. Bolt will have a Community Relations Manager who will serve as the connective tissue between our company, city officials, and the community. This individual will focus on hosting regular meetings and outreach events with stakeholders.

STAKEHOLDER AND COMMUNITY ANALYSIS

Stakeholder	Interest/Impact/Influence	Expectations	Level: Engagement and Communication (High/Med/Low)
City Officials	High interest, impact and influence.	Will be invited to participate in the decision to ensure their needs are considered.	High level of engagement and communication

Business Leaders	Medium interest, impact and influence.	Will be invited to participate in the decision to ensure their needs are considered.	Medium level of engagement and high level of communication
Civic Leaders	Medium interest, impact and influence.	Will be invited to participate in the decision to ensure their needs are considered.	Medium level of engagement and high level of communication
Residents	High interest / High impact	Will be invited to participate in the decision to ensure their needs are considered.	High level of engagement and communication
Riders	High interest / High impact	Will be invited to participate in the decision to ensure their needs are considered.	High level of engagement and communication
Law Enforcement	Medium interest, impact and influence.	Will be invited to participate in the decision to ensure their needs are considered.	Medium level of engagement and high level of communication
Visitors	Medium interest, impact and influence.	Will be invited to participate in the decision to ensure their needs are considered.	Medium level of engagement and high level of communication

ENGAGEMENT SUMMARY TABLE

Project Stage	Engagement Level & Objective	Stakeholders	Technique/s	Who & Where
Pre-deployment of program	Inform / Consult	City Officials Business Leaders Civic Leaders Residents Riders Law Enforcement	Meetings with city officials, Welcome meeting with community leaders, Community pop-up events, Community Meetings, Meet and greet events	EVP- Operations General Manager Community Engagement Manager

			Information update/e-flyer Website Online surveys Door Knock business Hiring Event	
Pre-deployment	Inform/Involve/Collaborate	City Officials Business Leaders Civic Leaders Residents Riders Law Enforcement	You Talk, We Listen event, Meet us at the bus/train stop training event, Meet us at the local hotspot event, community small business event Social Media ads and feedback Door Knock business	EVP- Operations General Manager Community Engagement Manager Logistics Specialist
Deployment	Collaborate/Empower	City Officials Business Leaders Civic Leaders Residents Riders Law Enforcement Visitors	Warehouse meeting with city officials, Community meetings, meet and greets in neighborhoods, Meet us at the bus/train stop events Pop-up events	EVP- Operations General Manager Community Engagement Manager Logistics Specialist
Post-deployment	Inform	City Officials Business Leaders Civic Leaders Residents Riders Law Enforcement Visitors	Information update/flyer Website Online and hard copy survey Community meetings	General Manager Community Engagement Manager Logistics Specialist

REPORTING BACK

How will you respond to your participants	Who will do it	When
Phone call/email follow up as issues raised during survey process	General Manager / Community Engagement team	During engagement in August 2019
Build on FAQs on website and update during engagement process	Community Engagement Manager	During engagement in August 2019
Formal feedback report	Community Engagement Manager	September 2019

EVALUATION

What success looks like for:	The project team	The decision maker	The stakeholders
	Utilization of the service in The The city.	Utilization of the service in The The city.	Utilization of the service in The The city, Limited accidents, successful relationships

Evaluation measure	How we will measure	Who will do it
How successful was the engagement?	Rider usage, resident/community feedback, city official feedback	General Manager, Community Engagement Manager
What could we do better?	Community complaints	General Manager, Community Engagement Manager, Corporate Customer Service
What did we learn?	To be determined	General Manager, Community Engagement Manager, Corporate Customer Service



APPENDIX C:

PRIVACY POLICY, USER AGREEMENT & TERMS OF SERVICE



PRIVACY STATEMENT

Last Updated: February 21, 2019

This Privacy Statement explains how Bolt Mobility Corporation and its subsidiaries and affiliated companies (“**Company**”) collects, uses, and discloses information about you through its website <http://www.micromobility.com/>, mobile application and related products and services (collectively, the “**Services**”) or when you otherwise interact with us.

We may change this Privacy Statement from time to time. If we make changes, we will notify you by revising the date at the top of the Privacy Statement and, in some cases, we may provide you with additional notice (such as adding a statement to our homepage or sending you a notification). We encourage you to review the Privacy Statement whenever you access the Services or otherwise interact with us to stay informed about our information practices and the choices available to you.

Collection of Information

Information You Provide to Us

When you register for the Services and open an account, we ask you to provide certain information such as your name, email address, phone number, and credit card information. We also collect information when you participate in any interactive features of the Services, fill out a form, participate in a contest or promotion, initiate and complete a transaction, communicate with us via third-party social media sites, request customer support or otherwise communicate with us, and any other information you choose to provide to us.

Information We Collect Automatically from our Services

When you access or use our Services, we automatically collect information about you, including:

- **Transaction Information:** We collect information in connection with each transaction you engage in via the Services, including transaction initiation time, length of rental, amount of transaction, and other transaction details.

- **Log Information:**We collect log information about your use of the Services, including the type of browser you use, mobile application version, access times, pages viewed and time spent on those pages, your IP address and the web page you visited before navigating to our Services.
- **Device Information:** We collect information about the computer or mobile device you use to access our Services, including the hardware model, operating system and version, web browser software, unique device identifiers, and mobile network information.
- **Location Information:**In accordance with your device permissions, we collect information about the precise location of your device in order to provide the Services. For more details, please see “Your Choices” below.
- **Information Collected by Cookies and Other Tracking Technologies:**We use various technologies to collect information, including cookies and web beacons. Cookies are small data files stored on your hard drive or in device memory that help us improve our Services and your experience, see which areas and features of our Services are popular and count visits. Pixel tags (or web beacons) are electronic images that may be used in our Services or emails and help deliver cookies, count visits and understand usage and campaign effectiveness. For more information about cookies and how to disable them, please see “Your Choices” below.

Information We Collect from Other Sources

We may obtain information from other sources and combine that with information we collect through our Services. For example, we may collect information about you from third parties, including but not limited to identity verification services, credit bureaus, mailing list providers and publicly available sources.

Additionally, if you create or log into your account through a social media site, we will have access to certain information from that site, such as your name, account information and friends lists, in accordance with the authorization procedures determined by such social media site.

Use of Information

We use the information we collect to provide, maintain, and improve our services, such as to administer your account, deliver the services you request and customize your experience with us. We may also use the information we collect to:

Develop new products and services;

Send you technical notices, updates, security alerts and support and administrative messages and to respond to your comments, questions and customer service requests;

- Communicate with you about products, services, offers, and events offered by Company and others, and provide news and information we think will be of interest to you;

- Monitor and analyze trends, usage and activities in connection with our Services;
- Detect, investigate and prevent fraudulent transactions and other illegal activities and protect the rights and property of Company and others;
- Personalize and improve the Services and provide advertisements, content or features that match user profiles or interests;
- Facilitate contests, sweepstakes and promotions and process and deliver entries and rewards; and
- Carry out any other purpose for which the information was collected.

Sharing of Information

We may share information about you as follows or as otherwise described in this Privacy Statement:

- With vendors, consultants and other service providers, including third-party payment processors, who need access to such information to carry out work on our behalf;
- With third parties for their own services and marketing purposes, unless you opt out of this type of sharing by emailing us at support@boltoffice.com;
- In response to a request for information if we believe disclosure is in accordance with, or required by, any applicable law, regulation or legal process;
- If we believe your actions are inconsistent with our user agreements or policies, or to protect the rights, property and safety of Company or others;
- In connection with, or during negotiations of, any merger, sale of company assets, financing or acquisition of all or a portion of our business by another company;
- Between and among Company and our current and future parents, affiliates, subsidiaries and other companies under common control and ownership; and
- With your consent or at your direction.

We may also share aggregated or de-identified information, which cannot reasonably be used to identify you.

Social Sharing Features

The Services may offer social sharing features and other integrated tools (such as the Facebook “Like” button), which let you share actions you take on our Services with other media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings

you establish with the entity that provides the social sharing feature. For more information about the purpose and scope of data collection and processing in connection with social sharing features, please visit the privacy policies of the entities that provide these features.

Advertising and Analytics Services Provided by Others

We may allow others to provide analytics services and serve advertisements on our behalf across the internet and in applications. These entities may use cookies, web beacons, device identifiers and other technologies to collect information about your use of the Services and other websites and applications, including your IP address, web browser, mobile network information, pages viewed, time spent on pages or in apps, links clicked and conversion information. This information may be used by Company and others to, among other things, analyze and track data, determine the popularity of certain content, deliver advertising and content targeted to your interests on our Services and other websites and better understand your online activity. For more information about interest-based ads, or to opt out of having your web browsing information used for behavioral advertising purposes, please visit www.aboutads.info/choices. Your device may also include a feature (“Limit Ad Tracking” on iOS or “Opt Out of Interest-Based Ads” or “Opt Out of Ads Personalization” on Android) that allows you to opt out of having certain information collected through apps used for behavioral advertising purposes.

Security

Company takes reasonable measures to help protect information about you from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction.

Data Retention

We store the information we collect about you for as long as is necessary for the purpose(s) for which we originally collected it, or for other legitimate business purposes, including to meet our legal or other regulatory obligations.

Transfer of Information to the U.S. and Other Countries

Company is based in the United States and we process and store information in the U.S. and in other countries. As such, we and our service providers may transfer your information to, or store or access it in, jurisdictions that may not provide equivalent levels of data protection as your home jurisdiction. We will take steps to ensure that your personal data receives an adequate level of protection in the jurisdictions in which we process it.

Residents of the European Economic Area

If you are a resident of the European Economic Area (“EEA”), you have certain rights and protections under the law regarding the processing of your personal data.

Legal Basis for Processing

If you are a resident of the EEA, when we process your personal data we will only do so in the following situations:

We need to use your personal data to perform our responsibilities under our contract with you (e.g., processing payments for and providing the Company services you have requested).

We have a legal obligation to, or legitimate interest in, processing your personal data. We process your personal data where necessary for us to comply with legal and regulatory obligations we are under, and also where it is necessary for legitimate interests we have in conducting our business. For example, we may process your personal data to send you marketing communications, to communicate with you about changes to our Services, and to provide, secure, and improve our Services.

You have consented to the processing of your personal data for one or more specific purposes.

Data Subject Requests

If you are a resident of the EEA, you have the right to access personal data we hold about you and to ask that your personal data be corrected, erased, or transferred. You may also have the right to object to, or request that we restrict, certain processing. If you would like to exercise any of these rights, you may contact us as indicated below.

Questions or Complaints

If you are a resident of the EEA and have a concern about our processing of personal data that we are not able to resolve, you have the right to lodge a complaint with the data privacy authority where you reside. For contact details of your local Data Protection Authority, please see: http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index_en.htmhttp://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index_en.htm.

Your Choices

Account Information

You may update, correct or delete information about you at any time by logging into your online account or emailing us at support@boltooffice.com. If you wish to delete or deactivate your account, please email us at support@boltooffice.com, but note that we may retain certain information as required by law or for legitimate business purposes. We may also retain cached or archived copies of information about you for a certain period of time.

Location Information

When you first launch any of our mobile applications that collect location information, you will be asked to consent to the application's collection of this information. We currently require this location information to use our Services, so if you do not consent to this collection, you cannot use our Services. If you initially consent to our collection of location information, you can subsequently stop the collection of this information at any time by changing the preferences on your mobile device. If you do so, our mobile applications, or certain features thereof, will no longer function. You may also stop our collection of location information by following the standard uninstall process to remove all of our mobile applications from your device.

Cookies

Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of our Services.

Promotional Communications

You may opt out of receiving promotional communications from Company by following the instructions in those messages or by emailing us at support@boltoffice.com. If you opt out, we may still send you non-promotional emails, such as those about your account or our ongoing business relations.

Mobile Push Notifications/Alerts

With your consent, we may send promotional and non-promotional push notifications or alerts to your mobile device. You can deactivate these messages at any time by changing the notification settings on your mobile device.

Contact Us

If you have any questions about this Privacy Statement, please contact us at: support@boltoffice.com



RENTAL AGREEMENT

BOLT MOBILITY

SCOOTER RENTAL AGREEMENT, WAIVER OF LIABILITY, AND RELEASE

Last Updated: February 21, 2019

Modification from original agreement regarding Fines:

Bolt Mobility reserves the right to fine riders a \$10 pick up fee for Scooters parked on private property, driven beyond city lines, blocking handicapped spots and/or parked illegally. Riders will be charged \$50 for repeat offenses. Fine areas are marked "red" on the map inside the Bolt App.

PLEASE NOTE: Bolt Mobility Scooters must be operated on the sidewalk in Fort Lauderdale, Florida. It is illegal to operate Bolt Mobility Scooters on public roads in Florida or outside the City of Fort Lauderdale.

In order to rent a Scooter, You must have a valid driver's license. ***Before You click "Rent," please read this agreement carefully. It sets forth the legally binding terms and conditions for Your use of the Services (as defined below), will affect Your legal rights, and will limit or eliminate Your ability to bring future legal actions.***

In consideration of Your use of any of the Services provided by Bolt Mobility Corp ("**Bolt**," "**we**," "**our**," or "**us**"), Bolt requires that you ("**Rider**", "**You**", or "**Your**") agree to all terms and conditions in this Scooter Rental Agreement, Waiver of Liability, and Release ("**Agreement**").

We reserve the right, in our sole discretion, to unilaterally amend, modify, or otherwise change this Agreement at any time. We will post a revised version of this Agreement on our website or mobile application (collectively, the "**Site**"). Your continuing use of the Services after a revised version of this Agreement is posted constitutes Your agreement to such revised Agreement. If You do not agree with the revised version of

the Agreement, You must stop using our Services. You agree to carefully review this Agreement on the Site from time to time, and agree that each time You rent a Scooter (as defined below), the then-current version of the Agreement as posted on the Site will apply.

1. **Services Generally**

The “**Services**” provided by Bolt are composed of several elements, including (1) automated self-serve rental system of Bolt electric scooters (“**Scooter**” or “**Scooters**”), (2) discretionary charging of the Scooter by Rider through the Bolt charger option, and (3) all other related equipment, personnel, services and information provided or made available by Bolt. The Services are provided by Bolt only within the city in which you rent the Scooter (“**Location City**”). You agree and acknowledge that You are renting the Scooter and that ownership of the Scooter remains with Bolt at all times. Except as provided below for Multi-Rental Rides, You further agree and acknowledge that Rider is the sole renter and is solely responsible for compliance with all terms and conditions contained herein. You understand that when You rent a Scooter, that Scooter must be used only by You, and You must not allow other users to use a Scooter that You have rented. A valid credit or debit card **and a valid phone number and phone capable of receiving SMS messages** is required to rent a Scooter. The Scooters may be rented by and used by individuals at least 18 years of age only and subject to the laws of the Location City. If You falsify or misrepresent Your age, You and Your legal guardian shall bear full responsibility for all Claims (as defined below) related to such misrepresentation.

2. **Fees**

We agree to rent to You, and You agree to rent from us, the Scooters through the Services subject to the terms and conditions of this Agreement and in accordance with the rates set forth on the Site, which are subject to applicable sales taxes and other local government charges and which may be modified from time to time at our sole discretion. The rates vary between Location Cities and will be provided to you through the Site when you start your rental. You understand and agree that the purpose of the Services is to provide short-term access to Scooters and that Your use of a Scooter shall not exceed 24 hours or such shorter time as we may inform You at the time You rent the Scooter. Any Scooters not returned within 24 hours will be deemed stolen or lost. You assume full responsibility for care of the Scooters during the period of time You rent the Scooters (“**Rental Period**”).

If the Scooter is damaged, stolen, or lost during the Rental Period, You shall immediately return any such damaged Scooter or report any such stolen or lost Scooter to us. You shall compensate Bolt if the Scooter is damaged (excluding damage from normal wear and tear), stolen, or lost during the Rental Period. Amounts due for a damaged, stolen, or lost Scooter will be charged to the credit or debit card associated with Your account up to a maximum of \$600 per Scooter. If the Scooter is damaged, You will be charged the cost to repair damages, as determined by us and our affiliates in our sole discretion, when the damages are reported to or discovered by us. You hereby authorize us to charge Your credit or debit card for all fees incurred by You as well as such amounts due in connection with any overdue, damaged, stolen, or lost Scooter, and we may, at

our sole discretion, place an authorization hold on Your credit or debit card to cover any such amounts. If You dispute any charge on Your account, then You must contact us within ten days of Your receipt of Your statement containing the disputed charge.

We respect Your right to dispute any charge on Your credit or debit Card; however, we reserve the right to challenge such disputes and to cancel your authorization to ride our Scooters and to terminate your Account if your use of charge disputes is abusive, unreasonable or excessive.

All amounts due and payable to us will be charged to Your credit or debit card. In the event that the credit or debit card charges are not paid to us, other collection procedures may be employed. You agree to pay all of our costs of collection, including, without limitation, reasonable attorneys' fees, if You do not pay amounts owed hereunder when due.

3. Multi-Rental Rides

Once you have established Your Account, you may be authorized to enable other persons who satisfy all conditions of this Agreement to ride Scooters using your billing information and whose rides will be charged to your credit or debit card. You acknowledge and agree that You are responsible for all of such riders, including their compliance with all terms of this Agreement, and that if they or You violate any terms or provisions of this Agreement, You are responsible for all Claims (as defined below) arising from such riders.

All riders which you agree to allow to ride Bolt Scooters using Your Account and credit and debit card will be required to create their own Account, to sign this Rental Agreement and Bolt's User Agreement as if they were renting the Scooter themselves, and to follow all provisions of this Agreement and the User Agreement.

Any rider which you agree to allow to ride Bolt Scooters using Your Account and credit and debit card must be at least 18 years of age and must have their own driver's license. DO NOT ALLOW ANY RIDER TO RIDE THE SCOOTERS USING YOUR ACCOUNT AND CREDIT AND DEBIT CARD AS PAYMENT IF THEY DO NOT SATISFY ALL TERMS AND CONDITIONS OF THIS AGREEMENT AND THE BOLT USER AGREEMENT. YOU WILL BE HELD RESPONSIBLE FOR ALL SUCH RIDERS ACTIONS AND CHARGES AND ANY CLAIMS ASSOCIATED WITH SUCH RIDERS.

4. Rental and Use of Scooter

You agree to treat the Scooters with due care. You are responsible for loss or damage to any Scooter rented by You due to theft, mysterious disappearance, or any other cause, other than ordinary wear and tear. Before using a Scooter, You shall conduct a basic safety inspection of the Scooter, which includes inspecting the following: (i) trueness of the wheels; (ii) safe operation of all brakes and lights; (iii) good condition of the frame; (iv) sufficient battery charge power; and (v) any sign of damage, unusual or excessive wear, or other mechanical problem or maintenance need. You agree not to ride the Scooter if there are any noticeable issues, and to immediately notify customer service to alert Bolt of any problems. If You discover a defect

during Your rental, You agree to promptly and safely stop riding the Scooter and to report it to us prior to the end of Your rental. The Site has a triangle button feature on the map screen that enables defect reporting, and it will also prompt you to report any defects after conclusion of the rental.

If You leave a Scooter unattended at any time for any reason, You are responsible for securing and returning the Scooter through the Site (“**Locking**”) to protect against theft of the Scooter. You agree to ensure that when the Scooter is returned through the Site, the Lock is successfully engaged which is indicated by the LED light shutting off and a voice prompt. You shall not leave any Scooter unattended at any location at any time for any reason, unless it is secured as specified above.

You agree to finish the ride and return the Scooter before your phone battery runs out. You acknowledge that any Scooter not returned may incur additional charges in accordance with this Agreement. Bolt will try to automatically lock and return Scooters that are idle for more than 5 minutes, but we are not responsible if the accelerometer idle detection algorithm fails. If your battery fails and You cannot lock the Scooter, You may be charged for the extra time incurred after leaving the Scooter idle. Similarly, You agree to return the Scooter if making a stop exceeding 5 minutes. If Your phone dies, You are responsible for waiting by the Scooter until it locks or emailing us at support@boltoffice.com your email address and we will lock the Scooter for You remotely. If You leave the Scooter unlocked and someone takes it during this 5-minute period, our idle detection will not register that You have ended the Rental Period and You will be responsible for the charges during the remainder of the Rental Period. If Your phone is dead for 20 minutes and subsequently does not send us position data, we will automatically lock the Scooter. You are then responsible for charges for the 20 minutes. At the start of the application we ask You to enable location updates in the Site while the Site is in the background. If You do not authorize that, and select location updates while using, we are not able to receive location updates while Your screen is locked, so You either have to unlock the screen every 20 minutes, or the Scooter will lock. You are then able to immediately re-rent the Scooter, but the ride-starting fee will apply.

Upon the end of the Rental Period, You agree to return the Scooter within the Location City and to secure the Scooter with the Lock. In the event we permit return of the Scooter to any location that is not within the Location City, additional fees will apply and You agree to secure the Scooter as specified above. You agree to refer to the Site for further requirements for returning the Scooter and to comply with any and all such requirements and instructions.

You shall provide us with Your name, address, phone number, email, and payment information, as well as other information as may be required. You shall make sure that all information provided is accurate and promptly updated, in the event of any change. Use of our Services or the rental of any Scooter based on the provision of false or fraudulent information shall be considered theft. For information about how we collect, use, share and otherwise process information about You, please see our Privacy Policy, which is available on

our Site and at the following link: <https://www.micromobility.com/privacy-statement/The Terms of Service> governing access to and use of the Site is available on the Site and at the following link: <https://www.micromobility.com/terms-of-use/>.

5. Prohibited Uses

You shall not do any of the following:

Ride the Scooter on public roads in Florida or outside the City of Fort Lauderdale.

Use any Scooter if You are younger than 18 years of age.

Ride without a helmet and other protective equipment.

Exceed speed limit of 15 mph.

Lift the Scooter up for any reason.

Attach or remove anything from the Scooter.

Use any Scooter if You exceed the maximum weight limit (240 pounds) of the Scooter.

Ride any Scooter if you feel unsafe, unsteady or unable to safely operate or control the Scooter.

Use any Scooter if You have any existing physical or mental condition that would prohibit You from safely operating or controlling the Scooter.

Operate a Scooter while carrying any item that impedes Your ability to safely operate and control the Scooter.

Operate a Scooter while under the influence of alcohol, drugs, or any other substance that impairs Your ability to safely operate and control the Scooter.

Use any cell phone or mobile electronic device for any use that distracts You from the safe operation of the Scooter, including, but not limited to, phone calls, text messages, or music.

Except as provided above for Multi-Rental rides, allow any other person to use the Scooter.

Allow more than one person to ride or be carried on the Scooter.

Violate any applicable federal, state, or local law or regulation or traffic rules.

Operate or use a Scooter in poor lighting conditions, or where You are not able to see clearly.

Operate or use a Scooter in any manner during adverse weather conditions, including, but not limited to, snow, ice, high winds, hail, dust storms, fog, heavy rains, or lightning storms.

Ride or operate a Scooter that has any defect, fails to operate as a properly functioning Scooter, or that is in need of repair.

Use any Scooter if it, or any component of it, appears to be or becomes defective or malfunctions.

Use the Scooter for racing, tricks, jumping, stunt riding, off-road riding, or in any other hazardous manner.

Use the Scooter for any commercial purposes.

Tow, pull, carry, or push any person or object with a Scooter.

Remove, dismantle, write on, deface, misuse, or modify any accessories, parts, or components of any Scooter.

6. RELEASES; DISCLAIMERS; LIMITATION OF LIABILITY; ASSUMPTION OF RISK

The Scooter is rented to You "as is" and all Services are provided "as available" without any warranty, express or implied, including warranties of merchantability or fitness for any particular purpose.

We do not guarantee that the Services will be available at all times, as use of the Scooters by other users, repairs, force majeure events, or other circumstances might prevent us from providing the Services. Access to the Scooters is conditioned upon the availability of Scooters. We do not guarantee, represent, or warrant the availability of the Services or the availability of any Scooter. We may suspend all or part of the Services, may relocate Location Cities, reduce the number of Scooters available for rent, and otherwise operate the Services in our sole discretion. Rider should use the Site to check the availability of Scooters. You agree that Bolt may require You to return a Scooter at any time, regardless of the period for which it was originally rented, and that You shall comply with any such requirement.

You hereby acknowledge and assume all risks of using the Services. You acknowledge that riding a scooter is inherently dangerous and carries with it the potential for serious bodily injury, permanent disability, paralysis and death, and property damage and loss. You acknowledge and agree that it is Your responsibility to determine whether You are sufficiently fit and healthy enough to safely use the Services and to ride the Scooters, which You elect voluntarily. You have no physical or medical condition that would endanger You or others if You use the Services, or would interfere with Your ability to safely use the Services. You also certify that You have not been advised against cycling, riding scooters or any other activity related to the Services by any health professional. You understand and acknowledge that there may be heavy vehicle and pedestrian traffic. You assume all other risks associated with using the Services and the Scooters including, without limitation: falls; dangers of collision with vehicles, pedestrians, and fixed objects; dangers arising from surface hazards, equipment design failure, and inadequate safety equipment; hazards posed by vehicles, pedestrians, and other cyclists; and weather conditions. You further acknowledge that these risks include risks that may be the result of the failure or design of equipment supplied by, or the negligence acts,

omissions or carelessness of, the Released Parties (as defined below). You understand that You will be using the Services at Your own risk, that You are responsible for the risks of using the Services, and that Your use of the Services is fully voluntary.

You have been advised to wear a protective helmet while using the Services and riding the Scooters. You understand and acknowledge the increased risk for personal injury, permanent disability, paralysis and death due to not wearing a protective helmet. You assume responsibility for any injury, loss, or damage associated with Your choosing not to wear a protective helmet; further, because helmets do not protect against all head injuries, and do not protect against other injuries, You assume responsibility for any injury, loss, or damages associated with Your use of the Services even if You choose to wear a protective helmet. You also agree to only ride the Scooter on sidewalks and not on public roads or bike paths on public roads.

You understand and acknowledge the dangers associated with the consumption of alcohol or drugs while riding a scooter and You recognize that consumption of alcohol or drugs might impair Your judgment and motor skills. You agree not to use the Scooter while under the influence of alcohol or drugs, and further assume responsibility for any injury, loss, or damage associated with Your consumption of alcohol or drugs.

To the fullest extent permitted by applicable law, You waive, release, and forever discharge Bolt, Bolt's sponsors, organizers, promoters, staff, advertisers, volunteers, property owners, administrators, contractors, any and all other vendors and all other individuals or entities involved with providing the Services, and all state, city, town, county, and other governmental bodies or municipal agencies whose property or personnel are used or in any way assist in locations in which the Services are provided, and each of their respective parent, subsidiary and affiliated companies, officers, directors, partners, board members, shareholders, attorneys, insurers, agents, employees, volunteers, and other participants and representatives (individually and collectively, the "**Released Parties**") from any and all claims, liabilities of every kind, demands, damages (including without limitation, direct, indirect, incidental, consequential and punitive), losses and causes of action (whether known, unknown, asserted, unasserted, fixed, conditional, or contingent), of any kind or nature (including without limitation, those based in contract, tort, statutory, or other grounds), which You have or may have in the future, including court costs, attorneys' fees and litigation expenses (individually and collectively, the "**Claims**") that may arise out of, or result from, Your use of the Services, including death, personal injury, temporary or permanent disability, property damage and damages of any kind, property theft, and Claims relating to the provision of first aid, medical care, medical treatment, or medical decisions and any claims for medical or hospital expenses, ***even if such Claims are caused by the negligent acts, omissions, or the carelessness of the Released Parties and even if the Released Parties have been advised of the possibility of such Claims.*** Any such release is intended to be a complete and general release of all Claims. The Released Parties may plead such releases as a complete and sufficient defense to any Claim, as direct or intended third party beneficiaries of such releases.

You further covenant and agree not to sue any of the Released Parties for any of the Claims that You have waived, released, or discharged herein.

You agree to indemnify, defend, and hold harmless the Released Parties from any and all expenses incurred, Claims made by You or third parties, for liabilities assessed against the Released Parties, including, but not limited to, court costs, attorneys' fees, and litigation expenses, arising out of or resulting from, directly or indirectly, in whole or in part, Your breach or failure to abide by any part of this waiver, by Your breach or failure to abide by the rules set forth in this Agreement or provided to You at the time You use the Services or Your actions or inactions which cause injury or damage to any other person.

You understand that Bolt does not provide insurance coverage for damage or injuries incurred during use of the Services. You agree to be responsible and assume liability for any and all costs incurred as a result of using the Services, including, without limitation, ambulance transport services, hospital stays, and medical treatment. ***You agree to indemnify and hold harmless the Released Parties from all liability for such costs.***

You understand that we reserve the right, at our sole and complete discretion, to deny Your use of the Services.

For the avoidance of doubt and to the fullest extent permitted by applicable law, You do hereby acknowledge and agree that we and all other Released Parties are not responsible or liable for any Claim that arises out of or relates to (i) any risk, danger, or hazard described in this Agreement, (ii) Your use of, or inability to use, any Service, Scooter, or related information, (iii) Your breach of this Agreement or Your violation of any law, (iv) any misconduct, or other action or inaction by You, or (v) Your failure to wear a helmet while using the Services. You do hereby waive all Claims with respect to any of the foregoing, including those based in contract, tort, statutory, or other grounds, even if we have been advised of the possibility of such Claims. Further, to the fullest extent permitted by applicable law, in no event shall we or any Released Party be liable for any indirect, punitive, incidental, special, consequential, or exemplary damages, including, without limitation, damages for loss of profits, goodwill, use, data, or other intangible losses, that result from the use of, or inability to use, the Services. Moreover, if we, or any Released Party, are found to be liable for any Claims on any basis, such liability shall be limited to the greater of (a) the total fees paid by You hereunder or (b) one hundred US dollars (\$100).

7. Additional Terms of Use

You need to comply with all signs and laws, including, without limitation, laws that prohibit the Scooter from being used in a particular location (e.g., as of the Effective Date of this Agreement, no electric scooters are allowed on the Miami boardwalk).

In order to rent a Scooter, You must have a valid driver's license.

Rider agrees that Bolt does not provide or maintain places to ride Scooters, and that Bolt does not guarantee that there will always be a safe place to ride a Scooter. Sidewalks, bicycle lanes, and other routes may become dangerous due to weather, traffic, or other hazards.

The Scooter is an electric vehicle that requires periodic charging of its battery in order to operate. Rider agrees to use and operate the Scooter safely and prudently in light of the Scooter being an electric vehicle and all of the limitations and requirements associated therewith. Rider understands and agrees with each of the following:

The level of charge power remaining in the Scooter will decrease with use of the Scooter (over both time and distance), and that as the level of charge power of the Scooter decreases, the speed and other operational capabilities of the Scooter may decrease (or cease in their entirety).

The level of charging power in the Scooter at the time Rider initiates the rental or operation of Scooter is not guaranteed and will vary with each rental use.

The rate of loss of charging power during the use of the Scooter is not guaranteed and will vary based on the Scooter, conditions, weather conditions and other factors.

It is Rider's responsibility to check the level of charge power in the Scooter and to ensure that it is adequate before initiating operation of the Scooter.

The distance and time that Rider may operate the Scooter before it loses charging power is never guaranteed.

The Scooter may run out of charging power and cease to operate at any time during Rider's rental of the Scooter, including before reaching Rider's desired destination.

If the Scooter runs out of charging power during the Rental Period, Rider shall conclude the ride in compliance with all terms of this Agreement.

Rider agrees that Bolt is not a common carrier. Alternative means of public and private transportation are available to the general public and to Rider individually, including public buses and rail service, taxis, and pedestrian paths. Bolt provides Scooters only as a convenience, and such rental availability is intended to be used only by those persons who are able and qualified to operate a Scooter on their own and who have agreed to all the terms and conditions of this Agreement.

8. Termination

Bolt may, in our sole discretion and without any prior notice or cause, unilaterally terminate Your right to use the Services. You may terminate Your use of the Services at any time; provided, however, that (i) Bolt will not be obligated to provide You any refund; and (ii) You may still be charged any applicable additional fees arising under this Agreement.

9. **Media Release**

We reserve the right to photograph and record You using the Scooters. You hereby give us the right to use Your image and likeness (including caricature), and any reproduction or simulation thereof, in any media now known or hereafter developed, both during and after the term of this Agreement, for whatever purpose we deem necessary or desirable. You hereby waive any right to royalties or other compensation arising from or related to any such use by us or our affiliates.

10. **Notice**

We may be contacted by emailing us at support@boltoffice.com or by mailing us at Bolt Mobility, 820 W. 41stSt., Miami Beach, FL 33140, attention: Customer Service.

11. **Miscellaneous**

This Agreement contains the complete, final, and exclusive integrated agreement between the parties with respect to its subject matter, and supersedes all other prior agreements, written or oral, relating to such subject matter. The failure of Bolt to exercise or enforce any right or provision of this Agreement will not operate as a waiver of such right or provision. If any provision or part of a provision of this Agreement is held unlawful, void or unenforceable, the validity of the remaining portions or provisions of this Agreement shall remain in full force and effect. This Agreement shall be governed by and construed and enforced in accordance with the laws of the State of Florida without regard to conflict of law rules or principles (whether of the State of Florida or any other jurisdiction) that would cause the application of the laws of any other jurisdiction. Termination of this Agreement or Your right to use the Services will not relieve You of any payment obligations hereunder. Bolt shall not be liable for failure to perform any of our obligations hereunder for reasons that are beyond our reasonable control including, without limitation, fire, flood, earthquake, natural disaster, interruptions in supply, war, embargo, riots, or acts of terrorism.

12. **Acceptance of Agreement**

You hereby affirm that (i) You are at least 18 years of age, (ii) You have the legal and mental capacity to enter into this Agreement, and (iii) You have read and agreed to this Agreement, fully understand its content, and intentionally and voluntarily accept its terms.

TERMS OF USE

Last Updated: February 21, 2019

These Terms of Service (“**Terms**”) apply to your access to and use of the website, mobile application, including registering for an account for use of an electric scooter rental service and other online products and services (collectively, the “**Services**”) provided by Bolt Mobility Corporation and its subsidiaries and affiliated companies (“**Company**” or “**we**”).

By clicking “I Accept” or by using our Services, you agree that you have read, understand, and accept these Terms, including the mandatory arbitration provision and class action waiver in Section 18, and you agree to be bound by these Terms. If you do not agree to these Terms, do not use our Services.

We may make changes to these Terms from time to time. If we make changes, we will provide you with notice of such changes, such as by sending an email, providing a notice through our Services or updating the date at the top of these Terms. Unless we say otherwise in our notice, the amended Terms will be effective immediately, and your continued use of our Services after we provide such notice will confirm your acceptance of the changes. If you do not agree to the amended Terms, you must stop using our Services.

If you have any questions about these Terms or our Services, please contact us at support@boltoffice.com.

1. Privacy

For information about how we collect, use, share or otherwise process information about you, please see our Privacy Policy at <https://www.micromobility.com/privacy-statement/>.

2. Eligibility

You must be at least 18 years of age to use our Services.

3. User Accounts and Account Security

You must register for an account to access some or all of our Services. If you register for an account, you must provide accurate account information and promptly update this information if it changes. You also must maintain the security of your account and promptly notify us of any unauthorized use of your password or username or any other breach of security by emailing us at support@boltooffice.com. We shall not be responsible for any loss, claim, or other liability that may arise from the unauthorized use of any password. If a password is lost or stolen, it is your responsibility to change the password, and immediately notify us, so that your account remains both secure and functional.

4. Scooter Rental Agreement

If you wish to rent an electric scooter through the Services, you are required to review and accept the Scooter Rental Agreement, Waiver of Liability, and Release (collectively, the “**Scooter Rental Agreement**”). You can access the Scooter Rental Agreement at any time by clicking on the link identified as Scooter Rental Agreement, which can be found <https://www.bolttherenow.com/rental-agreement/>.

5. Payment

We will charge you for the rental services provided to you. You agree that you will pay for all rental services you purchase from us, and that we may charge your credit or debit card account as provided by you when registering for the Services for the rental services (including any taxes and late fees, as applicable) that may be accrued by or in connection with your account, and as provided in the Scooter Rental Agreement. You are responsible for the timely payment of all fees and charges and for providing us with a valid credit or debit card account for payment of all fees at all times. Payments made are only refundable at our sole discretion. We may also, at our sole discretion, place an authorization hold on Your credit or debit card to cover any fees, damages, or other such amounts that may arise.

We use a third-party payment processor (the “**Payment Processor**”) to link your credit or debit card account to our Services. The processing of payments or credits, as applicable, in connection with your use of rental services will be subject to the terms, conditions, and privacy policies of the Payment Processor and your credit or debit card issuer in addition to these Terms. We are not responsible for any errors by the Payment Processor.

6. Trip Maps and Statistics

As a registered account holder, you may view your trip maps and statistics on your user profile. Your trip statistics may include miles traveled, CO2 reduced, calories burned, and dollars saved. You may share your trip maps and statistics with friends you have approved to view your trip maps and statistics on your user profile.

You may add friends to your account by importing them from certain of your third-party accounts such as Facebook or Twitter, or by searching for other users in your network area. By designating friends on your account, you agree that we may display publicly your trip maps and statistics to such friends. You may disable this sharing feature and not disclose certain individual trip maps or statistics.

You may also share your own trip maps and statistics via certain third-party sites such as Facebook or Twitter or by email. Your use of those third-party services are subject to the terms and conditions of those third-party sites, and we disclaim all liability related to your sharing your trip maps or statistics in connection with any third-party service. Although we will strive to track and display information about you in your user profile accurately, we disclaim any liability for any errors or inaccuracies in any statistics displayed on your user profile or in the shared trips and statistics.

7. Interaction with Other Users

You acknowledge that we have no screening policy, and that anyone who creates a valid account will become a registered-account holder without any review or approval by us; provided, however, that we may, in our sole discretion, terminate an account for any reason. You are solely responsible for your interactions with other users that occur as a result of the Services and any communications with other individuals in connection with the Services are at your own risk. We disclaim all liability for any actions of other users. Please use your discretion when deciding whether to share any of your personal information to another user.

8. Prohibited Conduct and Content; User Content

You will not violate any applicable law, contract, intellectual property right or other third-party right or commit a tort, and you are solely responsible for your conduct while using our Services. You will not:

- Engage in any defamatory, harassing, threatening, intimidating, predatory or stalking conduct;
- Use or attempt to use another user's account without authorization from that user and Company, impersonate or post on behalf of any person or entity or otherwise misrepresent your affiliation with a person or entity;
- Sell, resell or commercially use our Services;
- Copy, reproduce, distribute, publicly perform or publicly display all or portions of our Services, except as expressly permitted by us or our licensors;
- Modify our Services, remove any proprietary rights notices or markings, or otherwise make any derivative works based upon our Services;
- Use our Services other than for their intended purpose and in any manner that could interfere with, disrupt, negatively affect or inhibit other users from fully enjoying our Services or that could

damage, disable, overburden or impair the functioning of our Services in any manner;

- Reverse engineer any aspect of our Services or do anything that might discover source code or bypass or circumvent measures employed to prevent or limit access to any part of our Services;
- Attempt to circumvent any content-filtering techniques we employ or attempt to access any feature or area of our Services that you are not authorized to access;
- Use any data mining, robots or similar data gathering or extraction methods designed to scrape or extract data from our Services;
- Develop or use any applications that interact with our Services without our prior written consent;
- Send, distribute or post spam, unsolicited or bulk commercial electronic communications, chain letters, or pyramid schemes;
- Bypass or ignore instructions contained in our robots.txt file; or
- Use our Services for any illegal or unauthorized purpose, or engage in, encourage or promote any activity that violates these Terms.

Our Services may allow you and other users to create, post, store and share content, including messages, text, photos, videos, software and other materials (collectively, “**User Content**”). You may only post or otherwise share User Content that is non-confidential and that you have all necessary rights to disclose. You are solely responsible for any User Content that you may upload, post, transmit or otherwise make available via the Services. Company does not control the User Content posted via the Services and, as such, we do not guarantee the accuracy, integrity, or quality of User Content. You understand that by using the Services, you may be exposed to User Content that you deem offensive or objectionable. Under no circumstances will we be liable in any way for any User Content, including, but not limited to, any errors or omissions in User Content, or any loss or damage of any kind incurred as a result of the use of any User Content posted, emailed, transmitted, or otherwise made available via the Services. You may not create, post, store or share any User Content that:

- Is unlawful, libelous, defamatory, obscene, pornographic, indecent, lewd, suggestive, defamatory, harassing, threatening, invasive of privacy or publicity rights, abusive, inflammatory or fraudulent;
- Would constitute, encourage or provide instructions for a criminal offense, violate the rights of any party or otherwise create liability or violate any local, state, national or international law;
- May infringe any patent, trademark, trade secret, copyright or other intellectual or proprietary right of any party;

- Contains or depicts any statements, remarks or claims that do not reflect your honest views and experiences;
- Impersonates, or misrepresents your affiliation with, any person or entity;
- Contains any unsolicited promotions, political campaigning, advertising or solicitations; Contains any private or personal information of a third party without such third party's consent;
- Contains any viruses, corrupted data or other harmful, disruptive or destructive files or content; or
- In our sole judgment, is objectionable, restricts or inhibits any other person from using or enjoying our Services, or may expose Company or others to any harm or liability of any type.

Enforcement of this Section 8 is solely at Company's discretion, and failure to enforce this section in some instances does not constitute a waiver of our right to enforce it in other instances. In addition, this Section 8 does not create any private right of action on the part of any third party or any reasonable expectation that the Services will not contain any content that is prohibited by such rules.

By posting, displaying, publishing, transmitting, or otherwise making available (individually and collectively, "posting") any User Content on or through our Services, you hereby grant to Company a non-exclusive, fully-paid, perpetual, royalty-free, irrevocable, sub-licensable, worldwide license for the duration of copyright in your User Content, to use, copy, modify, adapt, translate, create derivative works, publicly perform, publicly display, store, reproduce, transmit, distribute, and otherwise make available such User Content on and through our Services, in print, or in any other format or media now known or hereafter invented, without any obligation of notification, compensation, attribution, or consent. If you wish to remove any User Content from the Website, your ability to do so may depend on the type of User Content, the location and manner of posting, and other factors. You may contact us at support@boltooffice.com to request the removal of certain User Content you have posted.

However, you acknowledge and agree that we have no obligation to remove any such User Content, we may choose whether or not to do so in our sole discretion, and we make no guarantee as to the complete deletion of any such User Content and copies thereof. In any case, a back-up or residual copy of any User Content posted by you may remain on our servers after the User Content appears to have been removed from our Services, and we retain all rights granted in this paragraph to all such remaining copies.

We do not claim ownership rights in any User Content you post on or transmit through the Services. Subject to the license above, as between Company and you, you will retain all intellectual property rights that you may have in any User Content that you post on or transmit through the Services. You represent and warrant that: (i) you own all right, title, and interest in all User Content posted by you on or through our Services, or otherwise have the right to grant the license set forth in this section, and (ii) the posting of your User Content

on or through our Services does not violate the privacy rights, publicity rights, copyrights, trademarks, patents, trade secrets, contract rights, confidentiality, any other rights of any third party, or any terms of these Terms.

9. Ownership; Limited License

The Services, including the text, graphics, images, photographs, videos, illustrations and other content contained therein, are owned by Company or our licensors and are protected under both United States and foreign laws. Except as explicitly stated in these Terms, all rights in and to the Services are reserved by us or our licensors. Subject to your compliance with these Terms, you are hereby granted a limited, nonexclusive, nontransferable, non-sublicensable, revocable license to access and use our Services for your own personal, noncommercial use. Except for User Content posted by you, you may not copy, modify, translate, publish, broadcast, transmit, distribute, perform, display, make available, or sell any User Content or other content appearing on or through our Services. Any use of the Services other than as specifically authorized herein, without our prior written permission, is strictly prohibited, will terminate the license granted herein and violate our intellectual property rights.

10. Trademarks

Bolt Mobility, the name “Bolt” and our logos, our product or service names, our slogans and the look and feel of the Services are trademarks of Company and may not be copied, imitated or used, in whole or in part, without our prior written permission. All other trademarks, registered trademarks, product names and company names or logos mentioned on the Services are the property of their respective owners. Reference to any products, services, processes or other information by trade name, trademark, manufacturer, supplier or otherwise does not constitute or imply endorsement, sponsorship or recommendation by us.

11. Feedback

You may voluntarily post, submit or otherwise communicate to us any questions, comments, suggestions, ideas, original or creative materials or other information about Company or our Services (collectively, “**Feedback**”). You understand that we may use such Feedback for any purpose, commercial or otherwise, without acknowledgment or compensation to you, including, without limitation, to develop, copy, publish, or improve the Feedback in Company’s sole discretion. You understand that Company may treat Feedback as non-confidential.

12. Repeat Infringer Policy; Copyright Complaints

In accordance with the Digital Millennium Copyright Act and other applicable law, we have adopted a policy of terminating, in appropriate circumstances, the accounts of users who repeatedly infringe the intellectual property rights of others. If you believe that anything on our Services infringes any copyright that you own or control, you may notify Company’s designated agent as follows:

Designated Agent: CSC

Address: 251 Little Falls Drive, Wilmington, DE 19808-1674

Telephone Number: 888-690-2882

E-Mail Address: sop@cscglobal.com

Please see 17 U.S.C. § 512(c)(3) for the requirements of a proper notification. Also, please note that if you knowingly misrepresent that any activity or material on our Services is infringing, you may be liable to Company for certain costs and damages.

13. **Third-Party Content**

We may provide information about third-party products, services, activities or events, or we may allow third parties to make their content and information available on or through the Services (collectively, "**Third-Party Content**"). We provide Third-Party Content as a service to those interested in such content. Your dealings or correspondence with third parties and your use of or interaction with any Third-Party Content are solely between you and the third party. Company does not control or endorse, and makes no representations or warranties regarding, any Third-Party Content, and your access to and use of such Third-Party Content is at your own risk.

14. **Indemnification**

To the fullest extent permitted by applicable law, you will indemnify, defend and hold harmless Company, our subsidiaries and affiliates, and each of our respective officers, directors, agents, partners and employees (individually and collectively, the "**Company Parties**") from and against any losses, liabilities, claims, demands, damages, expenses or costs ("**Claims**") arising out of or related to (a) your access to or use of the Services; (b) your User Content or Feedback; (c) your violation of these Terms; (d) your violation, misappropriation or infringement of any rights of another (including intellectual property rights or privacy rights); or (e) your conduct in connection with the Services. You agree to promptly notify Company Parties of any third-party Claims, cooperate with Company Parties in defending such Claims and pay all fees, costs and expenses associated with defending such Claims (including, but not limited to, attorneys' fees). You also agree that the Company Parties will have control of the defense or settlement, at Company's sole option, of any third-party Claims. This indemnity is in addition to, and not in lieu of, any other indemnities set forth in a written agreement between you and Company or the other Company Parties.

15. **Disclaimers**

You expressly acknowledge that your use of our Services is at your sole risk. Our Services are provided "as is" and "as available" without warranties of any kind, either express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular

purpose, title, and non-infringement. In addition, Company does not represent or warrant that our Services are accurate, complete, reliable, current or error-free, or that the quality of the electric scooters, content, products, services, information, or any material purchased or obtained by you through the Services will meet your expectations. We cannot and do not represent or warrant that our Services or servers are free of viruses or other harmful components. You assume the entire risk as to the quality and performance of the Services.

16. Limitation of Liability

To the fullest extent permitted by applicable law, Company and the other Company Parties will not be liable to you under any theory of liability—whether based in contract, tort, negligence, warranty, or otherwise—for any indirect, consequential, exemplary, incidental, punitive or special damages or lost profits, even if Company or the other Company Parties have been advised of the possibility of such damages.

The total liability of Company and the other Company Parties for any claim arising out of or relating to these Terms or our Services, regardless of the form of the action, is limited to the amount paid by you to use our Services in the twelve months prior to the claim.

The limitations set forth in this Section 16 will not limit or exclude liability for the gross negligence, fraud or intentional misconduct of Company or the other Company Parties or for any other matters in which liability cannot be excluded or limited under applicable law.

Additionally, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

17. Release

To the fullest extent permitted by applicable law, you release Company and the other Company Parties from responsibility, liability, claims, demands and/or damages (actual and consequential) of every kind and nature, known and unknown (including, but not limited to, claims of negligence), arising out of or related to disputes between users and the acts or omissions of third parties. If you are a consumer who resides in California, you hereby waive your rights under California Civil Code § 1542, which provides: “A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.”

18. Dispute Resolution; Binding Arbitration

Please read the following section carefully because it requires you to arbitrate certain disputes and claims with Company and limits the manner in which you can seek relief from us, unless you opt out of arbitration by following the instructions set forth below. No class or

representative actions or arbitrations are allowed under this arbitration agreement. In addition, arbitration precludes you from suing in court or having a jury trial.

No Representative Actions. You and Company agree that any dispute arising out of or related to these

Terms or our Services is personal to you and Company and that any dispute will be resolved solely through individual action, and will not be brought as a class arbitration, class action or any other type of representative proceeding.

Arbitration of Disputes. Except for small claims disputes in which you or Company seeks to bring an individual action in small claims court located in the county of your billing address or disputes in which you or Company seeks injunctive or other equitable relief for the alleged unlawful use of intellectual property, ***you and Company waive your rights to a jury trial and to have any dispute arising out of or related to these Terms or our Services resolved in court.*** Instead, for any dispute or claim that you have against Company or relating in any way to the Services, you agree to first contact Company and attempt to resolve the claim informally by sending a written notice of your claim ("**Notice**") to Company by email at legaldocs@boltoffice.com or by certified mail addressed to Bolt Mobility Corporation, Attention: Legal Department, 820 W 41st Street, 4th Floor, Miami Beach, FL 33140. The Notice must (a) include your name, residence address, email address, and telephone number; (b) describe the nature and basis of the claim; and (c) set forth the specific relief sought. Our notice to you will be similar in form to that described above. If you and Company cannot reach an agreement to resolve the claim within thirty (30) days after such Notice is received, then either party may submit the dispute to binding arbitration administered by JAMS or, under the limited circumstances set forth above, in court. All disputes submitted to JAMS will be resolved through confidential, binding arbitration before one arbitrator. Arbitration proceedings will be held in Miami-Dade County, Florida, in accordance with the JAMS Streamlined Arbitration Rules and Procedures ("**JAMS Rules**"). The most recent version of the JAMS Rules are available on the JAMS website and are hereby incorporated by reference. You either acknowledge and agree that you have read and understand the JAMS Rules or waive your opportunity to read the JAMS Rules and waive any claim that the JAMS Rules are unfair or should not apply for any reason.

You and Company agree that these Terms affect interstate commerce and that the enforceability of this Section 18 will be substantively and procedurally governed by the Federal Arbitration Act, 9 U.S.C. § 1, *et seq.* (the "**FAA**"), to the maximum extent permitted by applicable law. As limited by the FAA, these Terms and the JAMS Rules, the arbitrator will have exclusive authority to make all procedural and substantive decisions regarding any dispute and to grant any remedy that would otherwise be available in court, including the power to determine the question of arbitrability. The arbitrator may conduct only an individual arbitration and may not consolidate more than one individual's claims, preside over any type of class or representative proceeding or preside over any proceeding involving more than one individual.

The arbitrator, Company, and you will maintain the confidentiality of any arbitration proceedings, judgments and awards, including, but not limited to, all information gathered, prepared and presented for purposes of the arbitration or related to the dispute(s) therein. The arbitrator will have the authority to make appropriate rulings to safeguard confidentiality, unless the law provides to the contrary. The duty of confidentiality does not apply to the extent that disclosure is necessary to prepare for or conduct the arbitration hearing on the merits, in connection with a court application for a preliminary remedy or in connection with a judicial challenge to an arbitration award or its enforcement, or to the extent that disclosure is otherwise required by law or judicial decision.

You and Company agree that for any arbitration you initiate, you will pay the filing fee and Company will pay the remaining JAMS fees and costs. For any arbitration initiated by Company, Company will pay all JAMS fees and costs. You and Company agree that the state or federal courts of the State of Florida and the United States sitting in Miami-Dade County, Florida have exclusive jurisdiction over any appeals and the enforcement of an arbitration award.

Any claim arising out of or related to these Terms or our Services must be filed within one year after such claim arose; otherwise, the claim is permanently barred, which means that you and Company will not have the right to assert the claim.

You have the right to opt out of binding arbitration within 30 days of the date you first accepted the terms of this Section 18 by emailing us at support@boltooffice.com. In order to be effective, the opt-out notice must include your full name and address and clearly indicate your intent to opt out of binding arbitration. By opting out of binding arbitration, you are agreeing to resolve disputes in accordance with Section 19.

If any portion of this Section 18 is found to be unenforceable or unlawful for any reason, (a) the unenforceable or unlawful provision shall be severed from these Terms; (b) severance of the unenforceable or unlawful provision shall have no impact whatsoever on the remainder of this Section 18 or the parties' ability to compel arbitration of any remaining claims on an individual basis pursuant to this Section 18; and (c) to the extent that any claims must therefore proceed on a class, collective, consolidated, or representative basis, such claims must be litigated in a civil court of competent jurisdiction and not in arbitration, and the parties agree that litigation of those claims shall be stayed pending the outcome of any individual claims in arbitration. Further, if any part of this Section 18 is found to prohibit an individual claim seeking public injunctive relief, that provision will have no effect to the extent such relief is allowed to be sought out of arbitration, and the remainder of this Section 18 will be enforceable.

19. Governing Law and Venue

Any dispute arising from these Terms and your use of the Services will be governed by and construed and enforced in accordance with the laws of Florida, except to the extent preempted by U.S. federal law, without regard to conflict of law rules or principles (whether of Florida or any other jurisdiction) that would cause the application of the laws of any other jurisdiction. Any dispute between the parties that is not subject to arbitration or cannot be heard in small claims court will be resolved in the state or federal courts of Florida and the United States, respectively, sitting in Miami-Dade County, Florida.

20. Modifying and Terminating our Services

We reserve the right to modify our Services or to suspend or stop providing all or portions of our Services at any time. You also have the right to stop using our Services at any time. We are not responsible for any loss or harm related to your inability to access or use our Services.

21. Severability

If any provision or part of a provision of these Terms is unlawful, void or unenforceable, that provision or part of the provision is deemed severable from these Terms and does not affect the validity and enforceability of any remaining provisions.

22. Miscellaneous

The failure of Company to exercise or enforce any right or provision of these Terms will not operate as a waiver of such right or provision. The section titles in these Terms are for convenience only and have no legal or contractual effect. Except as otherwise provided herein, these Terms are intended solely for the benefit of the parties and are not intended to confer third-party beneficiary rights upon any other person or entity. You agree that communications and transactions between us may be conducted electronically.



**APPENDIX D:
CERTIFICATES OF
INSURANCE**





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/19/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Clarke & Sampson, Inc. 228 S. Washington St., Ste 200 Alexandria VA 22314-5404	CONTACT NAME: Judy Campagna PHONE (A/C. No. Ext): 703-683-6601 E-MAIL ADDRESS: jcampagna@clarkeandsampson.com		FAX (A/C. No.): 703-739-8967
	INSURER(S) AFFORDING COVERAGE		
INSURED Bolt Mobility Corp. 820 W 41st Street Miami Beach FL 33140	BOLTM-1	INSURER A: Certain Underwriters at Lloyds	
		INSURER B: Progressive Express Ins. Co.	
		INSURER C: Ategrity Specialty Ins. Co.	
		INSURER D: Underwriters at Lloyds, London	
		INSURER E:	
	INSURER F:		NAIC # 10193 10200

COVERAGES

CERTIFICATE NUMBER: 1424847054

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y		UC1901100	4/15/2019	4/15/2020	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 \$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			00511854-0	3/13/2019	3/13/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			01-B-XL-P00000258-0	4/15/2019	4/15/2020	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
D	Professional & Cyber Liability			W261A3190101	2/14/2019	2/14/2020	Each Occurrence 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The City and County of San Francisco and SFMTA, its Officers, Agents, and Employees, on a primary basis per the blanket policy endorsement 507PRF provisions.

CERTIFICATE HOLDER**CANCELLATION**

San Francisco Municipal Transportation Agency
 Powered Scooter Share Program
 1 South Van Ness Avenue, 7th Floor
 San Francisco CA 94103

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

ENDORSEMENT NO. 10

EFFECTIVE: 1st March, 2019

BLANKET ADDITIONAL INSURED ENDORSEMENT
(Primary and Non-Contributory)

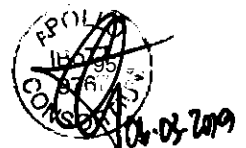
Notwithstanding anything contained herein to the contrary, it is hereby understood and agreed that **SECTION II – WHO IS AN INSURED** is amended to include any person or organization who you are required to add as an additional insured under a written contract or written agreement.

It is further understood and agreed that the following paragraph is added to **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS**, item 4 **Other Insurance**:

If you have agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and we will not seek contribution from that other insurance. For the purpose of this provision, the additional insured's own insurance means insurance on which the additional insured is a Named Insured.

All other terms, conditions and exclusions of this policy remain unchanged.

DATED IN LONDON: 1st March, 2019





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/19/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER D & G SAYLES CORP 899 LINCOLN AVE GLEN ROCK, NJ 07452	CONTACT NAME: PHONE (A/C, No, Ext): (201) 652-0407 FAX (A/C, No): (201) 652-0721 E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE INSURER A : THE TRAVELERS INDEMNITY COMPANY OF AMERICA	NAIC #
INSURED BOLT MOBILITY CORP. 820 W 41ST ST MIAMI, FL 33140	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

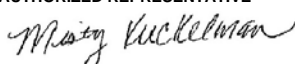
COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSTR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE AGGREGATE \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	x	UB-8M819852-18-42	11/05/2018	11/05/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY POWERED SCOOTER SHARE PROGRAM 1 SOUTH VAN NESS AVENUE 7TH FLOOR SAN FRANCISCO, CA 94103	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  96
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