

U B E R

UBER HQ

UBER TECHNOLOGIES, INC.

1455 MARKET STREET
SAN FRANCISCO, CA
94103

Dear Mr. Sweckard,

We wanted to update you on our investigation into the circumstances leading up to Talal Ali Chammout being charged with sexual assault. Our goal has been to understand how Mr. Chammout got to use Uber, and what steps we need to take to prevent this from happening again.

Our internal investigation has shown that while we have strict policies and procedures, these were not properly followed.

First, Mr. Chammout signed up to use Uber in January 2014 not as a driver but as an UberBLACK partner wanting to generate business for his family's limo company via Uber. As a result, Mr. Chammout's account was marked as "Will Not Be Driving". However, on April 17, 2015, an Uber representative mistakenly granted Mr. Chammout access to Uber as a driver.

Second, it appears that the license Mr. Chammout provided when he initially applied to use UberBLACK as a partner was a fake. This meant he never underwent either a City of Dallas or Uber background check.

As a result of our investigation, and in close coordination with the City of Dallas Transportation Department, we have now conducted an audit of all limo companies and livery drivers who use Uber in Dallas today. This included:

- A manual review of each City of Dallas limousine permit that has been provided by either owners or drivers as a means of identification when signing up to use Uber.
- A cross-check of the City's registered limousine drivers against our internal database to identify any abnormalities or incorrect information.
- A review to confirm that every driver or limo company owner in Dallas using the platform has been put through Uber's background check process.

In addition, we are taking the following steps to improve our safety procedures in Dallas:

- The introduction of extra spot checks to ensure that the documents in our system -- including photo ID, Social Security number and driver's license -- are accurate and up-to-date; and,
- The creation of a new approval layer before drivers signing up to use Uber are allowed to accept rides.

We're also interested in discussing with you the potential to improve the City's online portal so that companies like Uber can more quickly and reliably check that the paper documents provided are genuine.

Uber prides itself on providing a safe, convenient, reliable and affordable ride. In this instance, however, our policies and procedures were not followed as they should have been, for which we are truly sorry. We are determined to learn from the mistakes that were made so we can do better in the future. Our thoughts are with the victim and her family. Thank you for your continued support.

Sincerely,



Leandre Johns
General Manager, Uber Dallas