

Have you retained your Lalamove Sticker for at least 6 months?



# Account Closure (Sticker)/Change of Vehicle

We hope that Lalamove has helped you with your financial journey. We hope to see you again sometime. As a Lalamove Sticker, do take note that your earliest account closure will be 6 months after the sticker application period.

## Here is what you can do to ensure that your account closure is successful:

**Q: How long will I have to wait until I get my security deposit?**

**A:** Your security deposit and your wallet balance will be refunded back to your bank account to you within 2 weeks upon the form submission.

**Q: What will happen if I close my account before 6 months?**

**A:** Your security deposit will be confiscated for breach of sticker agreement. Your remaining balance in your wallet will be refunded back to your bank account within 2 weeks upon the form submission

**Q: I am a sticker driver and I would like to change vehicle/vehicle type, what should I do?**

**A:** Kindly visit our Joylink page: <https://joy.link/lalamovesg>  
Click on "Update My Vehicle" and refer to the table below for more information regarding the conditions that have to be met before we update your vehicle/vehicle type.

	Vehicle Type	Retained Sticker for Less than 6 Months	Retained Sticker for More than 6 Months
Changing Vehicle To:	Motorbike	Current security deposit of \$75 will be confiscated Make a payment of \$25 for your new security deposit	Remaining security deposit balance will be credited to your wallet
	Car	Make an appointment and get the sticker re-pasted and retain sticker for at least 6 months <b>OR</b> Current security deposit of \$75 will be confiscated Make a payment of \$75 for your new security deposit	Make an appointment and get the sticker re-pasted <b>OR</b>
	MPV*	Make an appointment and get the sticker re-pasted <b>OR</b> Current security deposit of \$75 will be confiscated Make a payment of \$75 for your new security deposit	Reach out to us to terminate your sticker contract and get your sticker removed
	Van	Make an appointment and get the sticker pasted	
	Lorry		

\*MPV without the Lalamove stickers will be registered as a Car



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