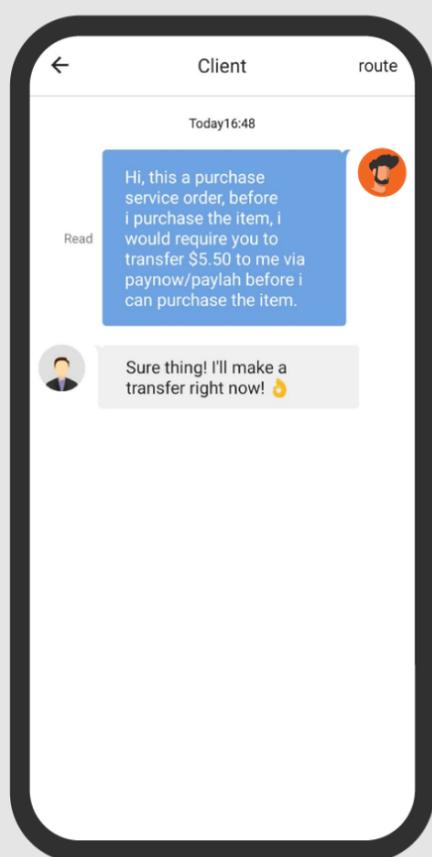


PURCHASING SERVICES ADVISORY

Effective 26 January 2021, all Lalamove Purchase Service orders will require Users to Pre-Pay the purchase amount to the Driver first before the Driver purchases the order items.

Key points to take note:



1

Communicate and confirm the purchasing items and amount with the Users via app chat / whatsapp.

2

Pre-Purchase payment can be made via PayNow, PayLah! or bank transfers.

3

Confirm you have received the transfer and proceed to purchase the items and delivery punctually.

4

Be reminded that the maximum value of goods for Bike purchase service order is \$75 and for Car purchase service order is \$150.



5

Look out for tell-tale signs of fraudulent orders such as adding of unnecessary additional services and tips.



6

For any orders with purchase of gift cards or any items that exceed the max value for purchase service, inform Lalamove Customer Service through the in app live chat immediately.

