

## Frequently Asked Questions (FAQs) on Third-Party Taxi Booking Service for Commuters

**Q1. How do I know if a third-party taxi booking service provider is registered with LTA?**

A1. LTA will publish an up-to-date list of registered providers on the LTA website.

**Q2. I experienced bad service from a taxi driver whom I booked through a registered provider. To whom should I convey my feedback?**

A2. You may write to the respective registered provider's service support. The list of e-mail addresses of existing registered providers is available in the LTA website. You are required to include the details of the incident such as taxi vehicle number, date and time of incident etc. Alternatively, you may also write to LTA through our online feedback form ([www.lta.gov.sg/feedback](http://www.lta.gov.sg/feedback)) and we will address your concerns with the registered providers. LTA will also check if it is a case requiring taxi company to address and respond to the feedback.

**Q3. Can I get a receipt for my journey made through a taxi that I booked through a registered provider?**

A3. Yes. Typically, registered providers should provide electronic receipts to your email address for your taxi journeys. Alternatively, you can also request for a manual receipt from the taxi driver.

**Q4. Will the booking charges be made known to me before I accept the taxi assigned to me?**

A4. LTA requires registered providers to inform you of the booking charges before you accept the taxi assigned to you.

**Q5. The registered provider offered me a private hire car instead of a taxi. The booking charges are also different. Is this legal?**

A5. Some registered providers also provide booking service for private hire cars which are not covered under this third party taxi booking service framework. However, registered providers can offer this additional booking option, provided they indicate clearly to you that it is a private hire car and not a taxi, and to highlight their differences such as fares. You are advised to check the terms and conditions of the private hire car before you make the booking. If you have booked a taxi, but was wrongly despatched a private hire car by a booking service provider, please let us know via [www.lta.gov.sg/feedback](http://www.lta.gov.sg/feedback).