

Sticker Verification  
Photo Window period:  
1st week of Every  
Month



# Sticker Suspension FAQ

Suspended because of your Lalamove Sticker? Fret not, reach out to us and we will assist you in your queries!

**Here is what you can do to ensure that your account will be reactivated as soon as possible:**

● **Q: Why was my account suspended?**

**A:** Your account may be suspended as you have not submitted your sticker verification or you have failed your sticker verification.

● **Q: How can I reactivate my account?**

**A:** You may fill out the sticker submission appeal form and you will be notified on the outcome.

● **Q: Will my security deposit be confiscated?**

**A:** As long as you follow the guidelines as well as the sticker agreement, your security deposit will not be confiscated.

● **Q: I do not have access to my vehicle, what should I do?**

**A:** Kindly reach out to us and inform us whether you will be using a replacement vehicle. Do inform us on when will you will be receiving back your initial vehicle in order to determine whether you will be required to restick onto your temporary vehicle.

● **Q: I am only able to obtain another vehicle after one month (or later) from the time my account is suspended. What happens next?**

**A:** You will be required to repaste the Lalamove Sticker and your 6 month retention period will commence on the following month after the day of repasting.



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