WELCOME TO SOUTHERN GDC

CLICK TO START 

EN BM 中

Please select your service type







GrabCar, GrabTaxi

- Account Issues
- Account Termination
- Appeal
- Booking Issues
- Change City
- Change Vehicle
- Change Vertical
- Documents Update
- EVP Cancellation
- New Registration
- Reboarding

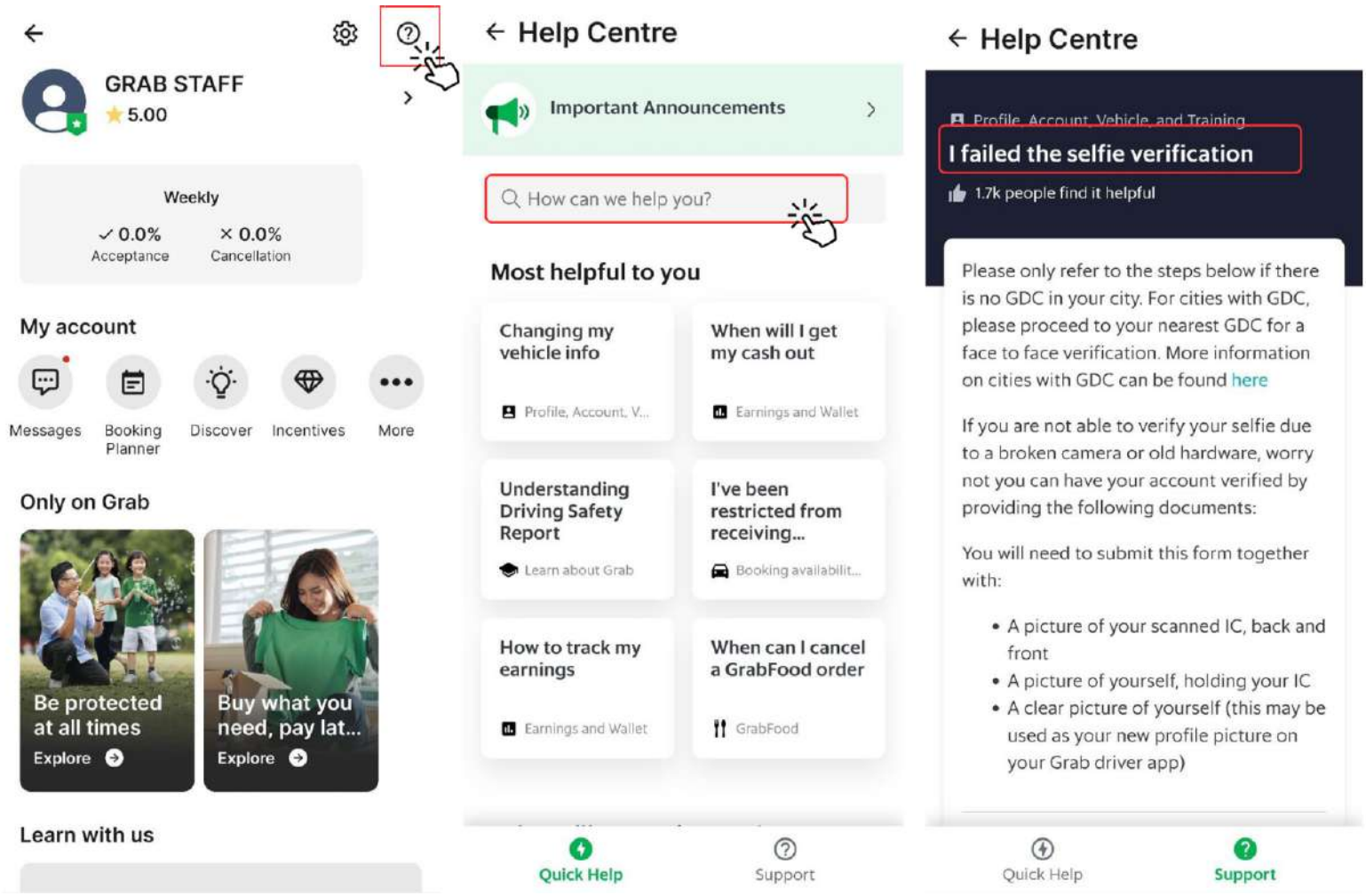


GrabFood Bike

- Account Issues
- Account Termination
- Appeal
- Booking Issues
- Change Bag
- Change City
- Change Vehicle
- Change Vertical
- Documents Update
- New Registration
- Reboarding

Account Issues

FAILED SELFIE VERIFICATION



FAQ

Why have I failed the selfie verification?

Please ensure that you are completing the selfie verification process in person, under bright lighting and do not use a photograph of yourself to complete the verification process



Account Issues

I CAN'T LOGIN

STEP 1

Complete basic troubleshooting by logging in on Grab Driver using your registered GMAIL address

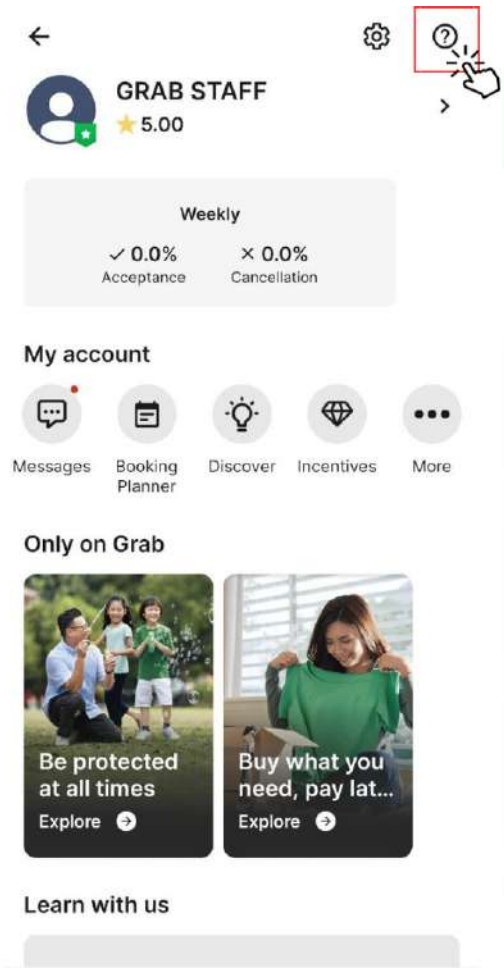
STEP 2

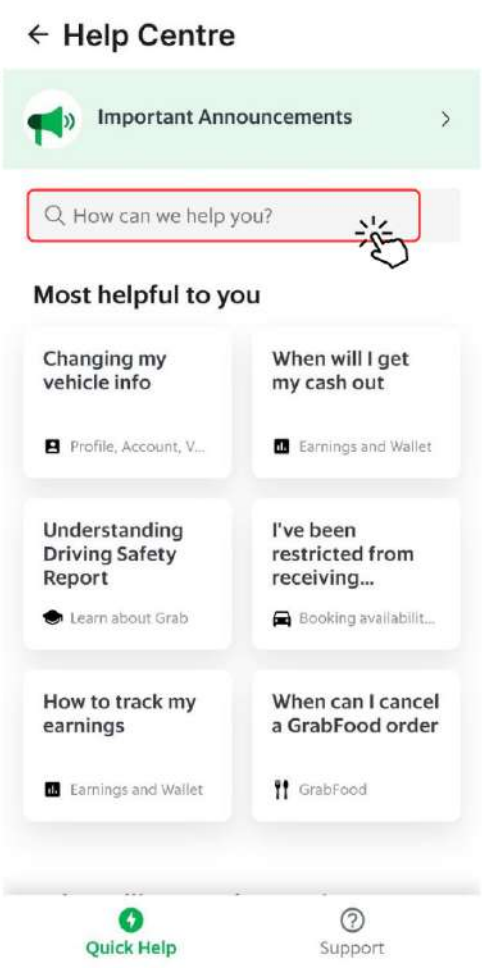
If you are still unable to login to your account, please fill up the form below for further assistance

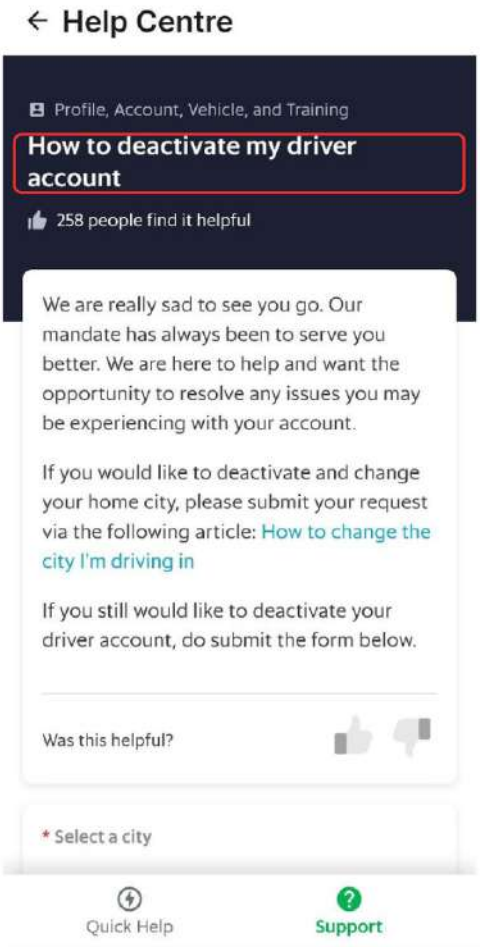
*If your account has been inactive for more than 1 year, please refer to "Reboarding"

https://help.grab.com/driver/en-my/115008080208-I-can't-login

Account Termination







FAQ

Do I have to cancel my EVP before I terminate my account?

Yes, please refer to "EVP Cancellation" to proceed with your EVP Cancellation

How long will it take to cash out my account?

Upon confirming your termination request, it will take 14 working days to process your cash out



Appeal

APPEAL GUIDE

STEP 1

Scan the QR code below and fill out the appeal form

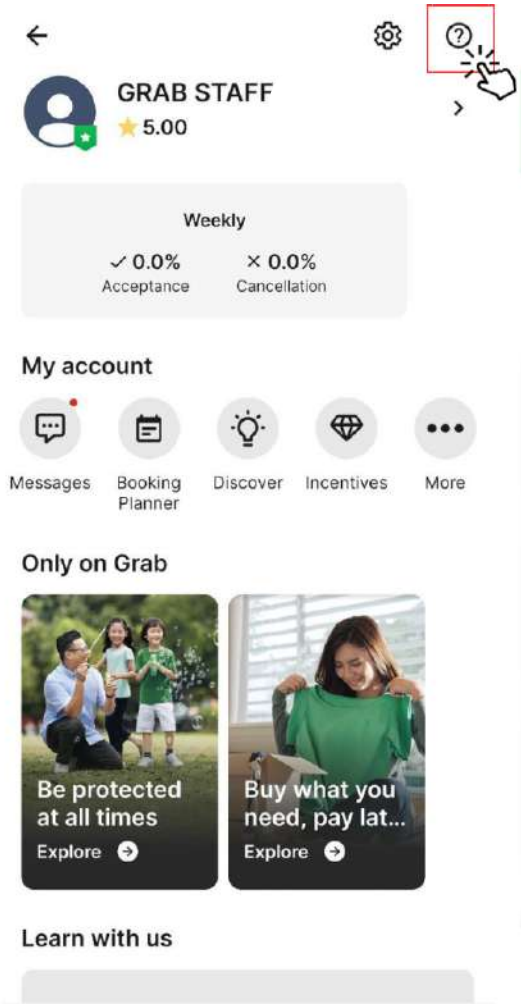
When will I receive a reply regarding my appeal?

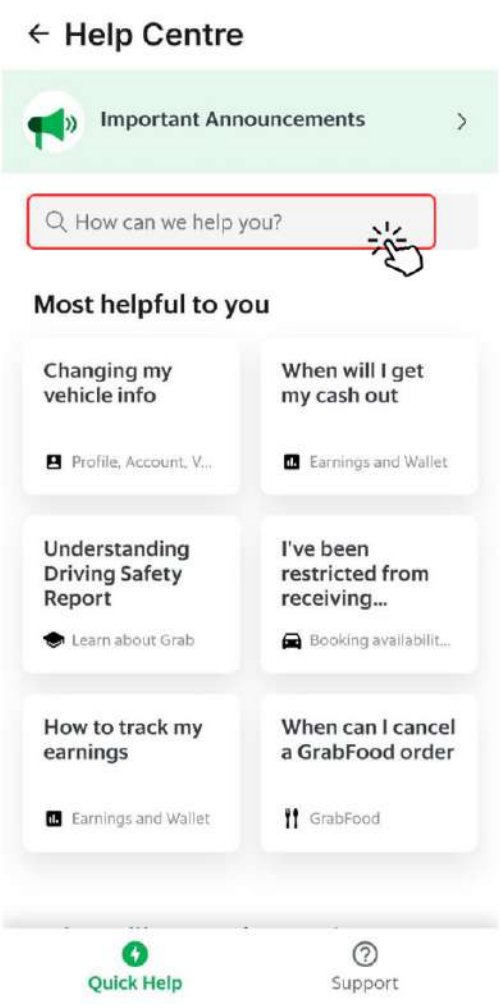
You will receive a reply within 14 working days from the date of appeal submission

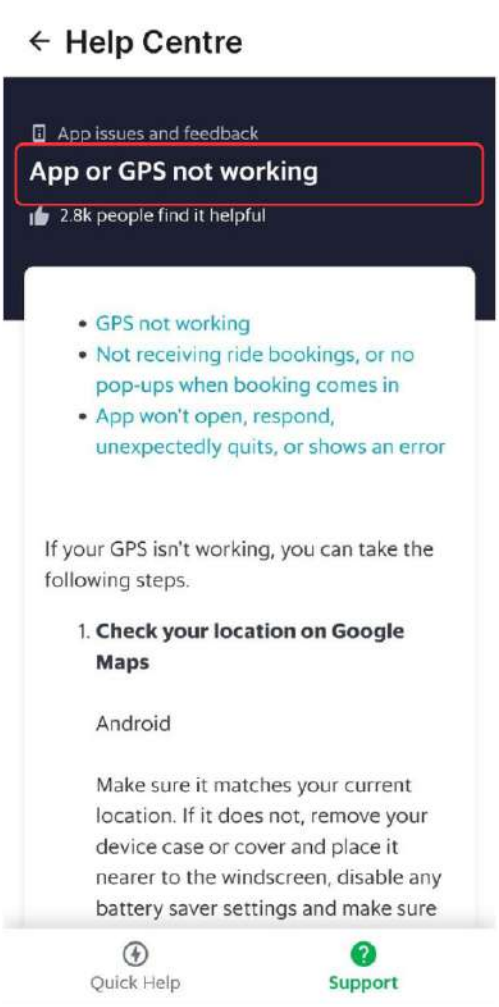
https://help.grab.com/driver/en-my/articles/115007920767-My-account-is-disabled

Booking Issues

GRAB DRIVER APP/GPS ISSUES







FAQ

How to avoid app problems?

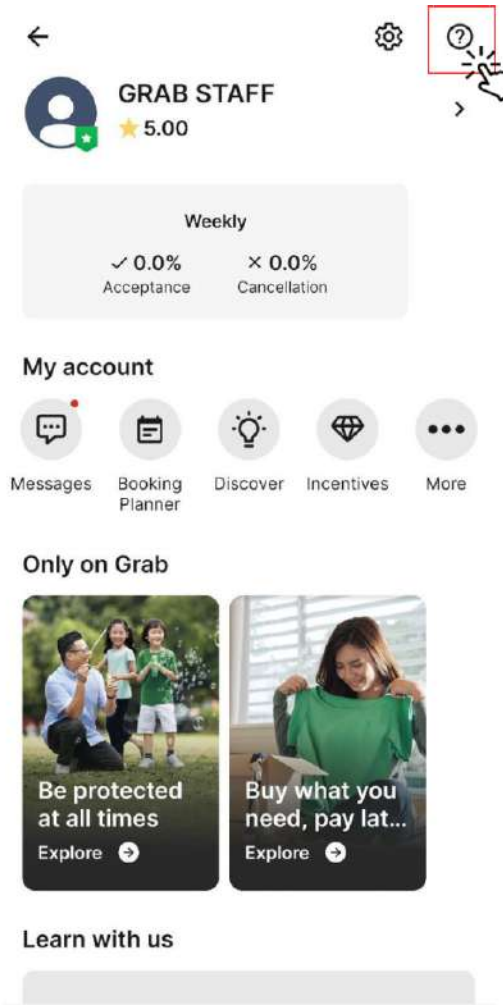
Please regularly update your Grab Driver app on your Appstore

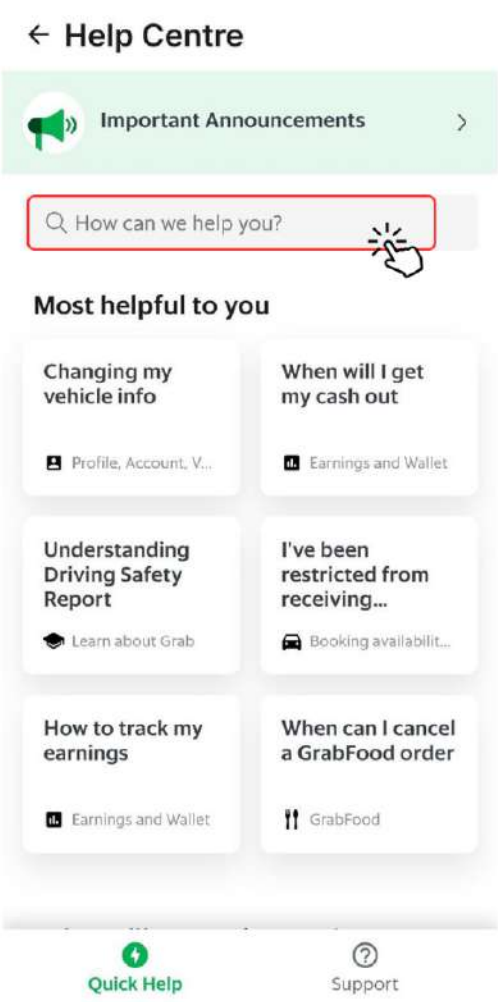
How to complete basic troubleshooting?

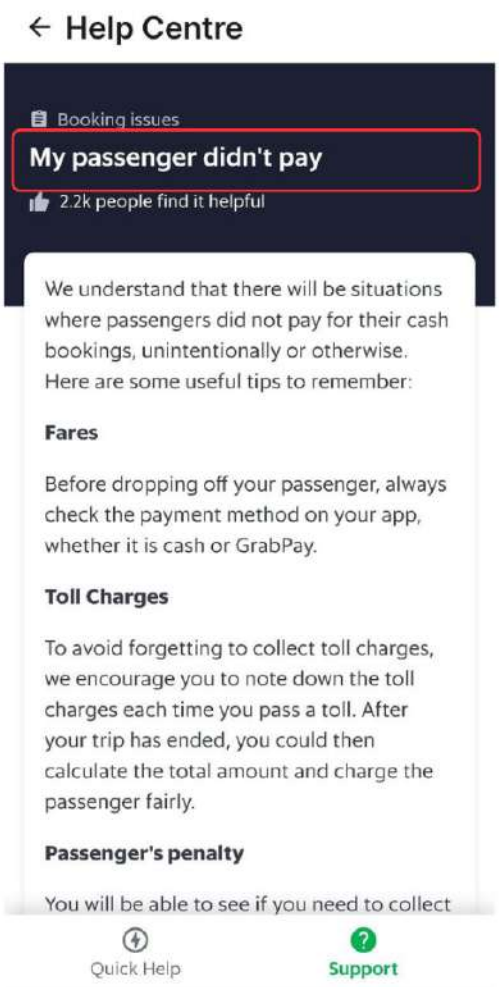
To complete basic troubleshooting, please reinstall the Grab Driver app and restart your phone

Booking Issues

MY PASSENGER DIDN'T PAY







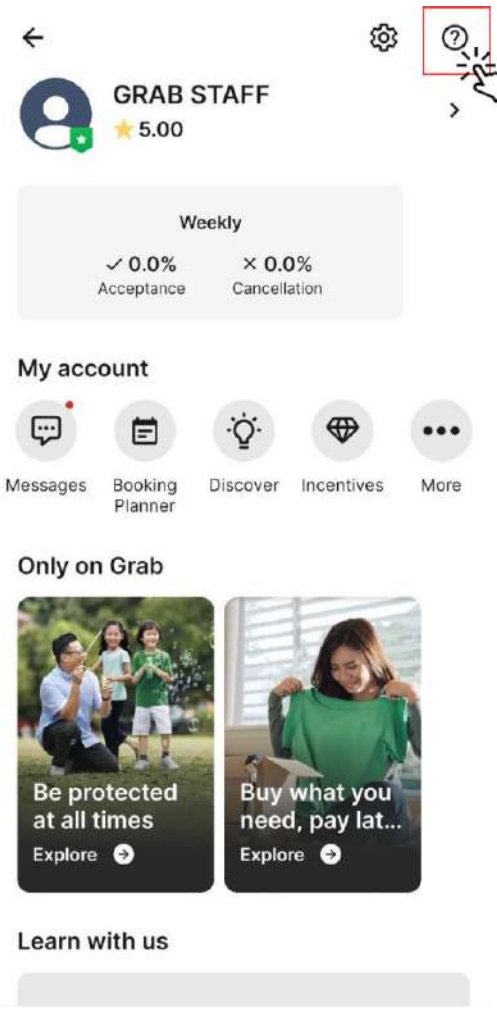
FAQ

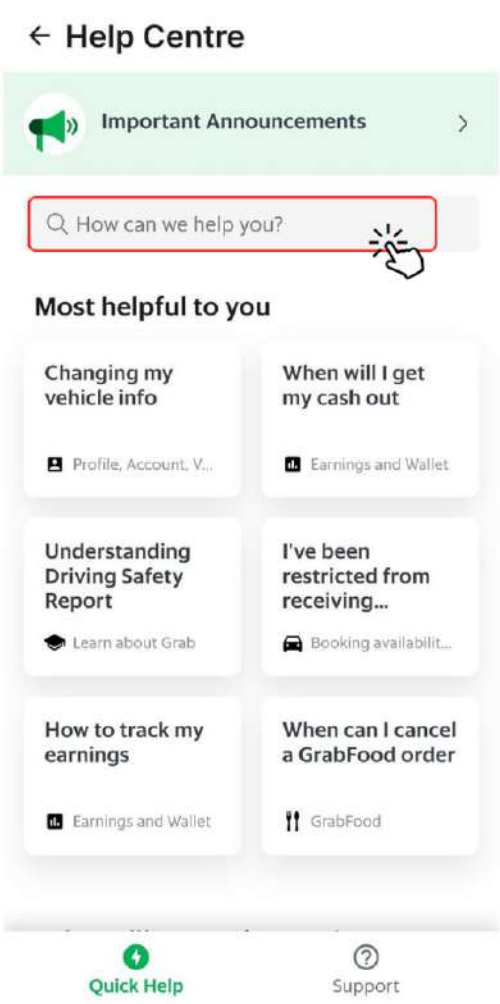
Will I receive any reimbursement?

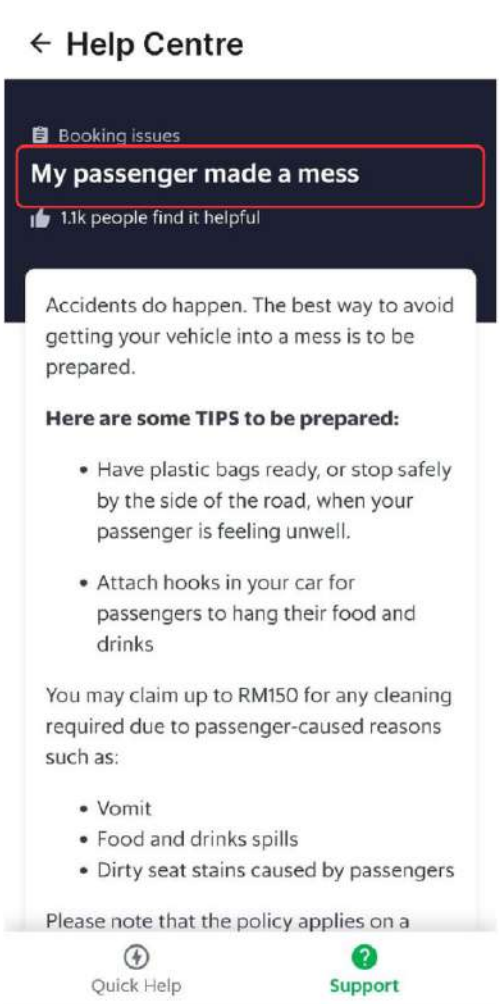
Grab will investigate the reported case and if it is approved, we will reimburse the deducted amount into your credit wallet within 2 working days

Booking Issues

MY PASSENGER MADE A MESS







FAQ

Will I receive any reimbursement?

You may claim up to RM150 for any cleaning required due to vomit, food and drinks spills, dirty seat stains caused by passengers

When should I make the report?

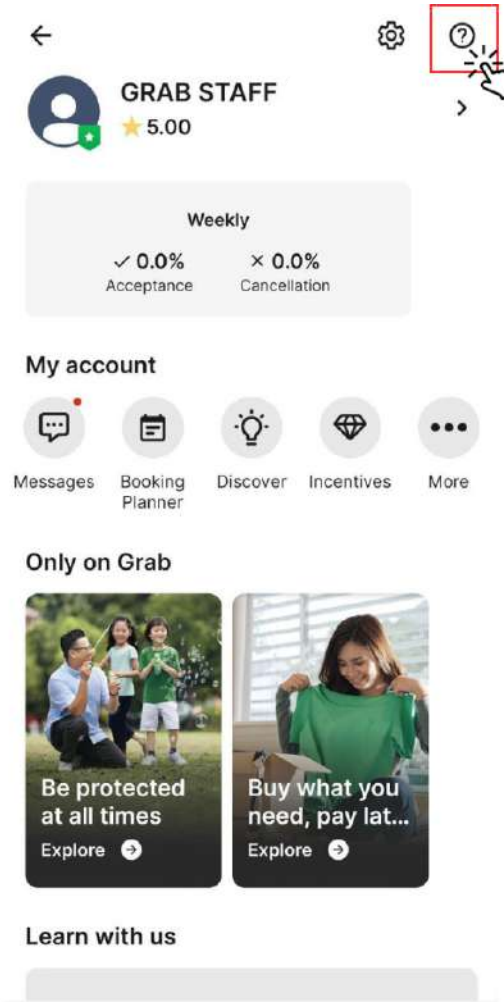
All claims must be made within 14 days from the date of the incident

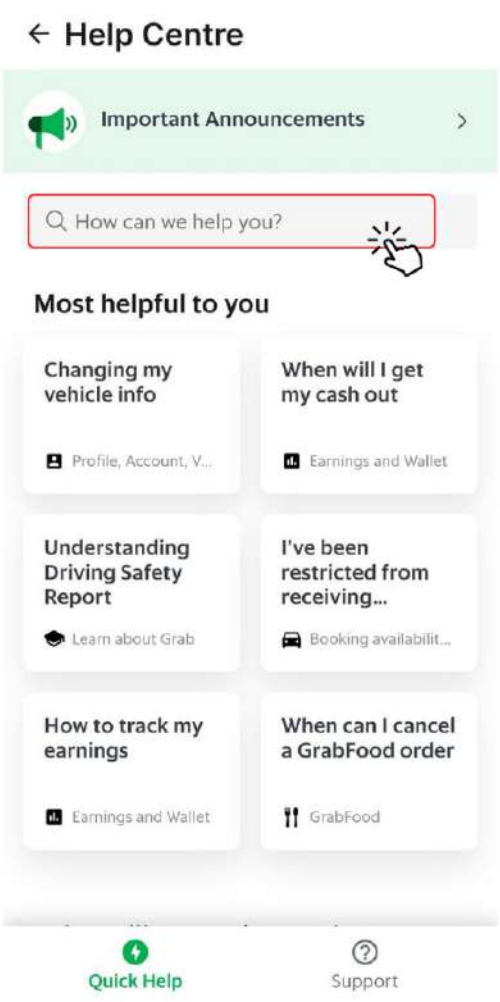
What documents do I have to submit?

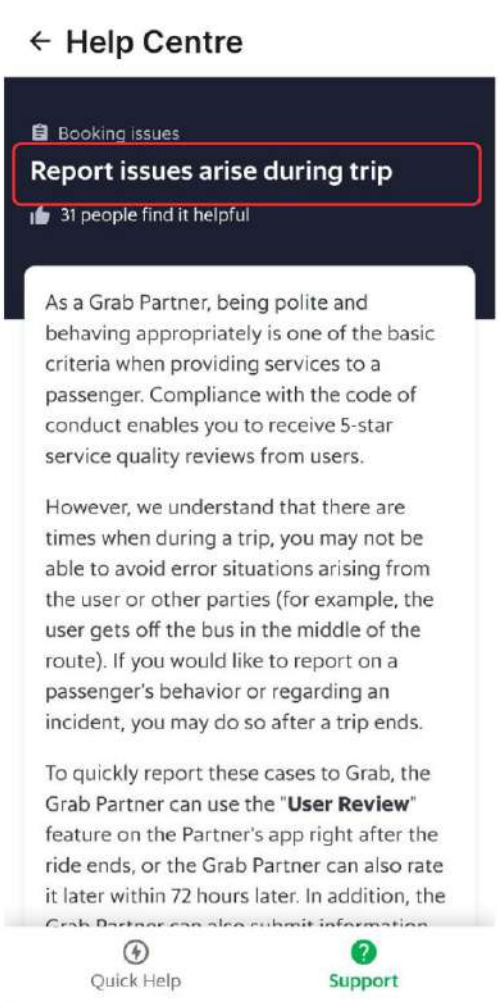
Clear pictures before and after cleaning, receipt consists of the charges breakdown provided by registered Car Wash Service Provider

Booking Issues

REPORT ISSUES ARISE DURING TRIP







FAQ

What should I report?

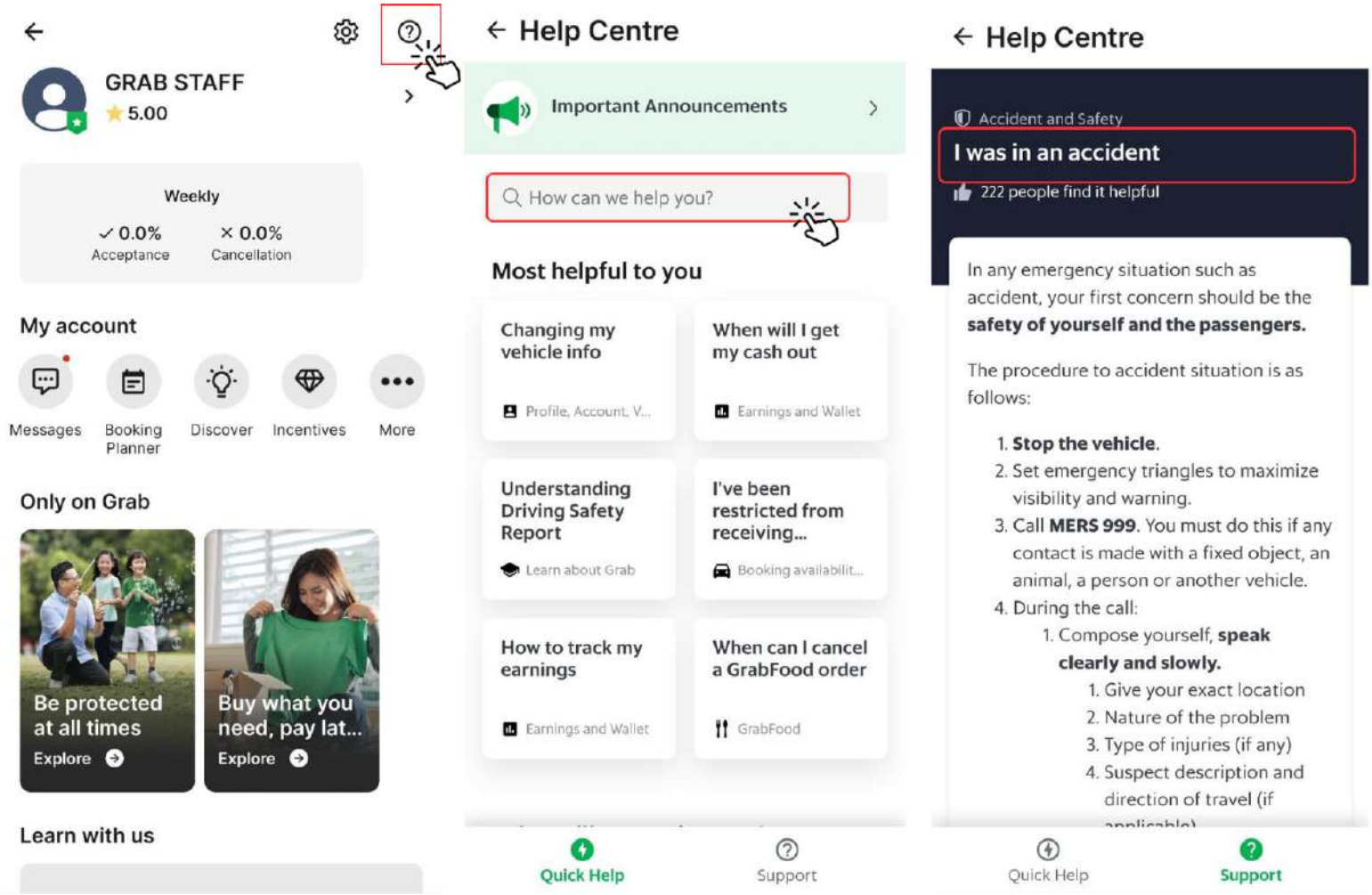
You can submit a report through this form for any issues that arise during trip, such as, accidentally completing the trip, passenger issues, and etc

Any other methods to make a report about the trip?

Yes, you may also use the "User Review" feature after completing the ride (or within 72 hours of the ride) to rate the passenger

Booking Issues

I WAS IN AN ACCIDENT



FAQ

When should I make a report?

All accidents must be reported to Grab within 24 hours, no matter how minor

How to report?

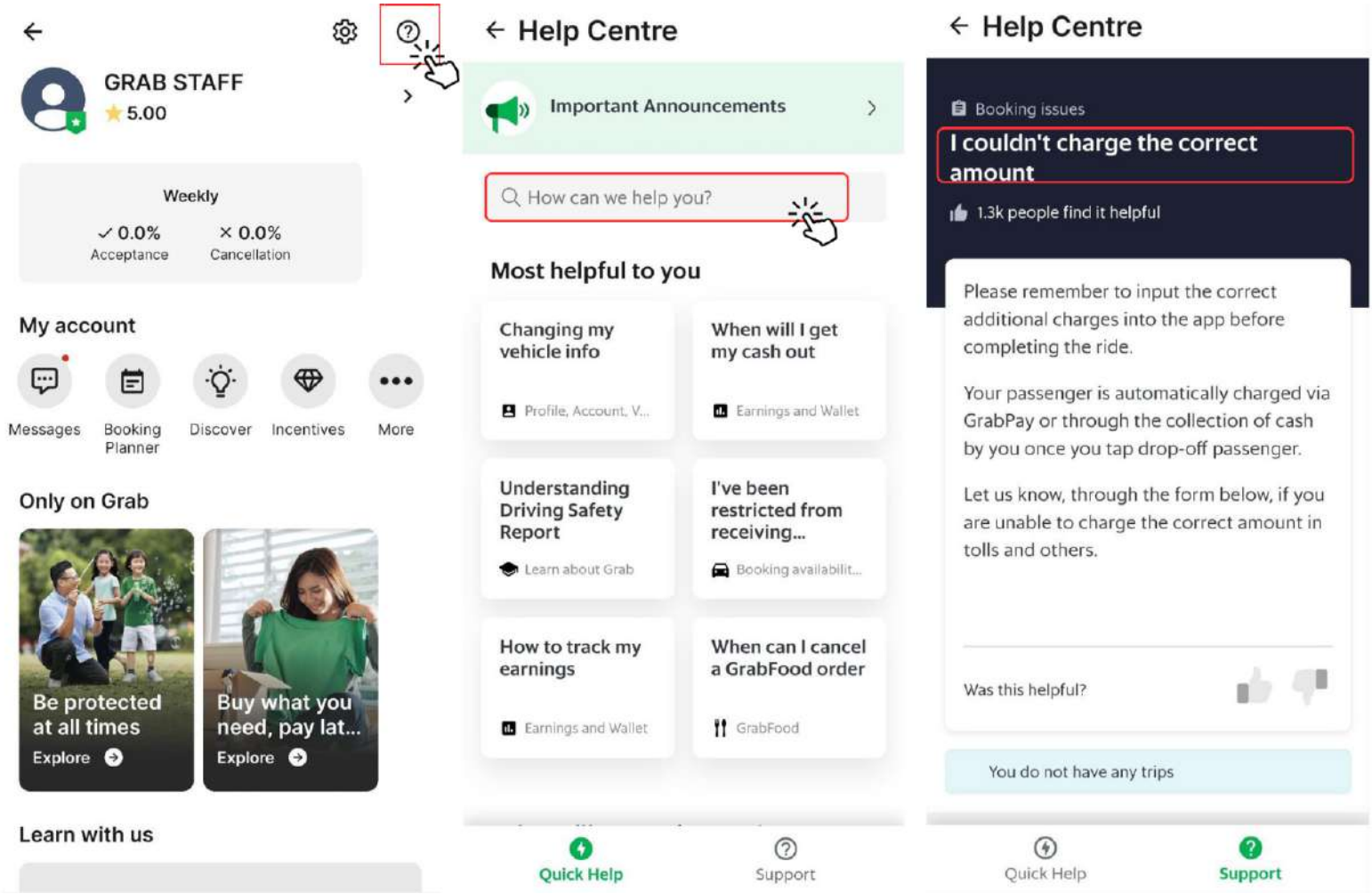
By filling up the form above, or calling Grab Support through out Help Center

Any insurance coverage by Grab?

You are covered under your existing E-Hailing coverage when you take jobs

Booking Issues

I COULDN'T CHARGE THE CORRECT AMOUNT



FAQ

How to avoid charging the wrong amount?

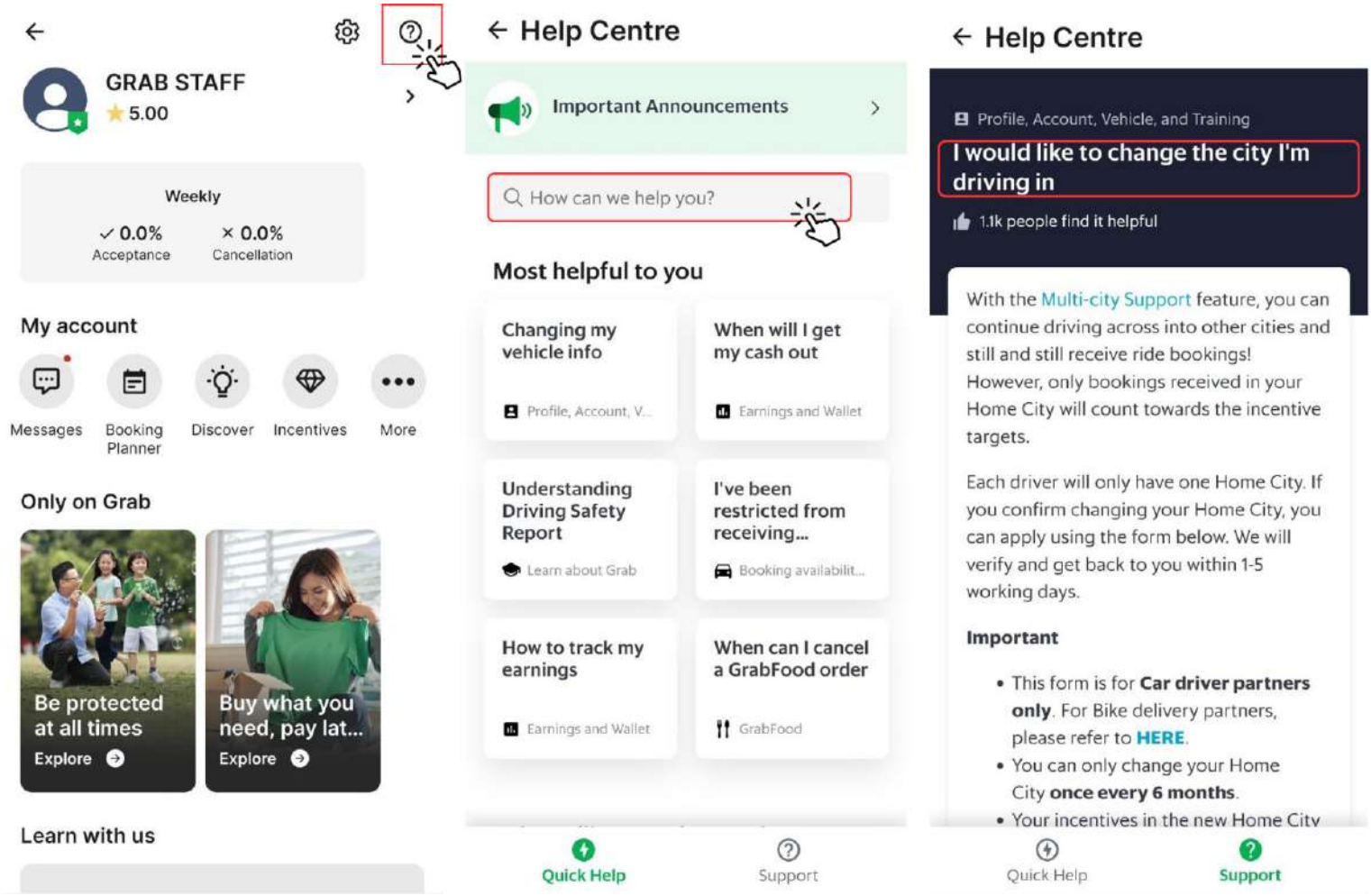
Communicate with passengers regarding any sort of additional payment such as toll charges

How to proceed if I forgot to charge for toll?

Fill out the form above as soon as possible (within 24 hours) for us to take the necessary actions



Change City



FAQ

How often can I change the city I'm driving in?

You can only change your Home City once every 6 months

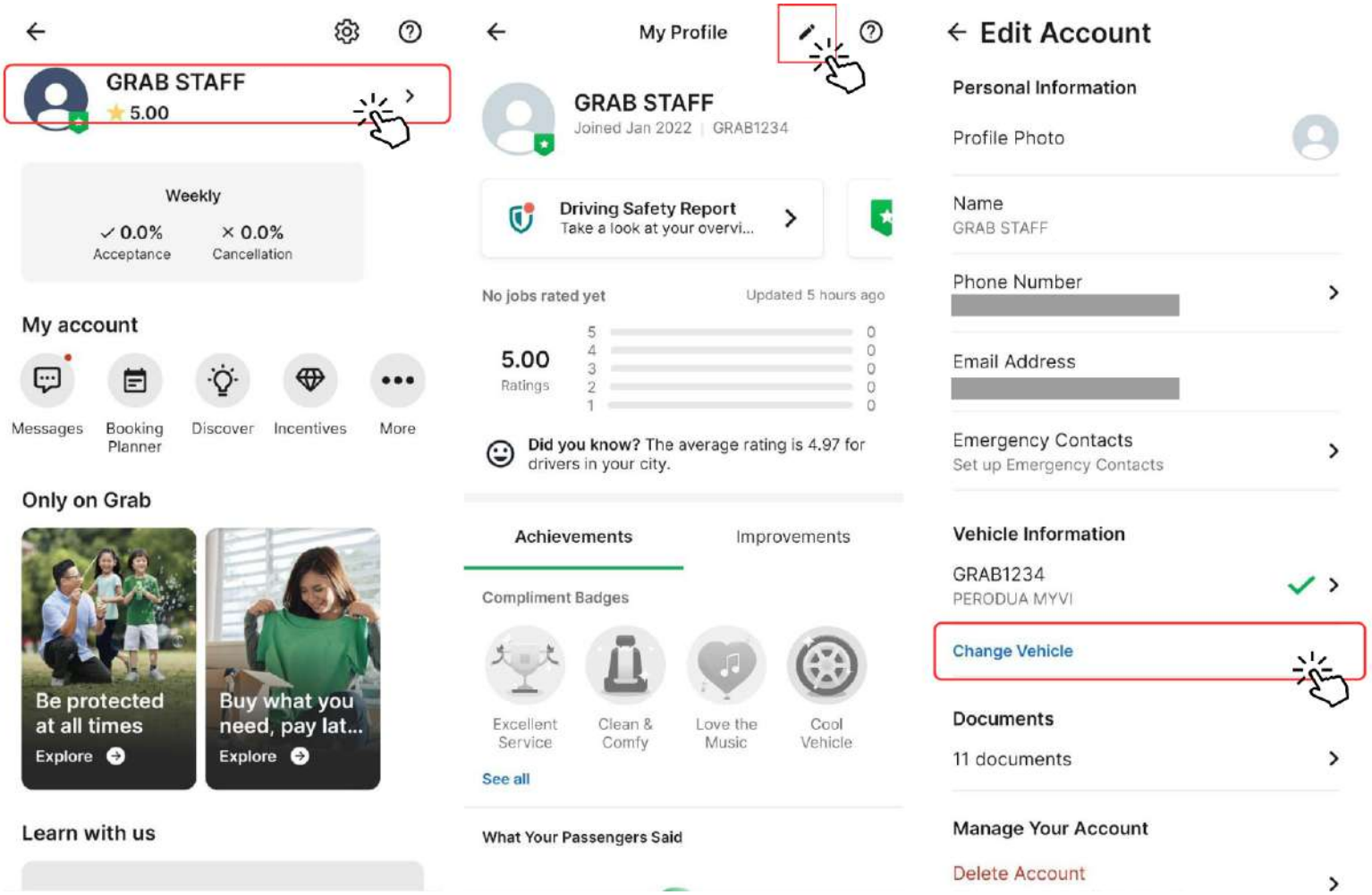
When will the new incentives take effect?

Your incentives in the new Home City will take effect one week after approval

Any terms and conditions?

Yes, to be approved for a change of city, your 10 most recent trips must be completed in the requested new city

Change Vehicle



FAQ

How long will it take to apply EVP for my new vehicle?

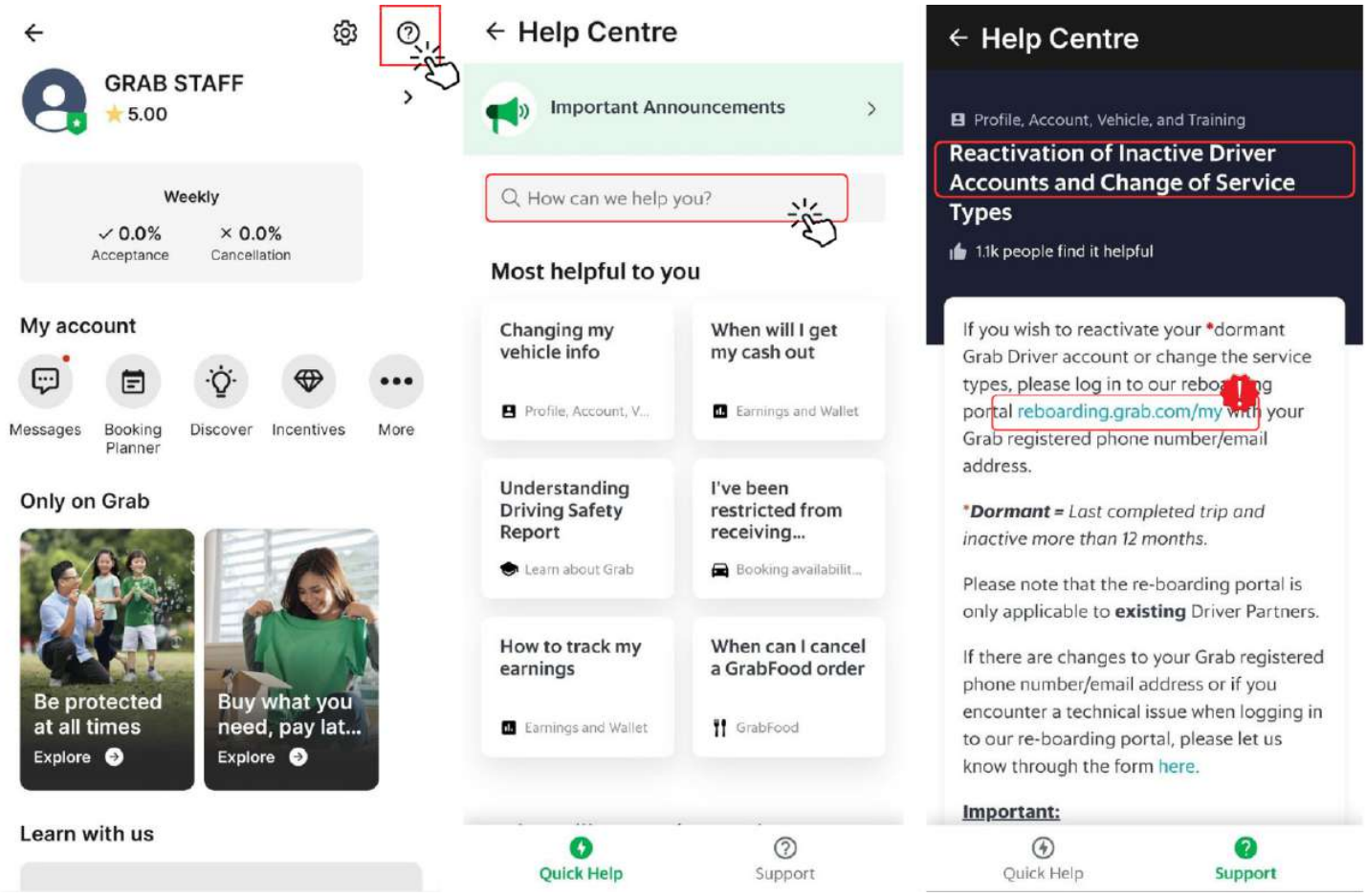
It will take 5 working days to apply for new EVP. You will be informed via SMS once the vehicle change has been completed

What documents do I have to submit?

You are required to submit your new vehicle grant, road tax, and insurance cover note

Change Vertical

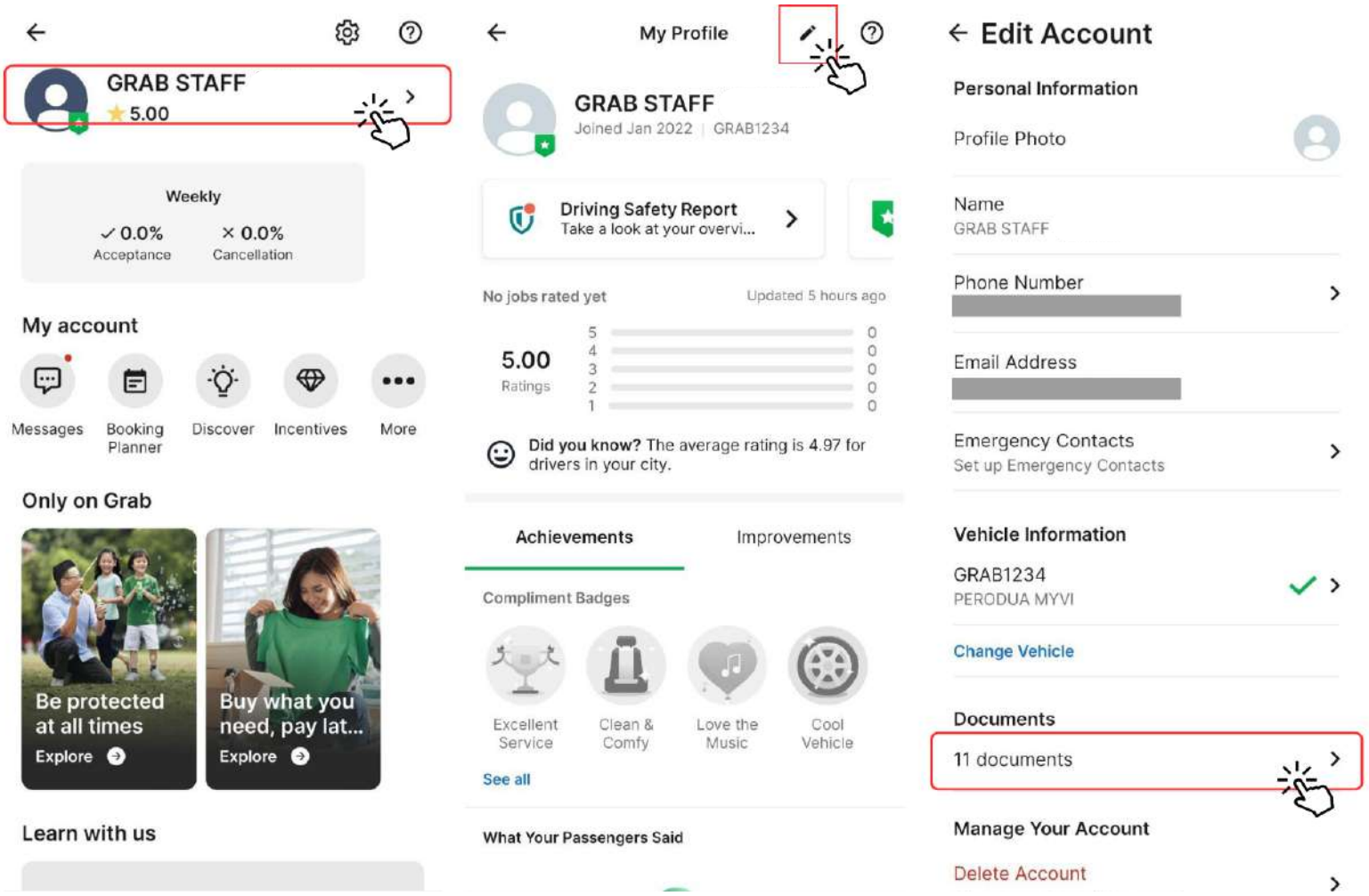
GRABCAR > GRABTAXI



GRABCAR > GRABFOOD BIKE

We are sorry to inform you that we have currently paused the conversion from GrabCar to GrabfoodBike till further notice

Documents Update



FAQ

What type of documents do I have to update?

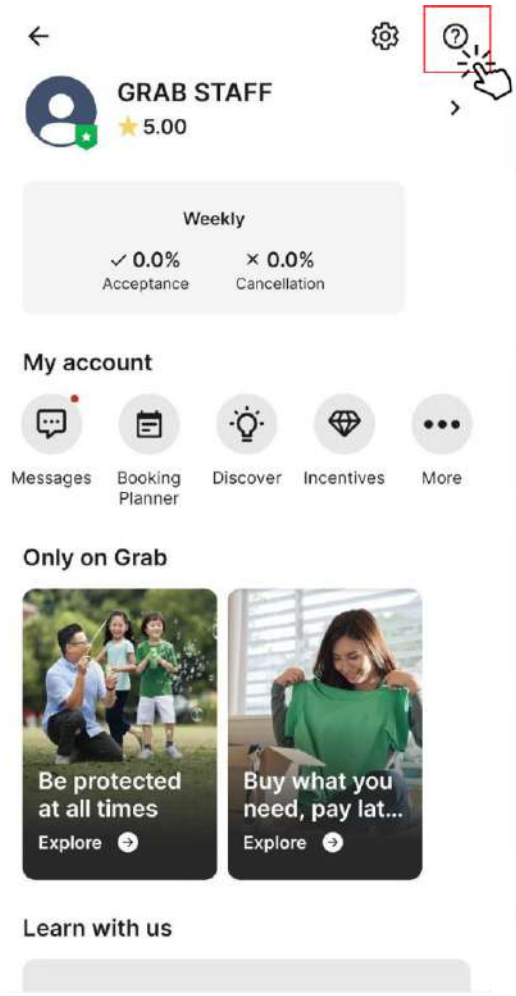
You will have to update your PSV license and vehicle insurance on a yearly basis

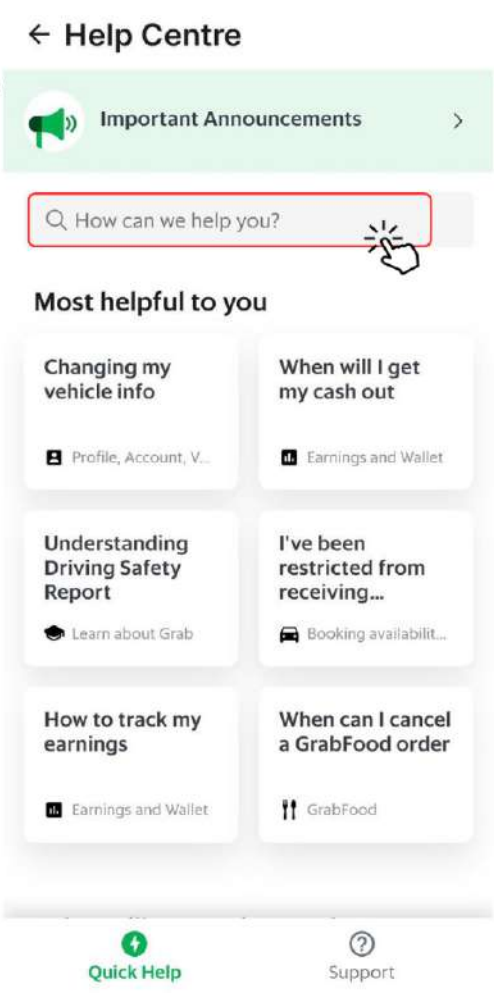
How long will it take to process my document update?

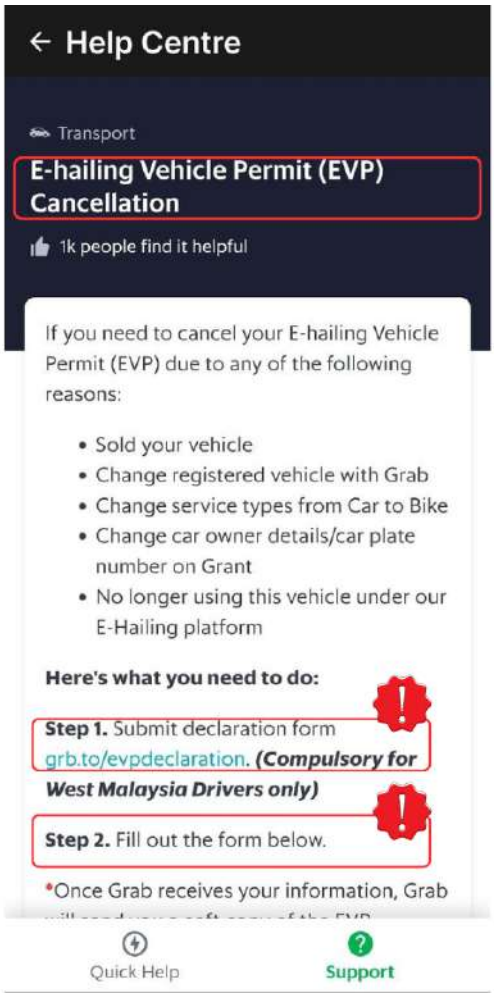
Your documents will be updated within 3 working days



EVP Cancellation







FAQ

How long will it take to process my EVP cancellation?

Upon confirmation, it will take 7 working days to process your EVP cancellation.

Is there a cooling off period after EVP cancellation?

Yes, you are only allowed to submit your EVP application request for the same vehicle after 30 days from the date of your EVP cancellation



New Registration

REGISTRATION GUIDE

STEP 1

Prepare the following documents: Blue NRIC, PSV license, Vehicle Registration Certificate (Car Grant), Vehicle Insurance (Cover Note)

STEP 2

Scan the bottom right QR code to proceed with your registration and documents submission on our official website

STEP 3

Complete an online training course on GrabAcademy and wait for account activation

*Please reach out to staff to receive a registration guide booklet

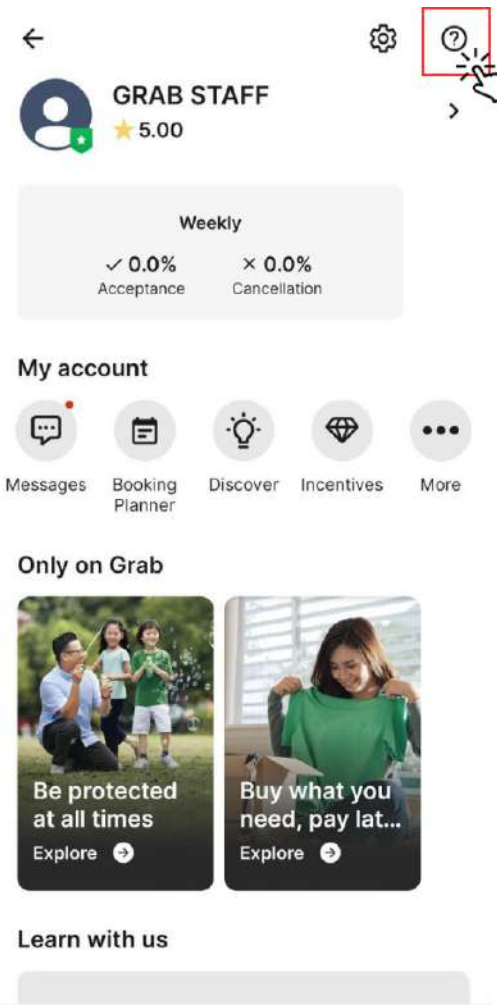
OFFICAL PSV GUIDE

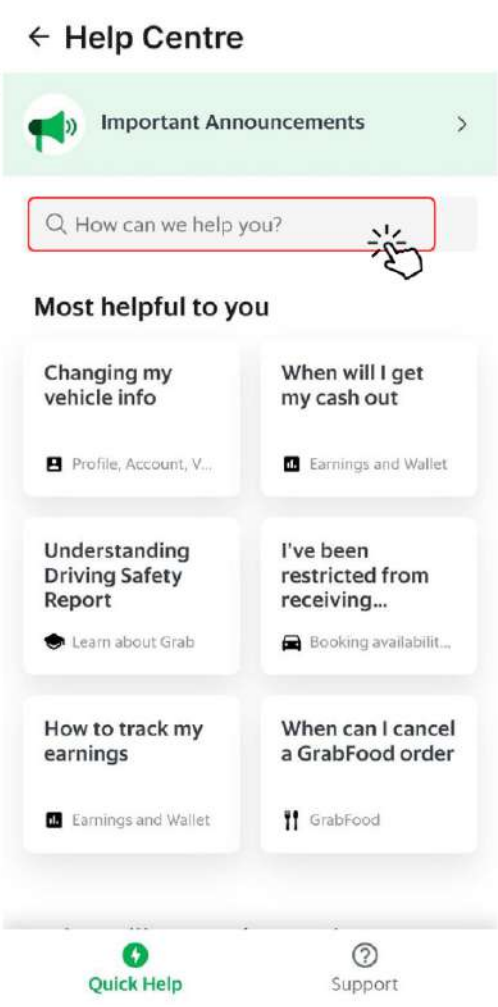
https://www.grab.com/my/psvlicensewithgrab/

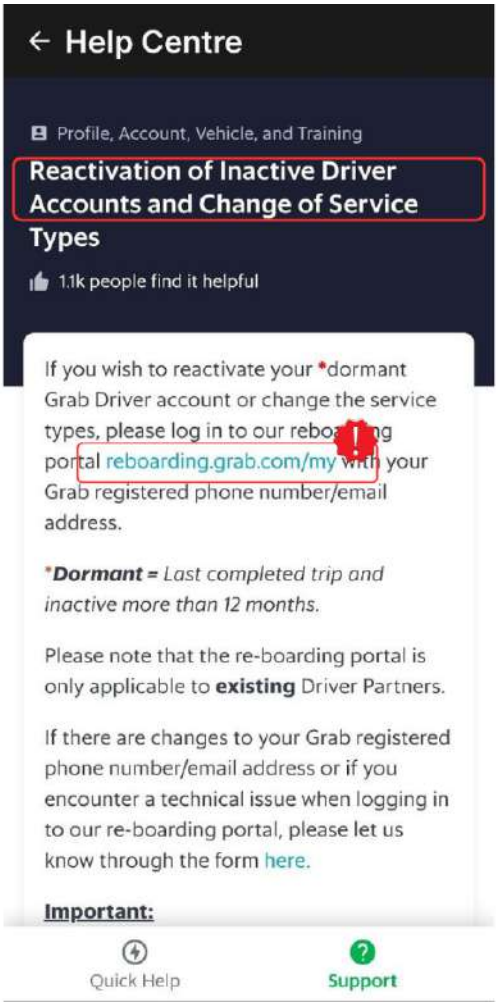
OFFICAL REGISTRATION PAGE

https://register.grab.com/my

Reboarding







FAQ

When will my account be suspended due to inactivity?

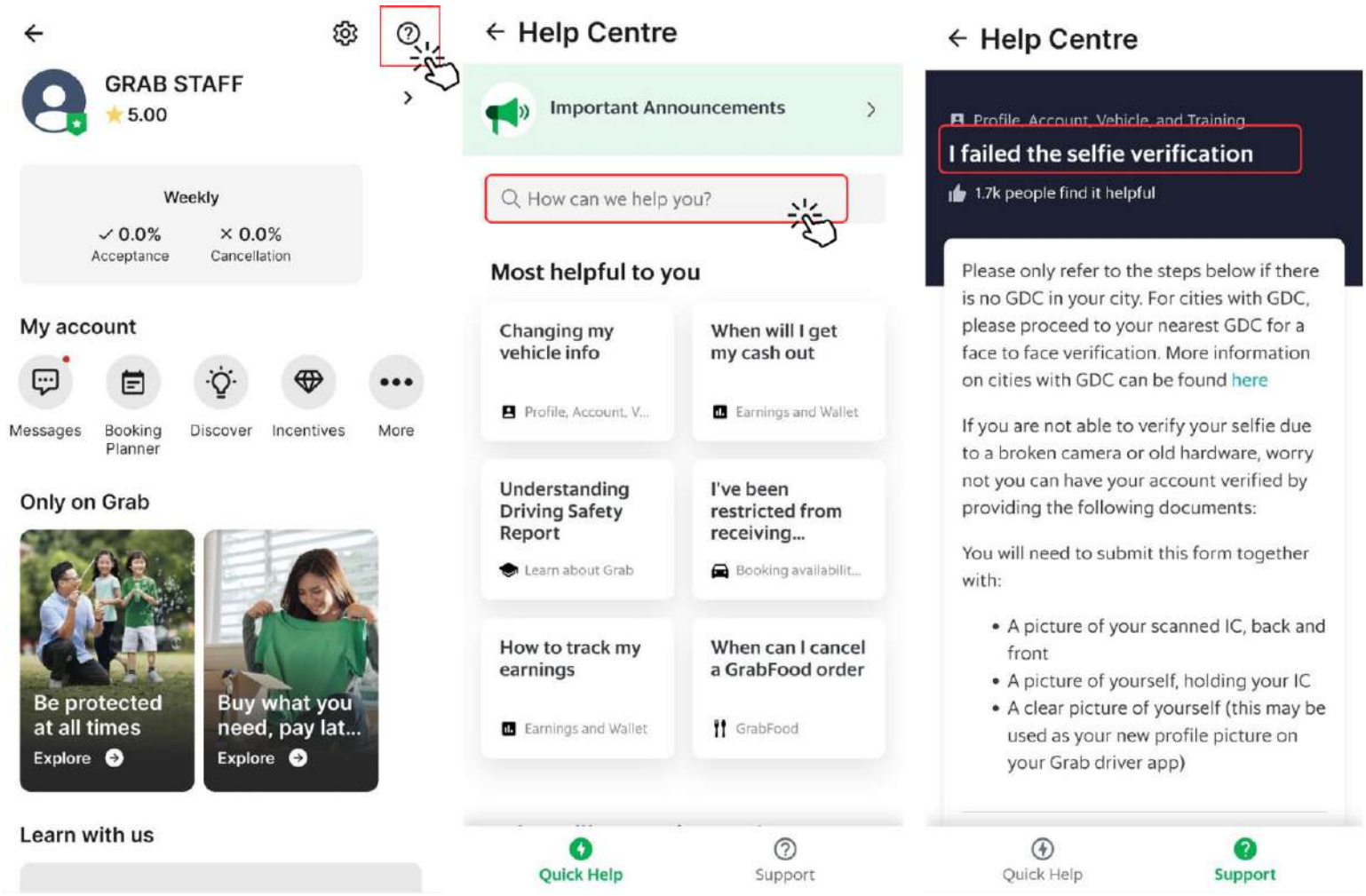
Your account will be suspended if you have been inactive for more than 12 months

How long is the reboarding process?

Usually, it takes roughly 2 weeks to process your account reactivation upon submission of your documents and training completion

Account Issues

FAILED SELFIE VERIFICATION



FAQ

Why have I failed the selfie verification?

Please ensure that you are completing the selfie verification process in person, under bright lighting and do not use a photograph of yourself to complete the verification process



Account Issues

I CAN'T LOGIN

STEP 1

Complete basic troubleshooting by logging in on Grab Driver using your registered GMAIL address

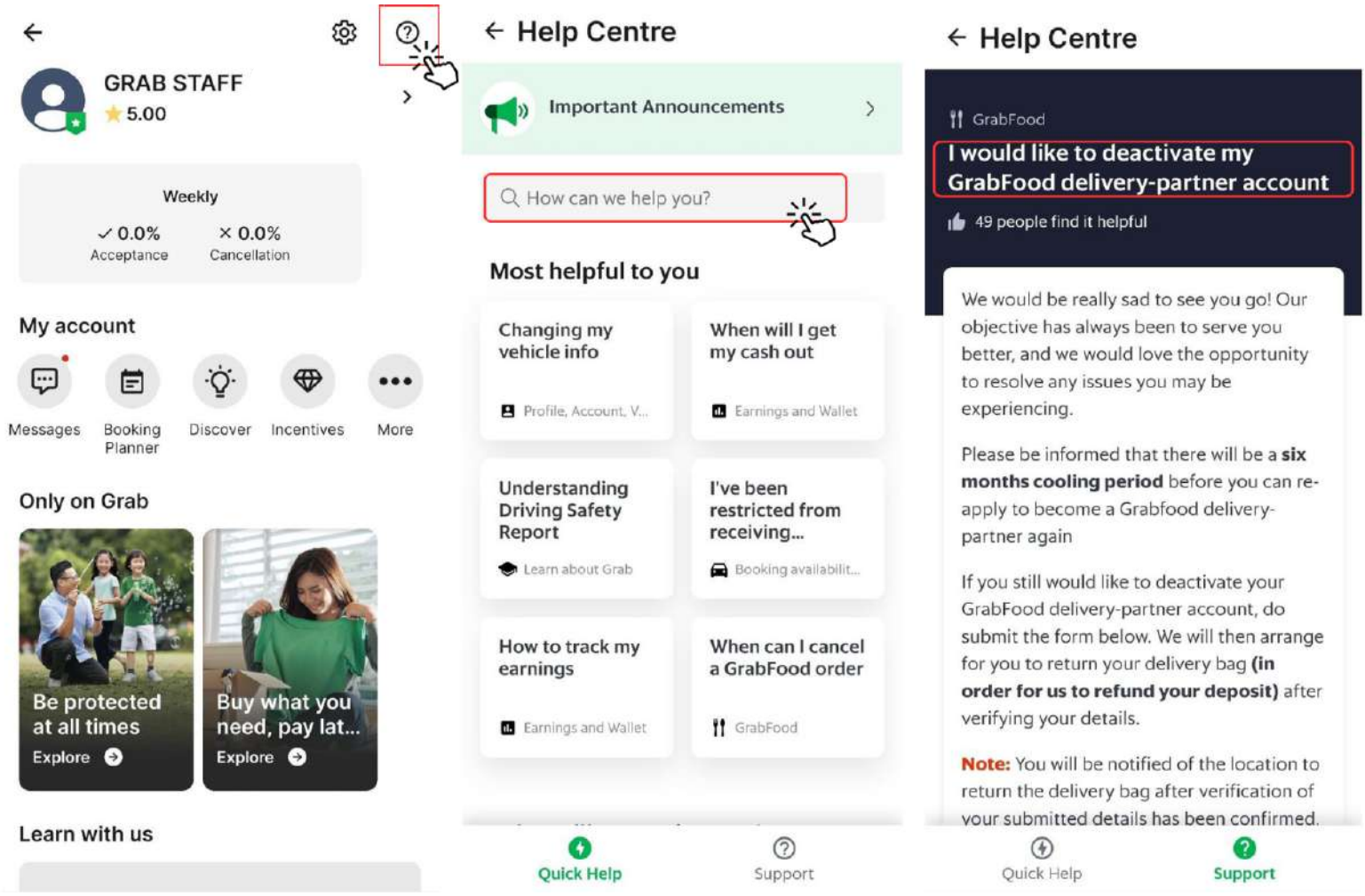
STEP 2

If you are still unable to login to your account, please fill up the form below for further assistance

*If your account has been inactive for more than 6 months, please refer to "Reboarding"

https://help.grab.com/driver/en-my/115008080208-I-can't-login

Account Termination



FAQ

Will I get back my bag deposit?

Yes, please return your bag set to GDC for us to process your refund of RM100

How long will it take to cash out my account?

Upon confirming your termination request, it will take 14 working days to process your cash out



Appeal

APPEAL GUIDE

STEP 1

Scan the QR code below and fill out the appeal form

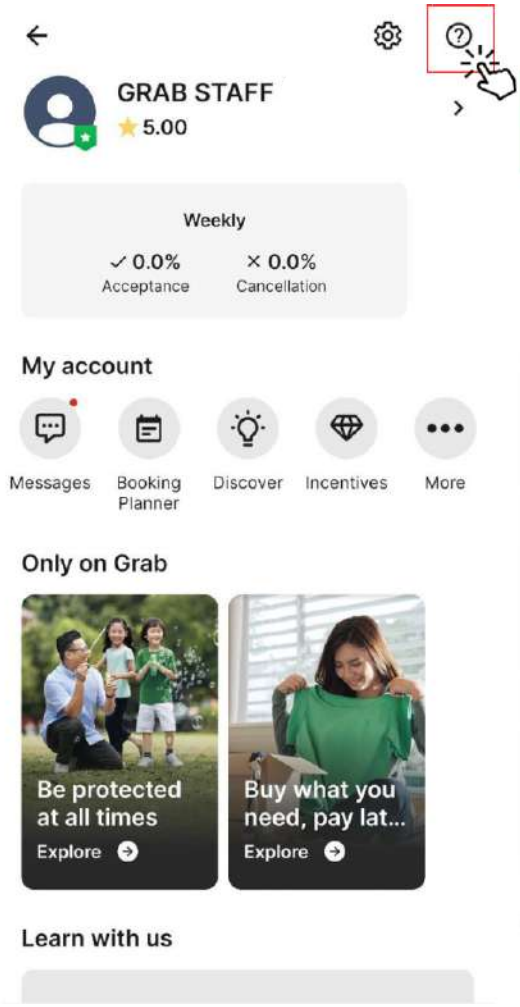
When will I receive a reply regarding my appeal?

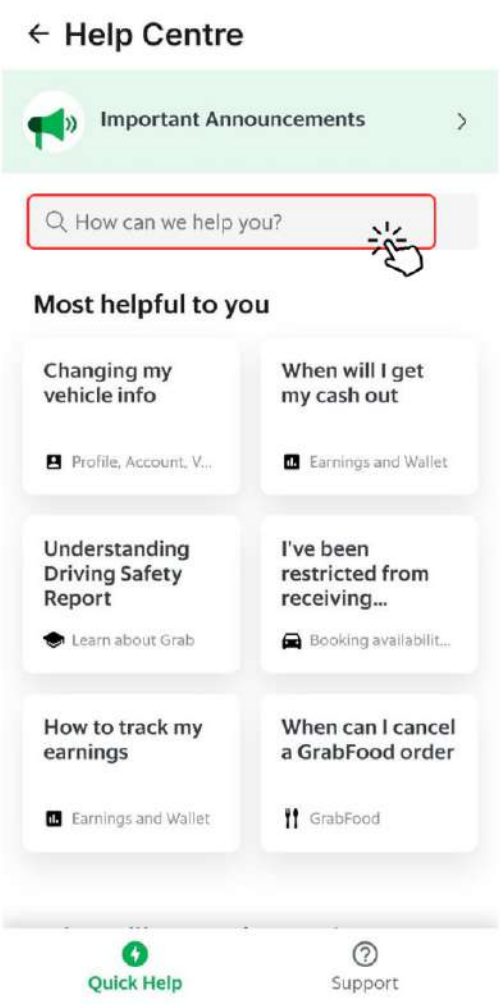
You will receive a reply within 14 working days from the date of appeal submission

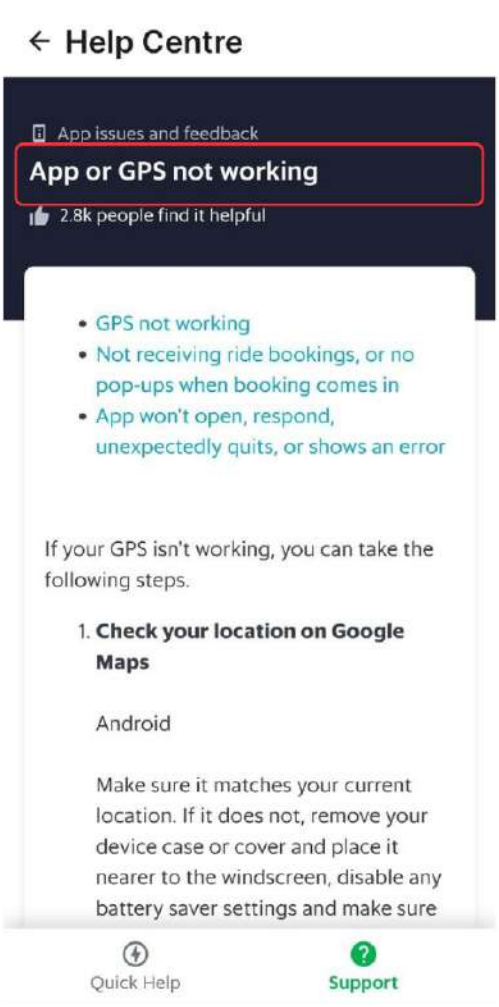
https://help.grab.com/driver/en-my/articles/115007920767-My-account-is-disabled

Booking Issues

GRAB DRIVER APP/GPS ISSUES







FAQ

How to avoid app problems?

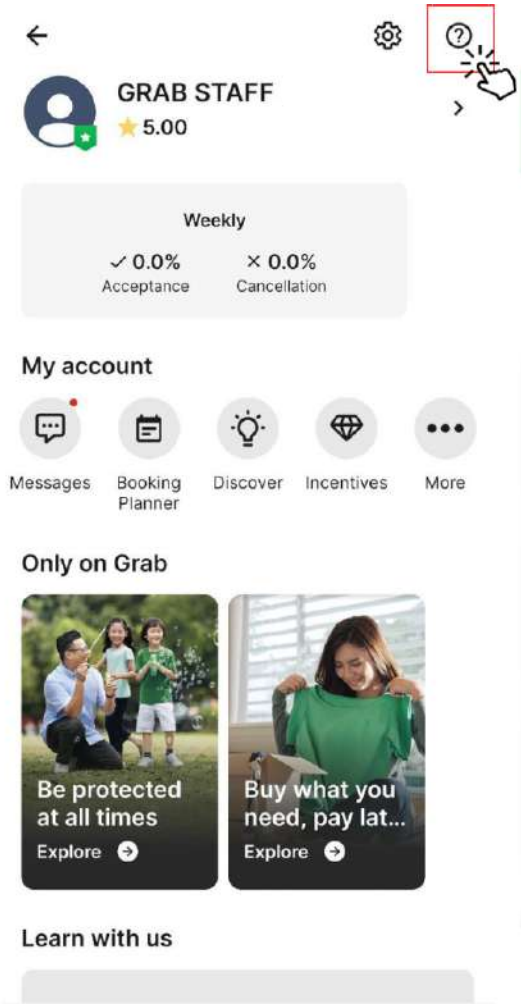
Please regularly update your Grab Driver app on your Appstore

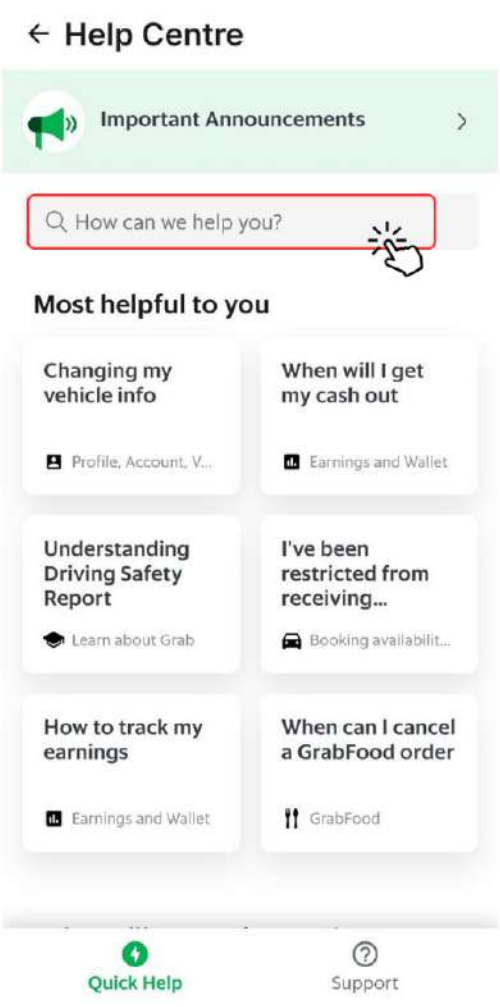
How to complete basic troubleshooting?

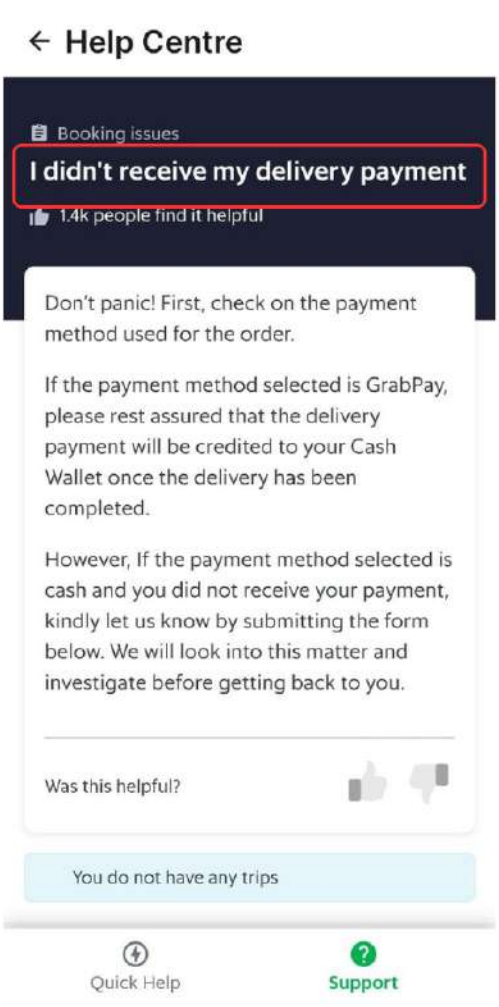
To complete basic troubleshooting, please reinstall the Grab Driver app and restart your phone

Booking Issues

I DIDN'T RECEIVE MY DELIVERY PAYMENT







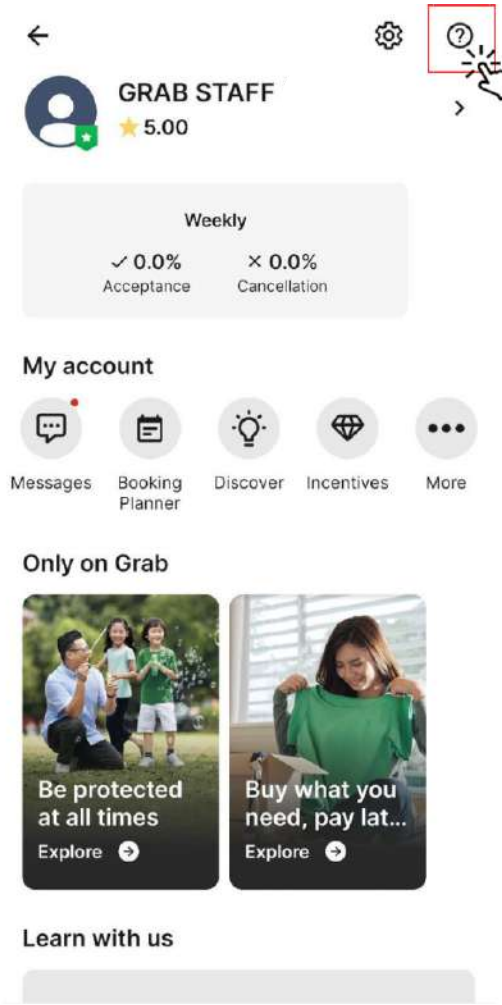
FAQ

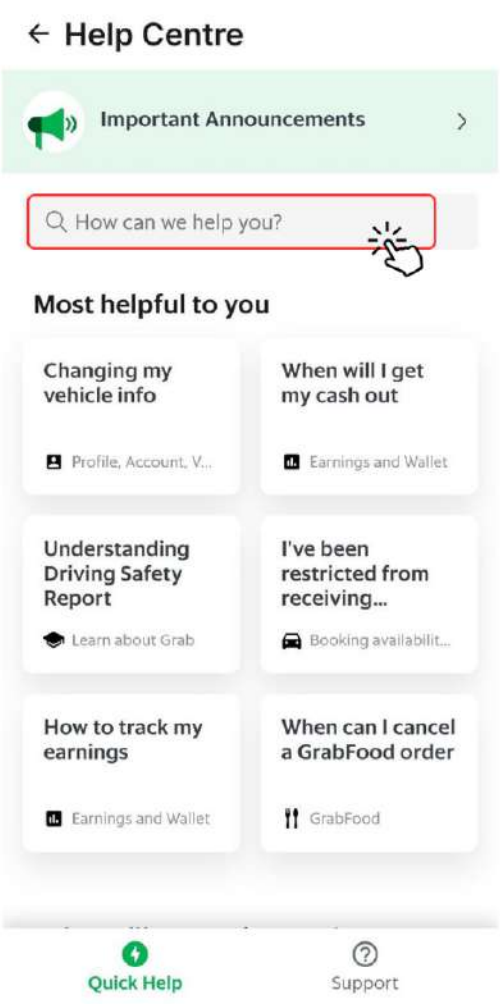
When should I make this report?

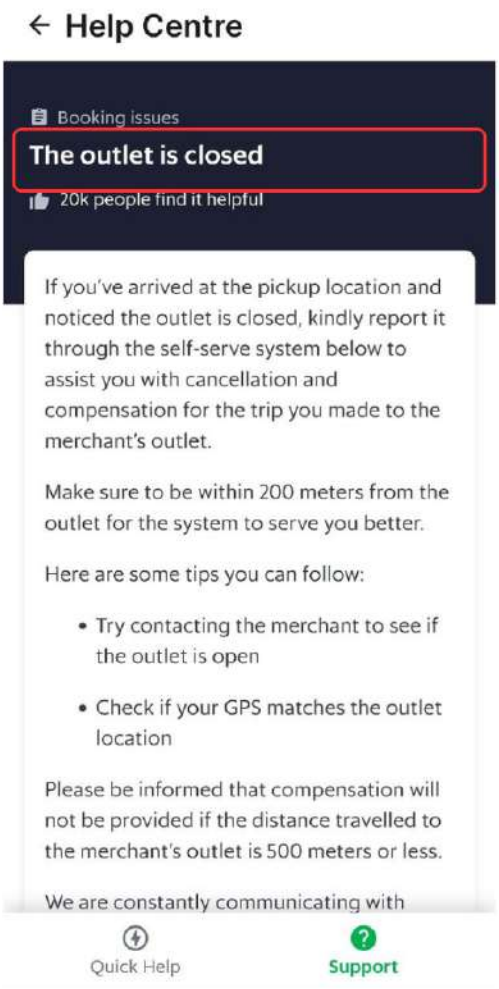
You are advised to submit the report as soon as possible (within 24 hours) for assistance

Booking Issues

OUTLET IS CLOSED







FAQ

How to report

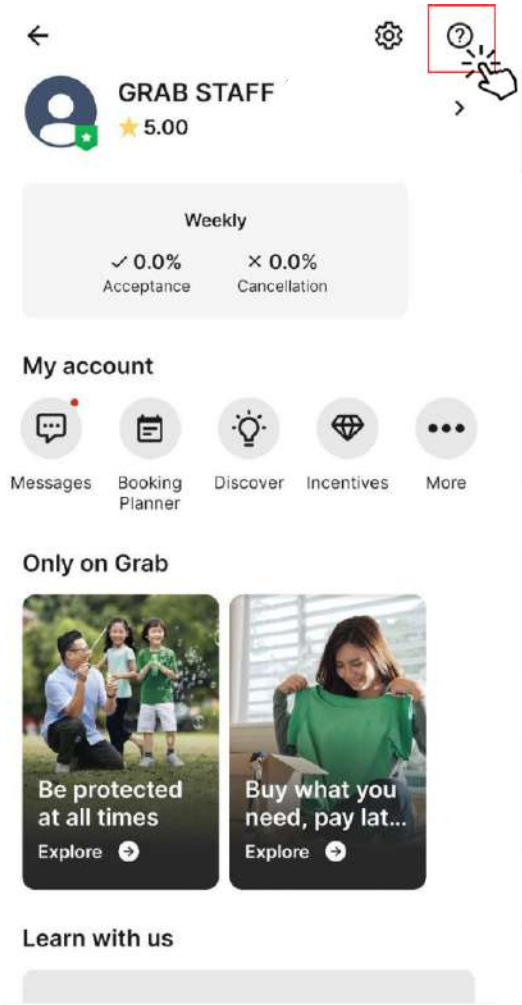
You have to be within 200 meters from the outlet to report that it is closed

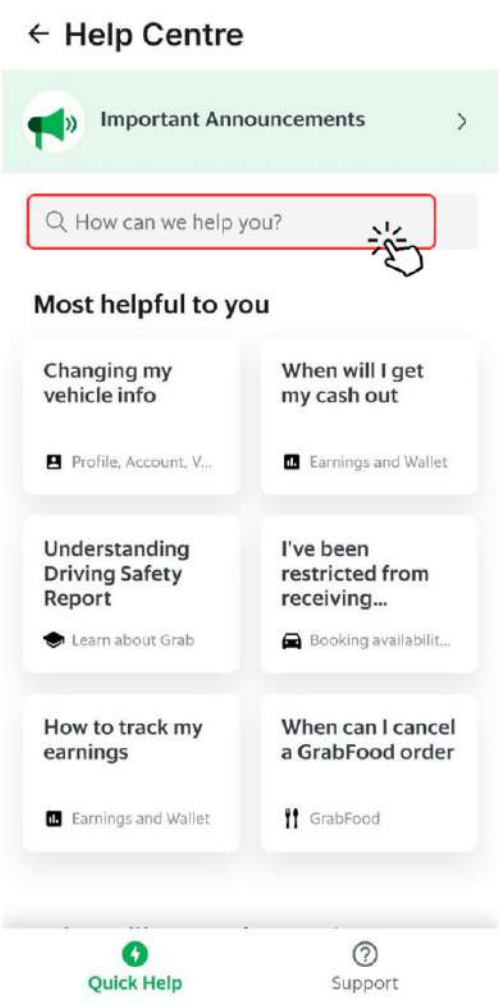
Will I receive reimbursement?

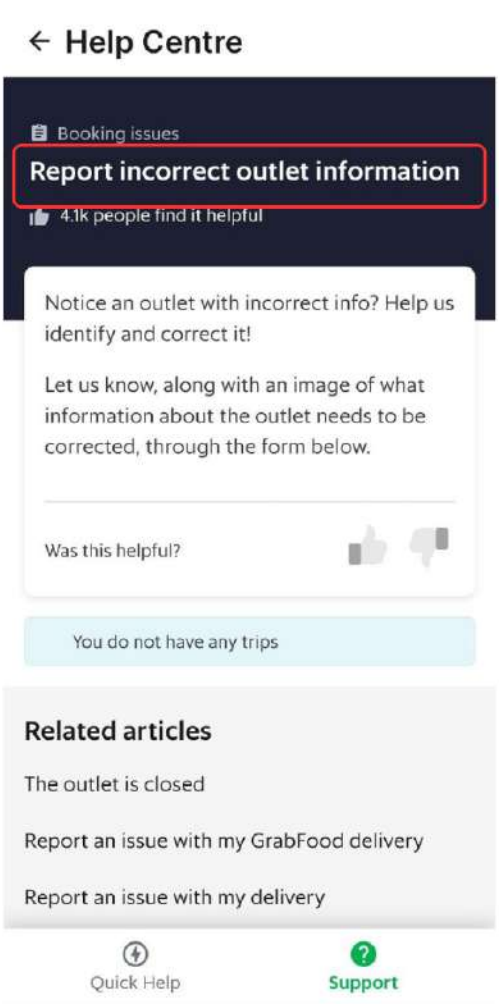
You will only receive compensation if the distance travelled to the merchant's outlet is 500 meters or less

Booking Issues

REPORT INCORRECT OUTLET INFORMATION







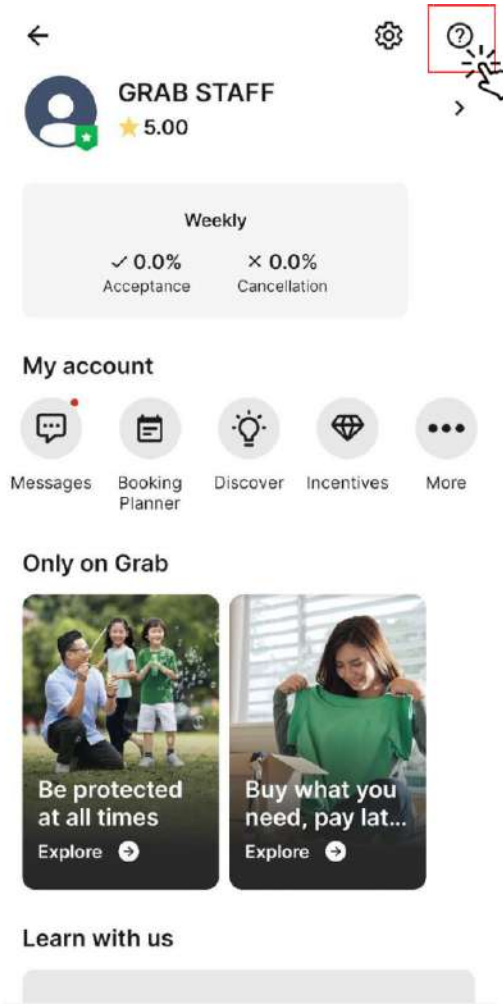
FAQ

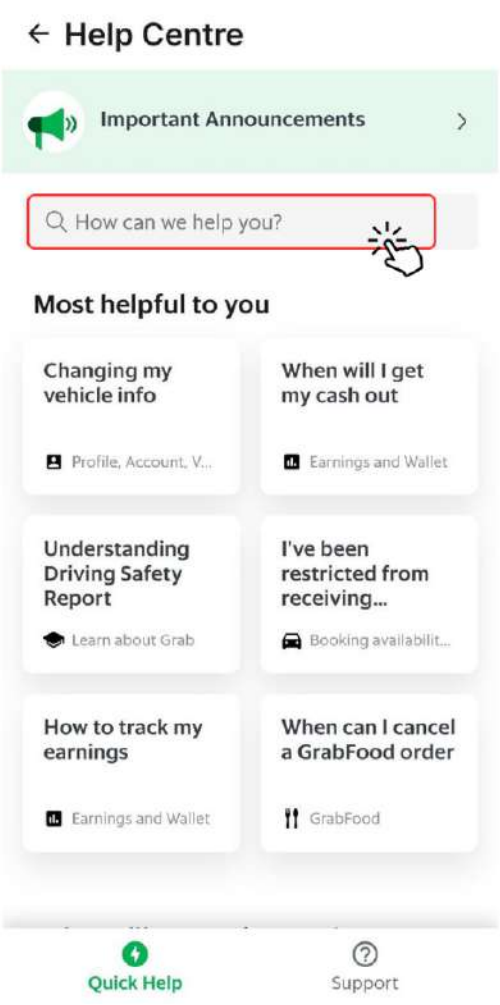
What should I report?

You can report about incorrect outlet location, outlet operating hours, and etc

Booking Issues

I WAS IN AN ACCIDENT







FAQ

When should I make a report?

All accidents must be reported to Grab within 24 hours, no matter how minor

How to report?

By filling up the form above, or calling Grab Support through out Help Center

Any insurance coverage by Grab?

Yes, please refer to this link (https://www.grab.com/my/2w_insurance/) for more information



Booking Issues

REPORT AN ISSUE WITH MY DELIVERY

STEP 1

Scan the QR code below and fill out the form

STEP 2

Pick the correct issue and describe the issue in detail under "description"

https://help.grab.com/driver/en-my/360001026228-Report-an-issue-with-my-delivery



Change Bag

STEP BY STEP GUIDE

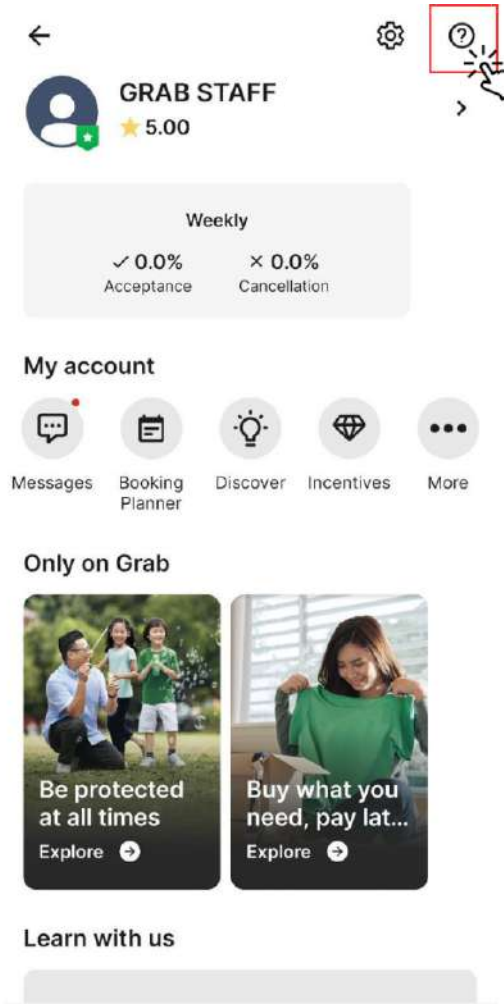
STEP 1

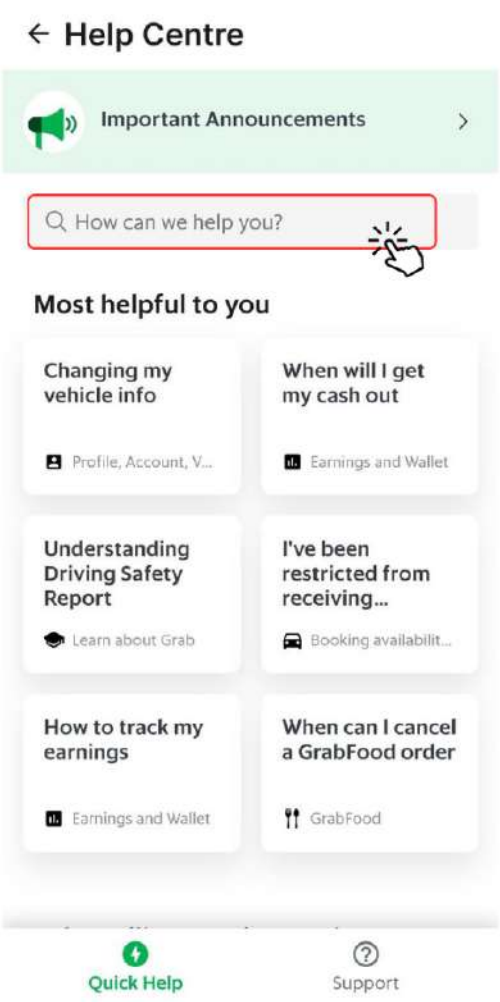
Please bring along your bag set (delivery bag and tote bag) to GDC to exchange

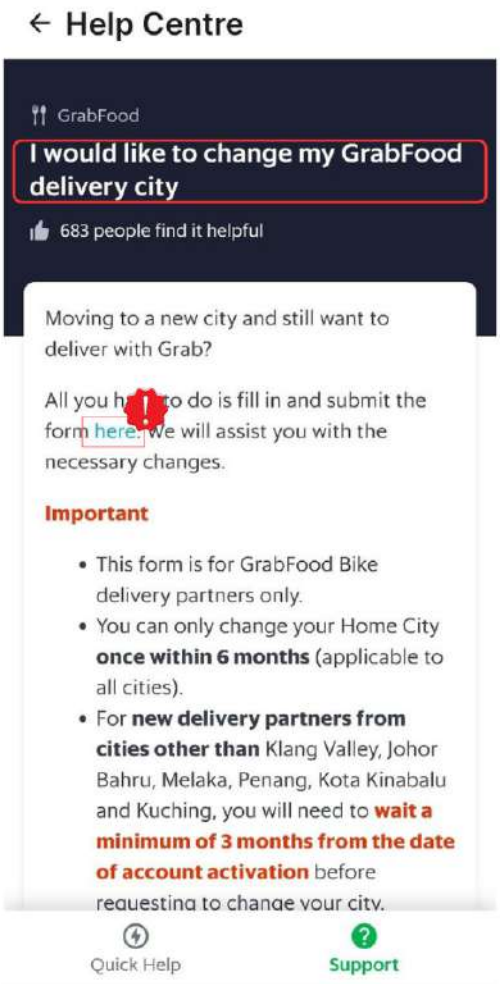
How often can I change my bag?

You may change your delivery bag set once per year (every 12 months)

Change City







FAQ

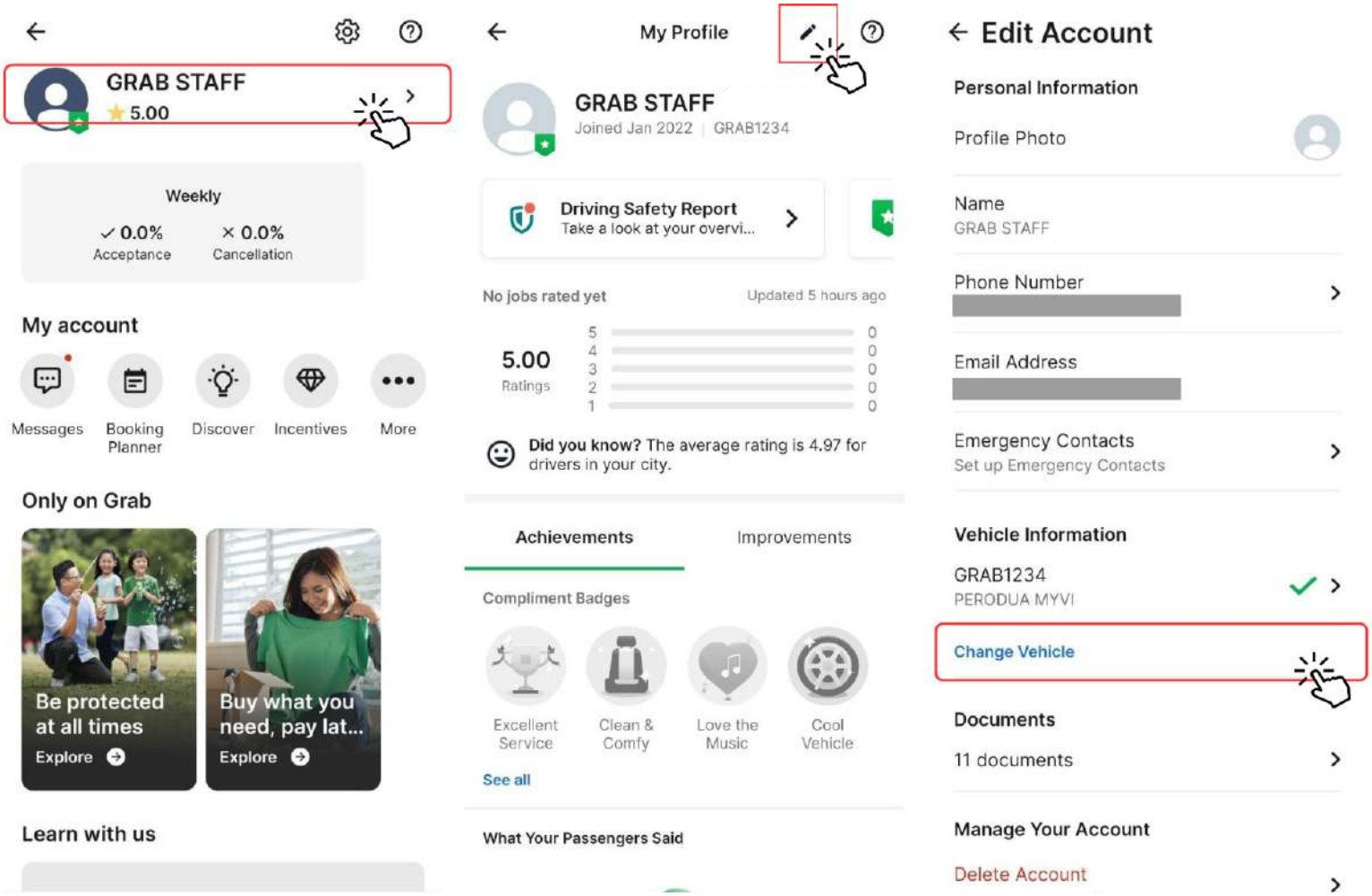
How often can I change my GrabFood delivery city?

You can only change your Home City once every 6 months. For new delivery partners in Perak, you will have to wait a minimum of 3 months from the date of account activation before requesting to change your city

How long will it take to process my change city request?

Your change city request will be completed within 3 working days

Change Vehicle



FAQ

How long will it take to process my change vehicle request?

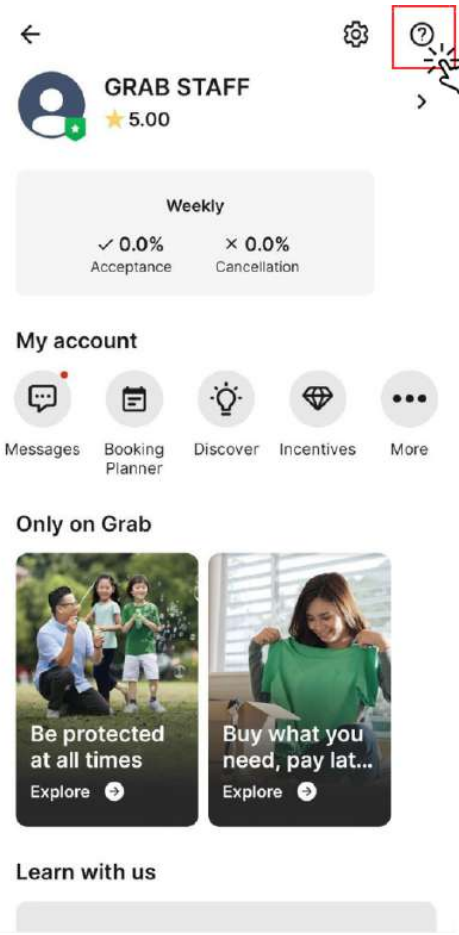
Upon submission, we will verify and update your vehicle within 3 working days

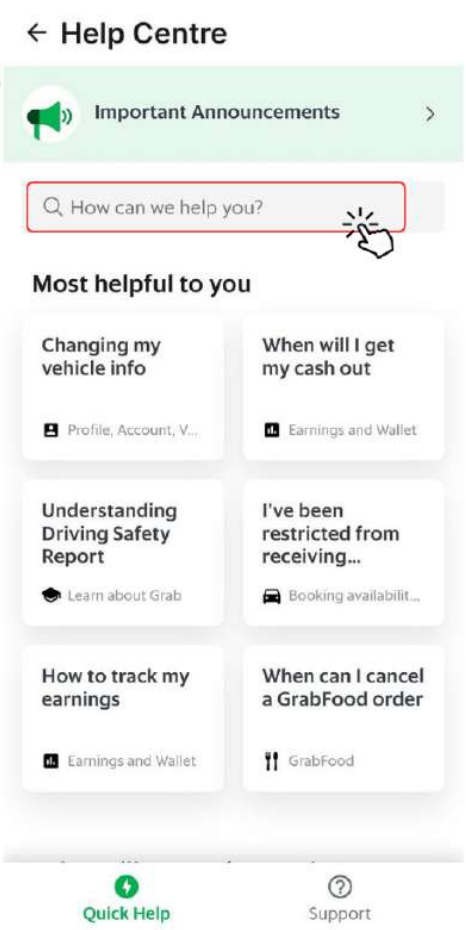
What documents do I have to submit?

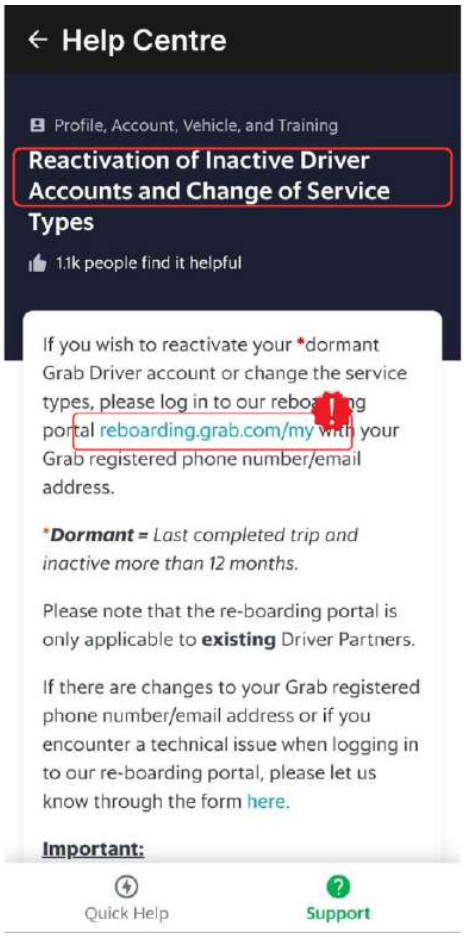
You are required to submit your valid motorcycle road tax

Change Vertical

GRABFOOD BIKE > GRABCAR/GRABTAXI







FAQ

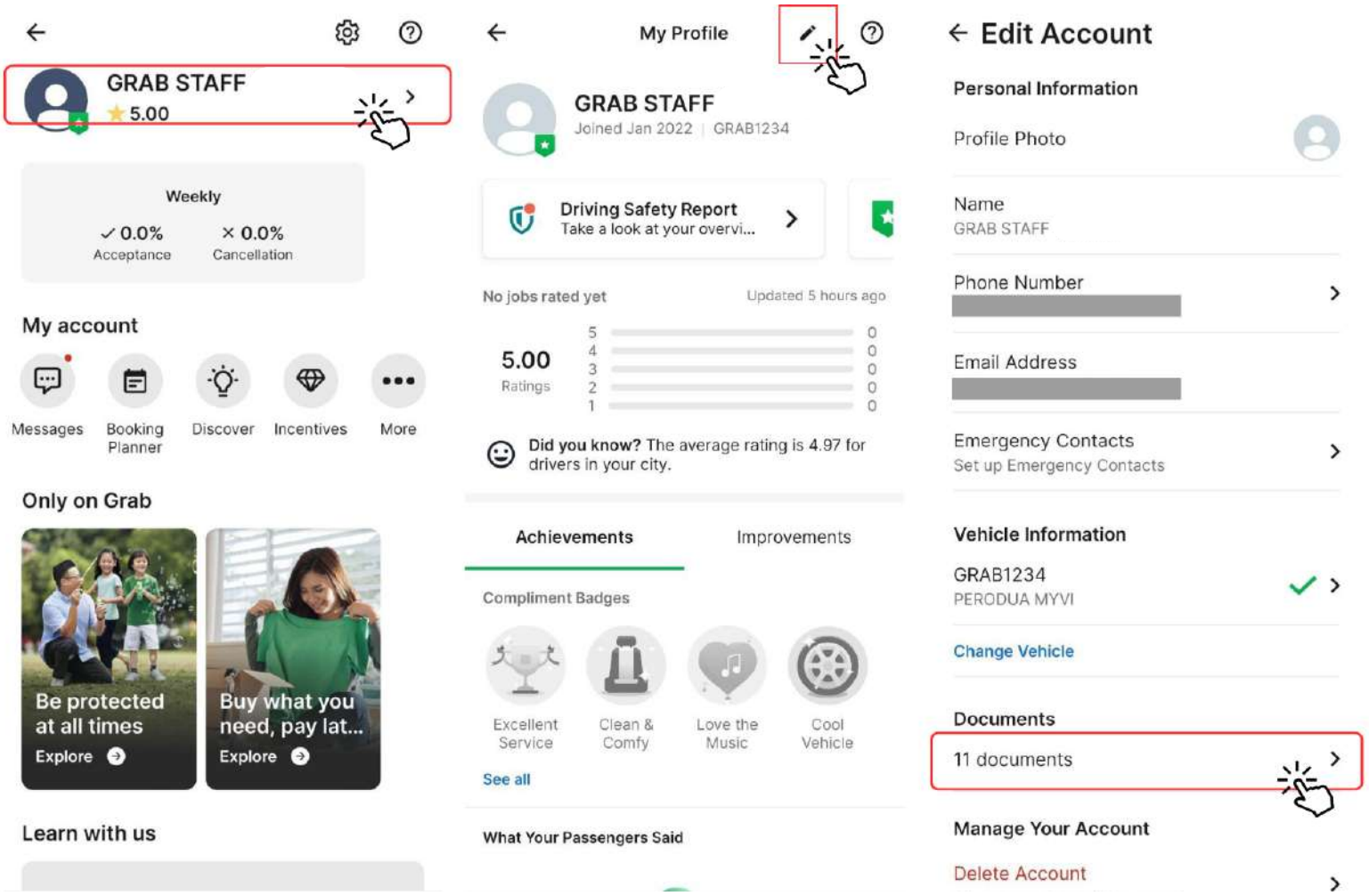
Will I get any reimbursement for my bag?

Upon returning your bag set (delivery bag and tote bag) to GDC, you will receive your reimbursement in your Cash Wallet in 14 working days

What documents do I need to prepare for the conversion?

Blue NRIC, PSV license, Vehicle Registration Certificate (Car Grant), Vehicle Insurance (Cover Note)

Documents Update



FAQ

What type of documents do I have to update?

You will have to update your driving license (B/B2) before its expiry to avoid account suspension

How long will it take to process my document update?

Your document will be updated within 1 working day



New Registration

REGISTRATION GUIDE

STEP 1

Prepare the following documents: Blue NRIC, Driving License (B/B2), Valid Motorcycle Road Tax

STEP 2

Scan the bottom QR code to proceed with your registration and documents submission on our official website

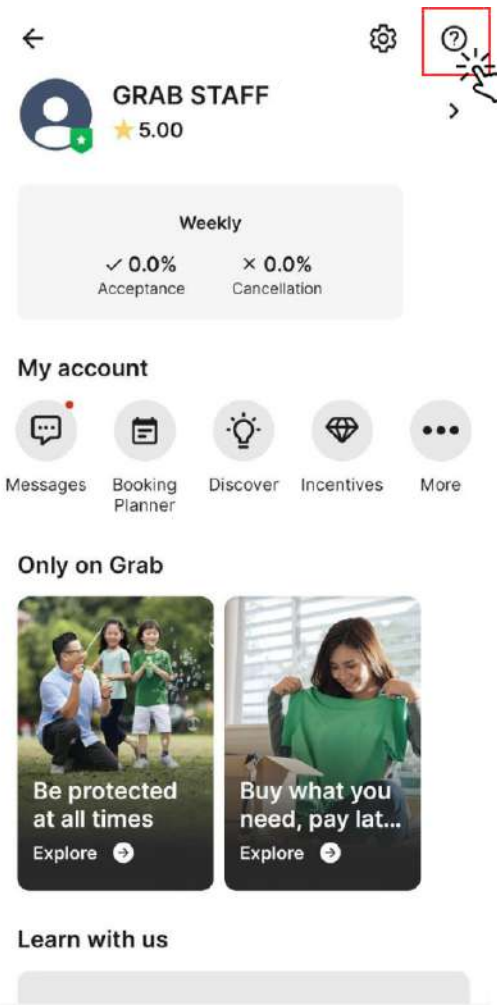
STEP 3

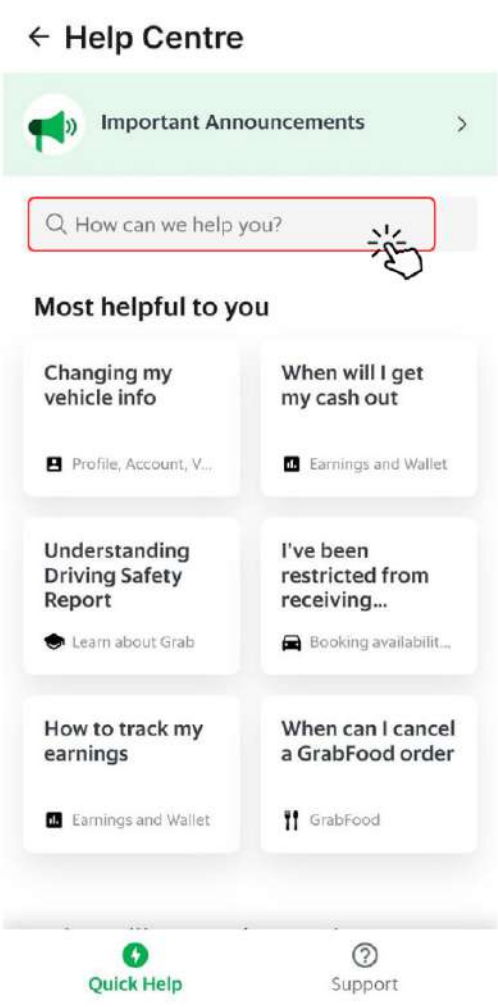
Complete an online training course on GrabAcademy

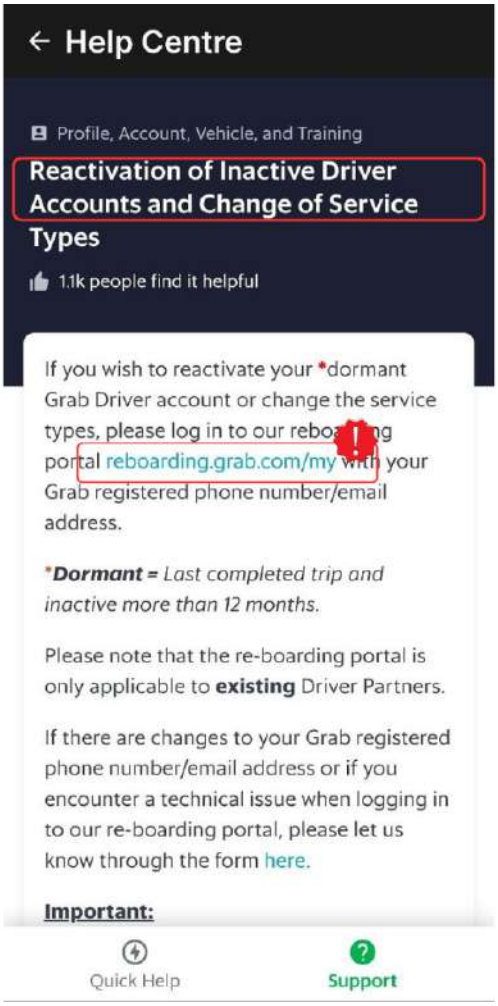
OFFICAL REGISTRATION PAGE

https://register.grab.com/my

Reboarding







FAQ

When will my account be suspended due to inactivity?

Your account will be suspended if you have been inactive for more than 6 months

How long is the reboarding process?

Usually, it takes roughly 1 week to process your account reactivation upon submission of your documents and training completion

SELAMAT DATANG KE GDC SELATAN

TEKAN UNTUK BERMULA



EN BM 中

Sila pilih jenis perkhidmatan anda







GrabCar, GrabTaxi

- Masalah Akaun
- Penutupan Akaun
- Rayuan
- Masalah Tempahan
- Penukaran Bandar
- Penukaran Kenderaan
- Penukaran Jenis Perkhidmatan
- Kemaskini Dokumen
- Pembatalan EVP
- Pendaftaran Baru
- Aktif Semula Akaun (Reboarding)

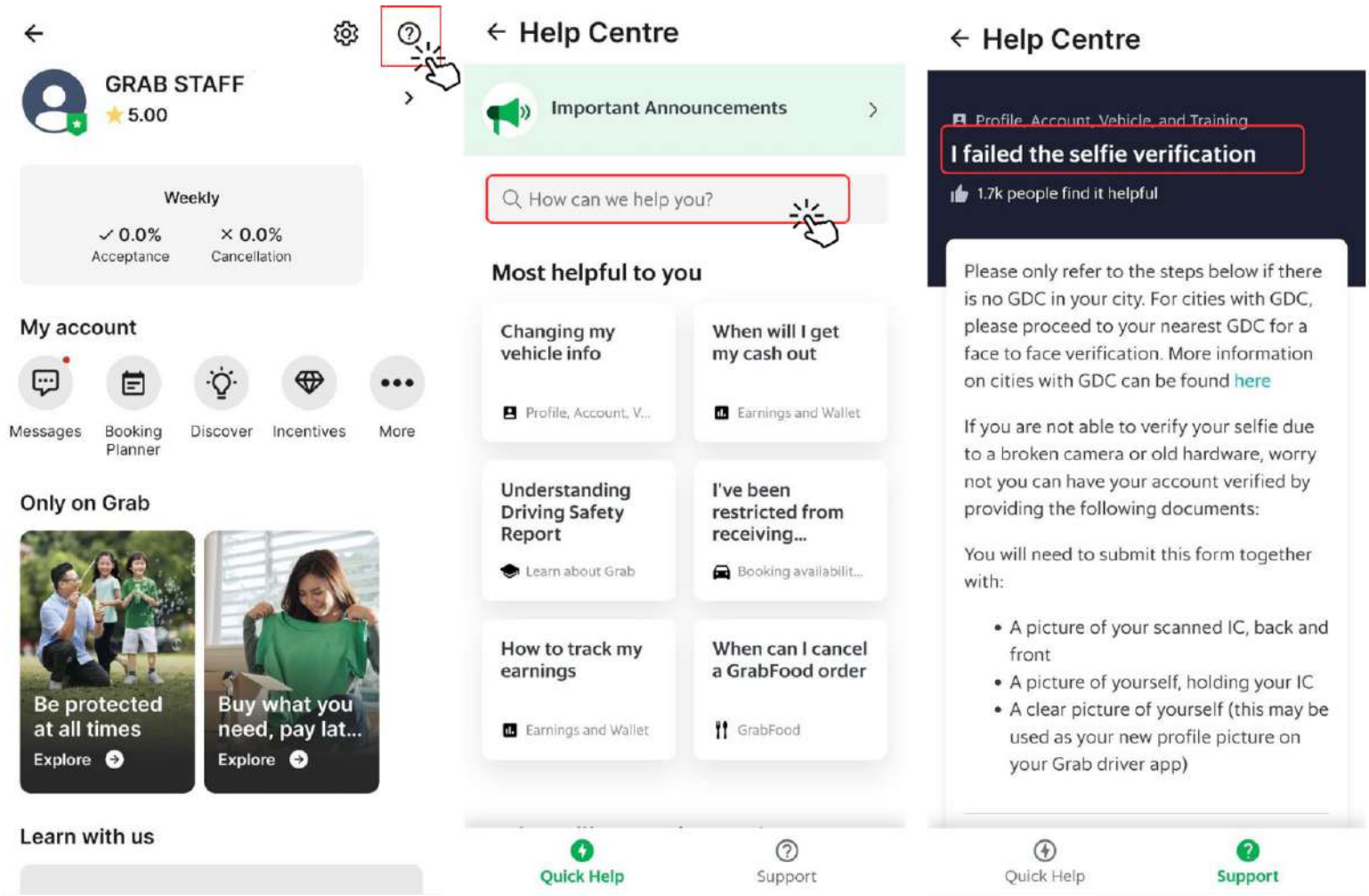


GrabFood Bike

- Masalah Akaun
- Penutupan Akaun
- Rayuan
- Masalah Tempahan
- Penukaran Beg
- Penukaran Bandar
- Penukaran Kenderaan
- Penukaran Jenis Perkhidmatan
- Kemaskini Dokumen
- Pendaftaran Baru
- Aktif Semula Akaun (Reboarding)

Masalah Akaun

GAGAL PENGESAHAN 'SELFIE'



FAQ

Mengapa saya gagal dalam pengesahan 'selfie'?

Sila pastikan anda sendiri yang membuat pengesahan 'selifie' dan berada di kawasan yang terang. Jangan gunakan gambar anda untuk melengkapkan proses verifikasi tersebut.



Masalah Akaun

SAYA TIDAK BOLEH LOG MASUK

LANGKAH 1

Sila lakukan 'Basic Troubleshooting' dengan log masuk ke Grab Driver menggunakan emel yang didaftarkan dengan Grab

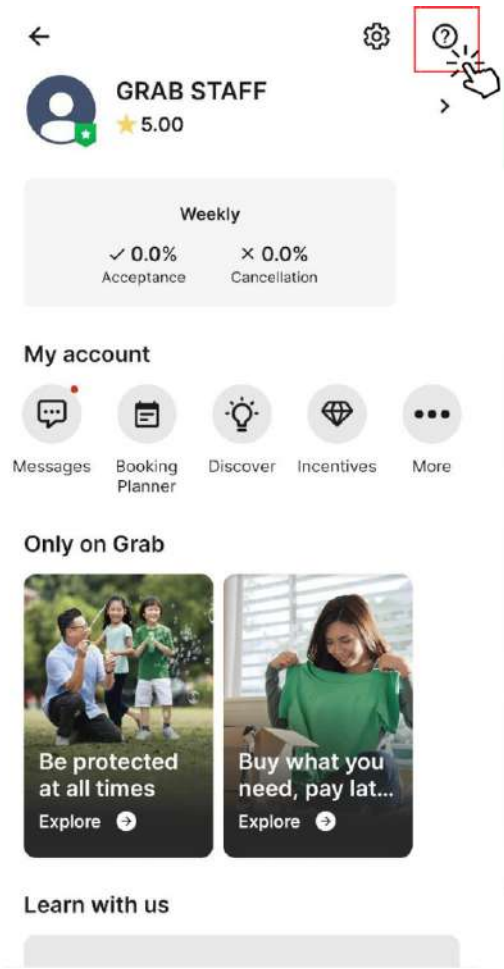
LANGKAH 2

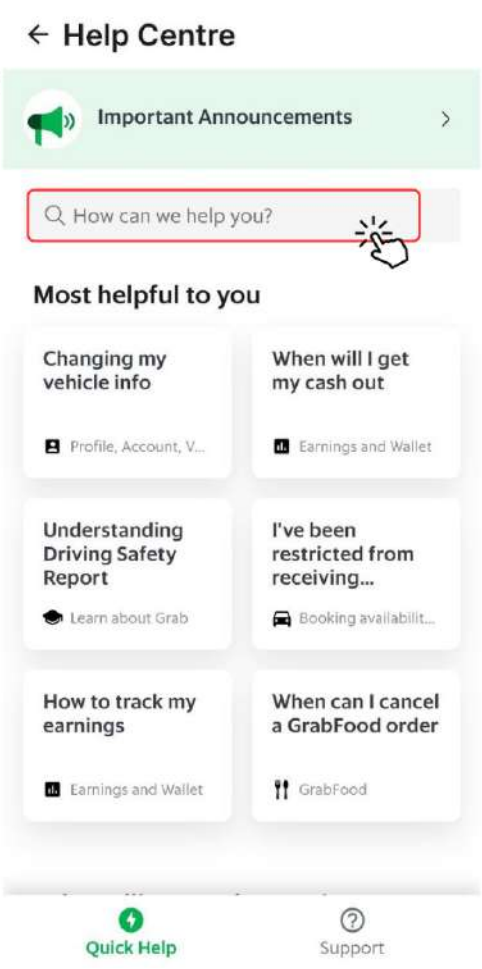
Sekiranya anda masih tidak dapat log masuk ke akaun anda, sila isikan borang di bawah untuk mendapatkan bantuan selanjutnya

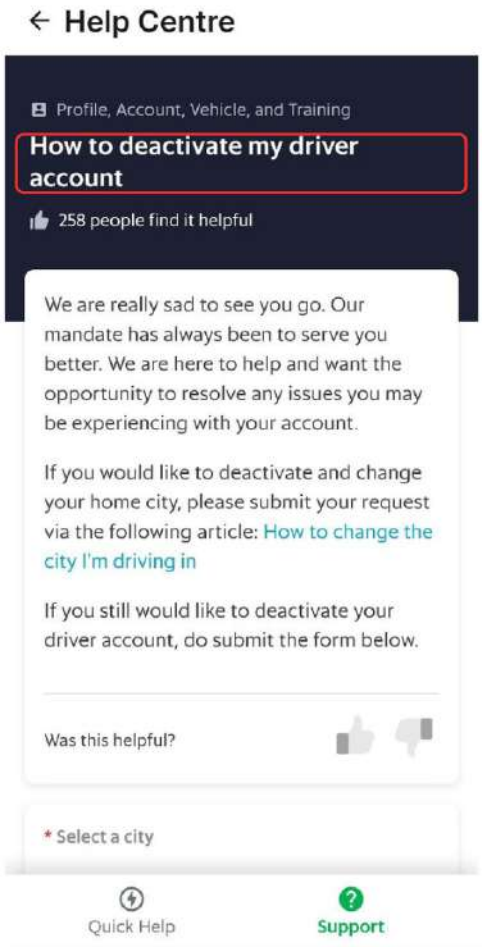
*Sekiranya anda sudah tidak aktif lebih dari 1 tahun, sila rujuk bahagian "Reboarding"

https://help.grab.com/driver/en-my/115008080208-I-can't-login

Penutupan Akaun







FAQ

Adakah saya perlu membatalkan EVP sebelum saya menutup akaun?

Ya, sila rujuk bahagian "pembatalan EVP" untuk meneruskan proses pembatalan EVP anda

Berapa lama masa yang diambil untuk baki wang saya dikeluarkan dari akaun?

Proses pengeluaran baki wang anda akan mengambil masa 14 hari bekerja selapas pemohonan anda disahkan



Rayuan

PANDUAN UNTUK RAYUAN

LANGKAH 1

Sila imbas Kod QR di bawah dan isi borang rayuan

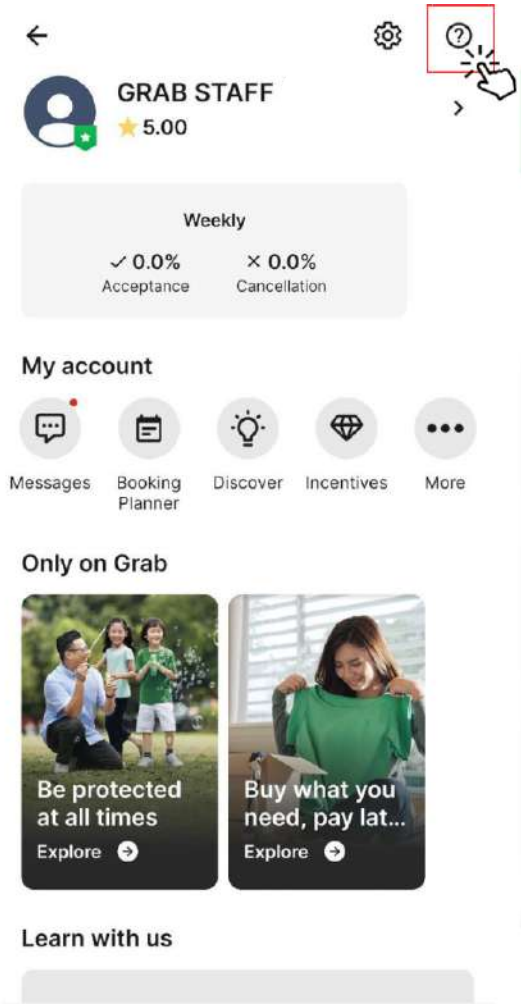
Bilakah saya akan menerima jawapan mengenai rayuan saya?

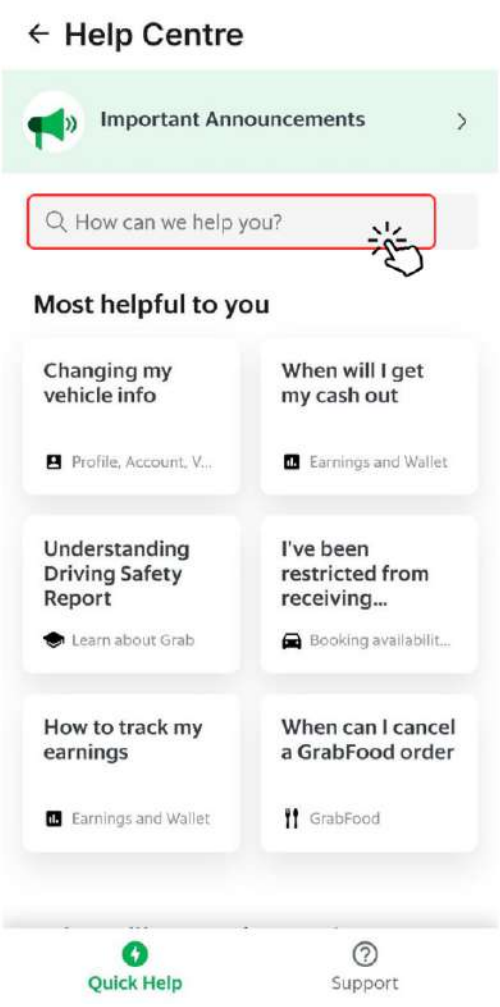
Anda akan menerima jawapan dalam masa 14 hari bekerja dari tarikh penghantaran rayuan

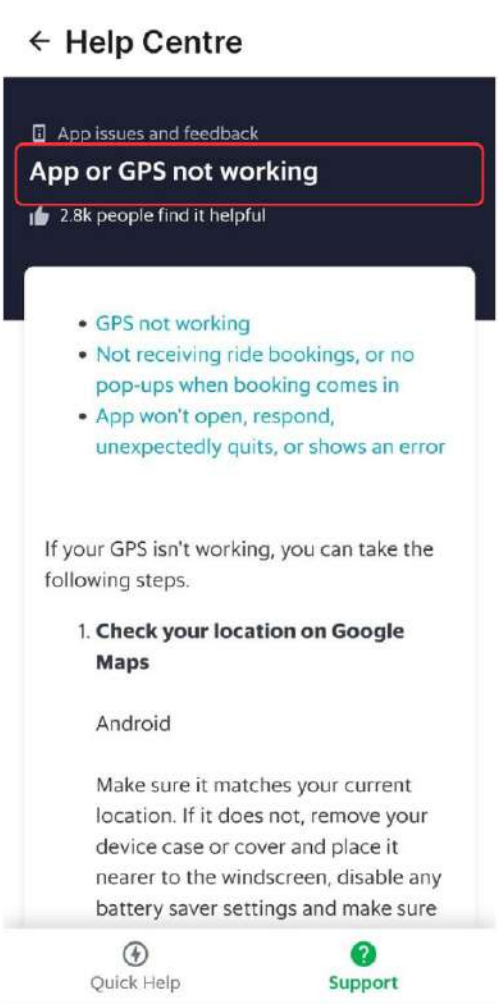
https://help.grab.com/driver/en-my/articles/115007920767-My-account-is-disabled

Masalah Tempahan

MASALAH APLIKASI GRAB DRIVER / GPS







FAQ

Bagaimana untuk mengelakkan masalah aplikasi?

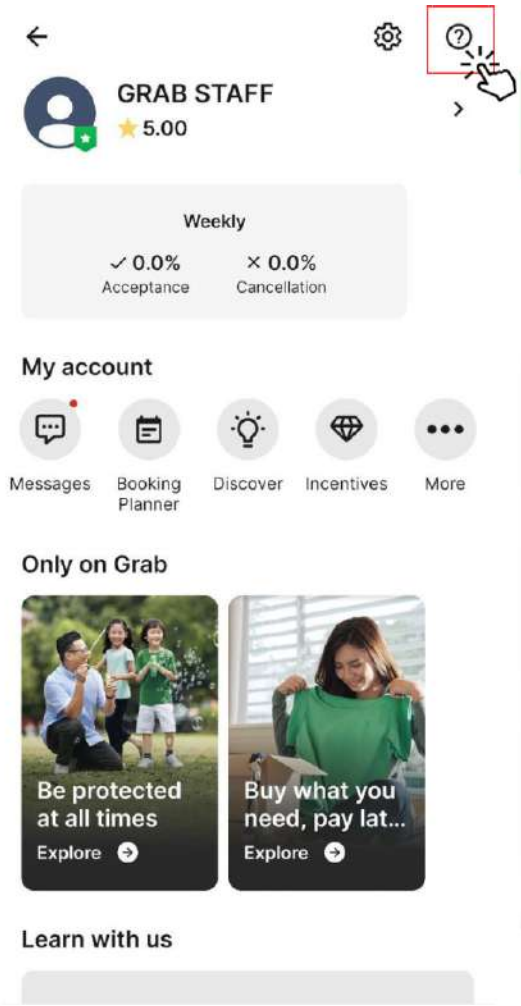
Sila kemaskini aplikasi Grab Driver anda dengan kerap di Appstore anda

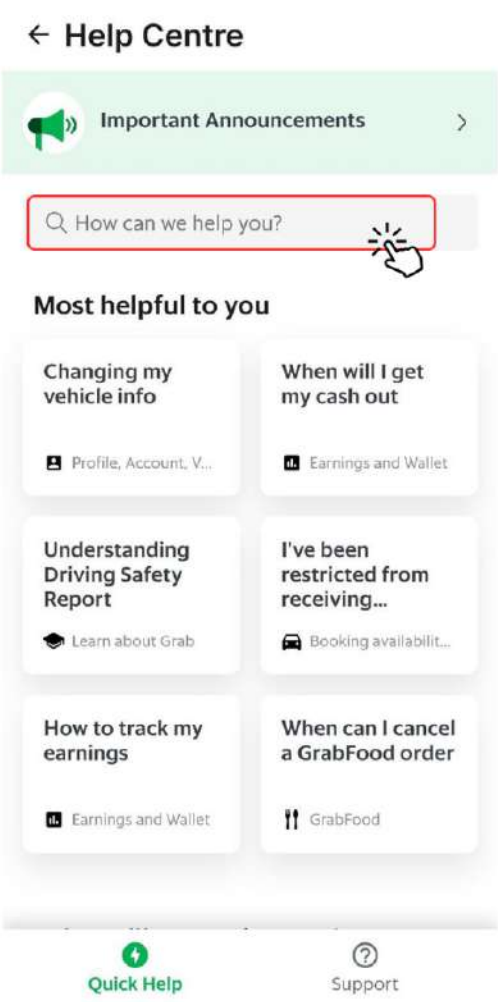
Bagaimana untuk melakukan 'basic troubleshooting'?

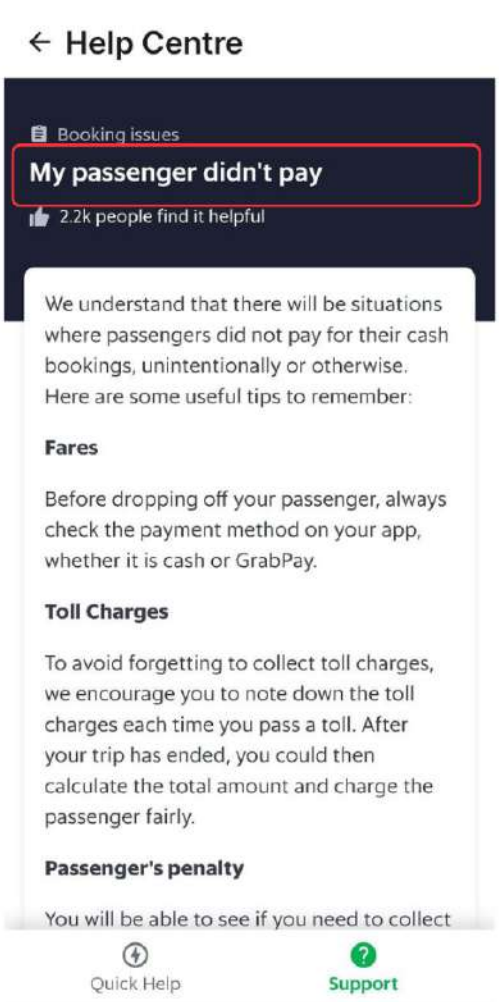
Untuk melakukan basic troubleshooting, sila muat turun semula aplikasi Grab Driver anda dan 'restart' telefon anda

Masalah Tempahan

PENUMPANG SAYA TIDAK MEMBUAT BAYARAN







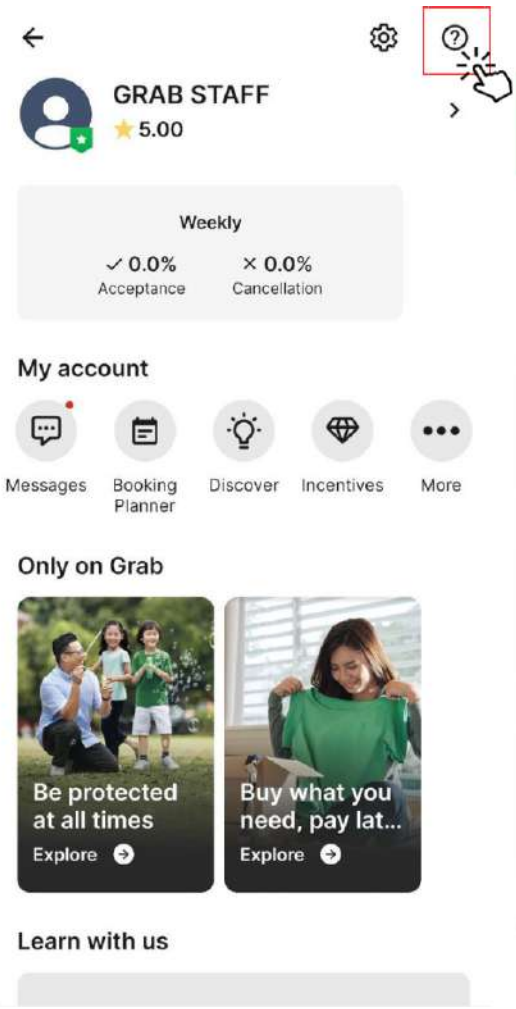
FAQ

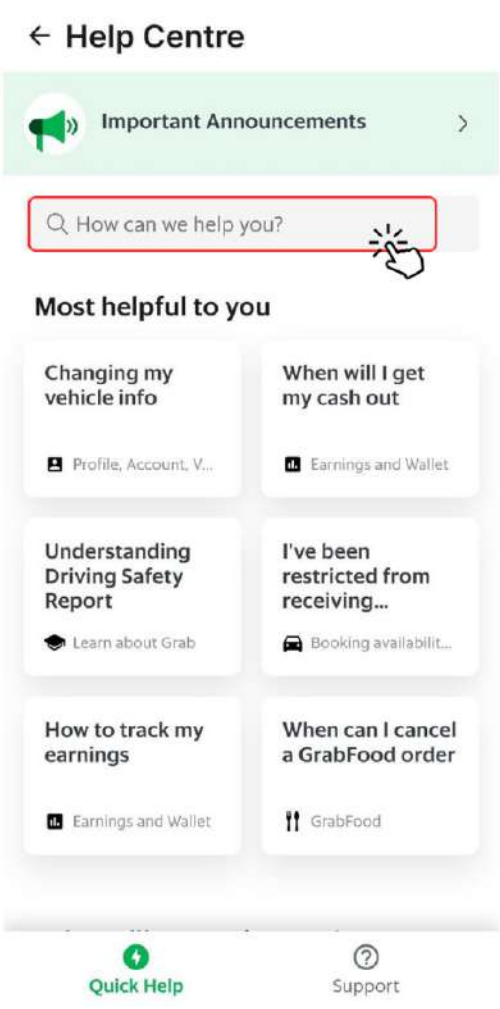
Adakah saya akan menerima sebarang bayaran balik?

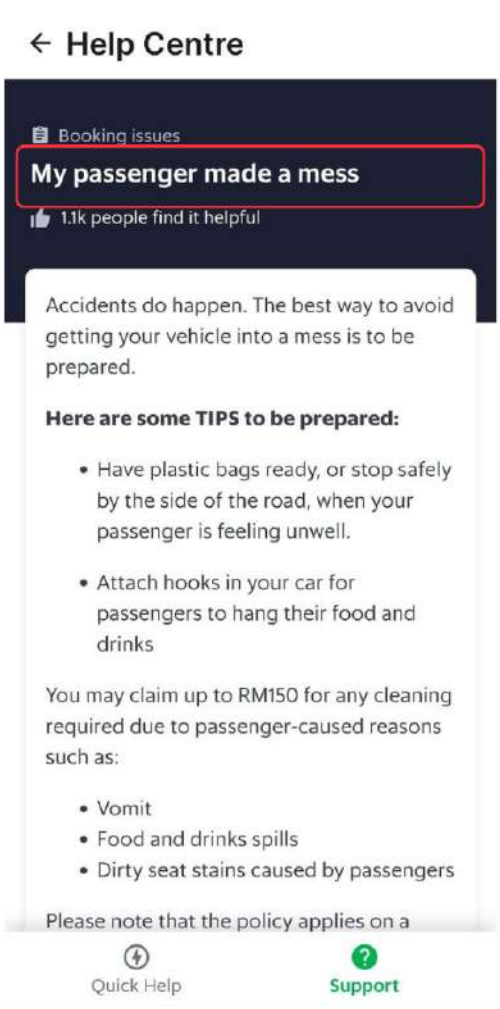
Grab akan menyiasat kes yang dilaporkan dan sekiranya diluluskan, kami akan membuat bayaran balik amaun yang telah ditolak ke dalam dompet kredit anda dalam masa 2 hari bekerja

MASALAH TEMPAHAN

PENUMPANG SAYA MENGOTORKAN/MEROSAKKAN BARANG







FAQ

Adakah saya akan mendapat sebarang bayaran balik?

Anda boleh membuat tuntutan sehingga RM150 untuk kos pembersihan yang disebabkan oleh muntah, makanan dan minuman yang jatuh dan kesan kotor di tempat duduk yang dibuat oleh penumpang

Bilakah saya patut membuat laporan?

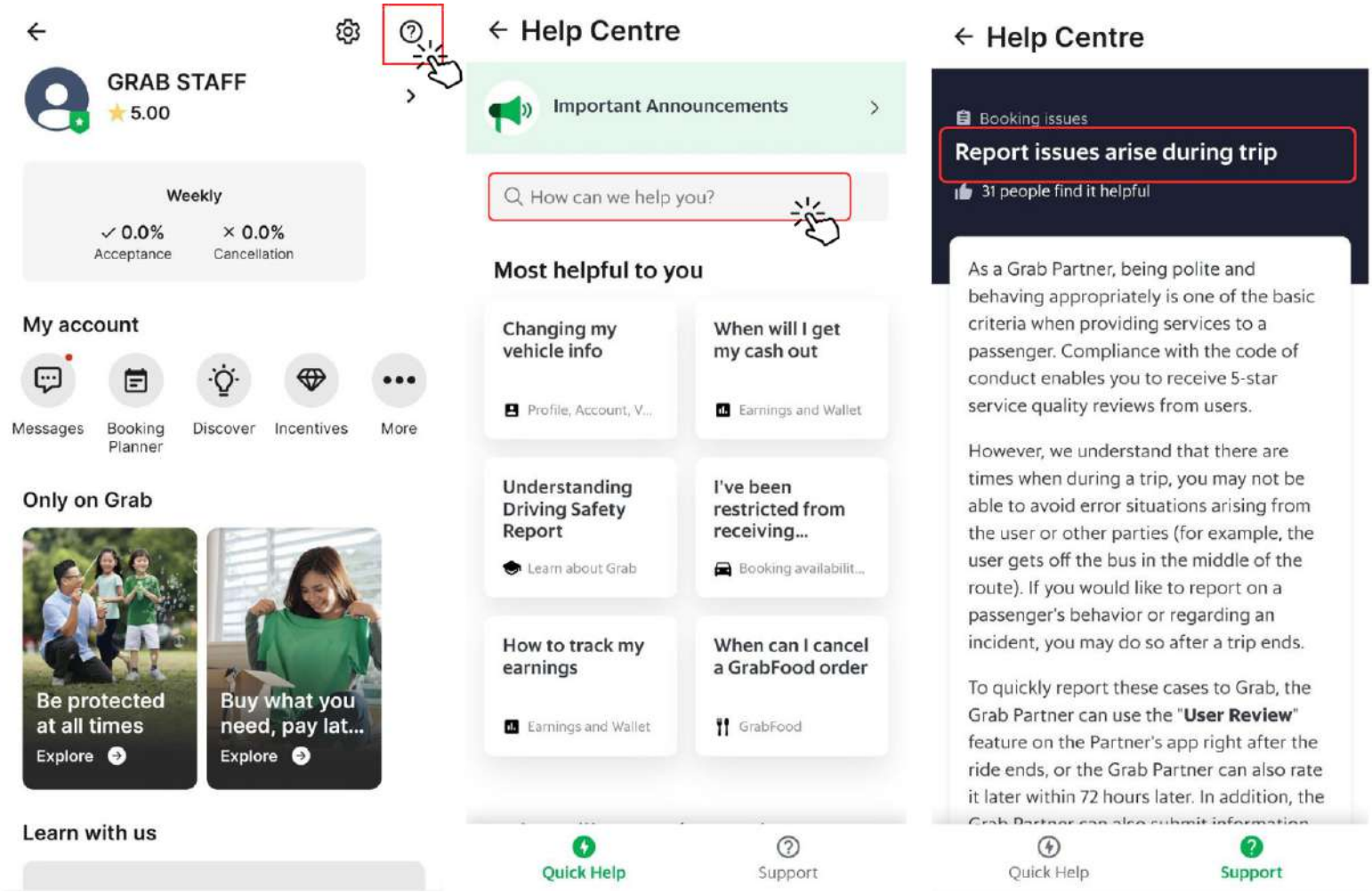
Semua tuntutan perlu dibuat dalam masa 14 hari dari tarikh kejadian

Dokumen apa yang perlu dihantar?

Clear Gambar sebelum dan selepas pembersihan yang jelas, resit yang mengandungi pecahan caj dan dikeluarkan oleh Penyedia Perkhidmatan Basuh Kereta yang berdaftar

Masalah Tempahan

LAPORKAN ISU YANG BERLAKU SEWAKTU BERADA DALAM TEMPAHAN



FAQ

Apakah yang perlu saya laporkan?

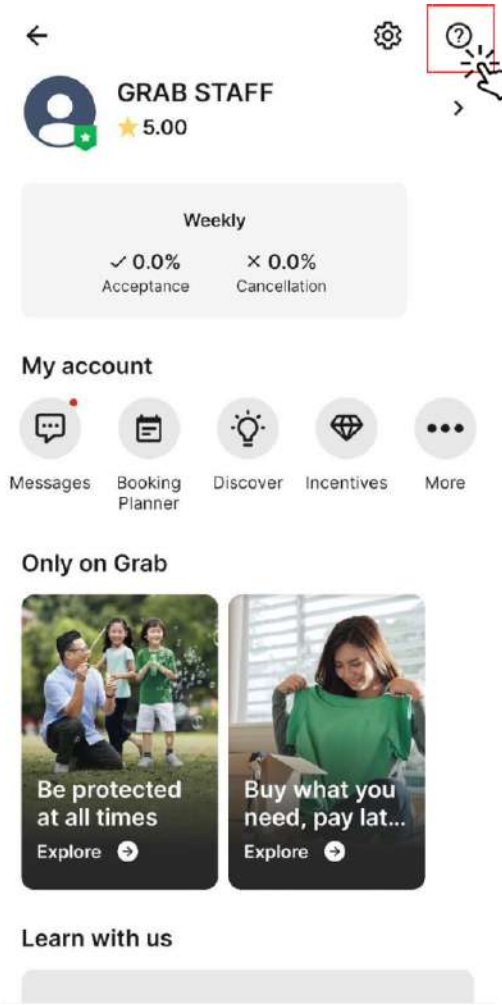
Anda boleh membuat laporan melalui borang tersebut untuk sebarang isu yang berlaku sewaktu dalam tempahan seperti, melengkapkan tempahan secara tidak sengaja, isu penumpang dan sebagainya

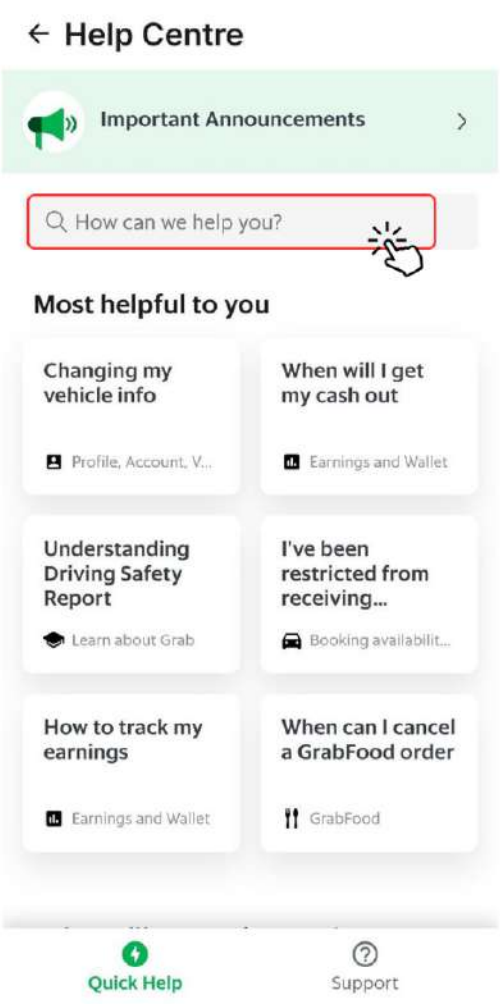
Ada kaedah lain untuk melaporkan masalah tempahan?

Ya, anda boleh menggunakan ciri "User Review" selepas melengkapkan tempahan (atau dalam masa 72 jam tempahan) untuk menilai penumpang anda

Masalah Tempahan

SAYA TERLIBAT DALAM KEMALANGAN







FAQ

Bilakah saya patut lapor?

Semua kemalangan mesti dilaporkan kepada Grab dalam masa 24 jam, tidak kira seberapa kecil

Bagaimana untuk lapor?

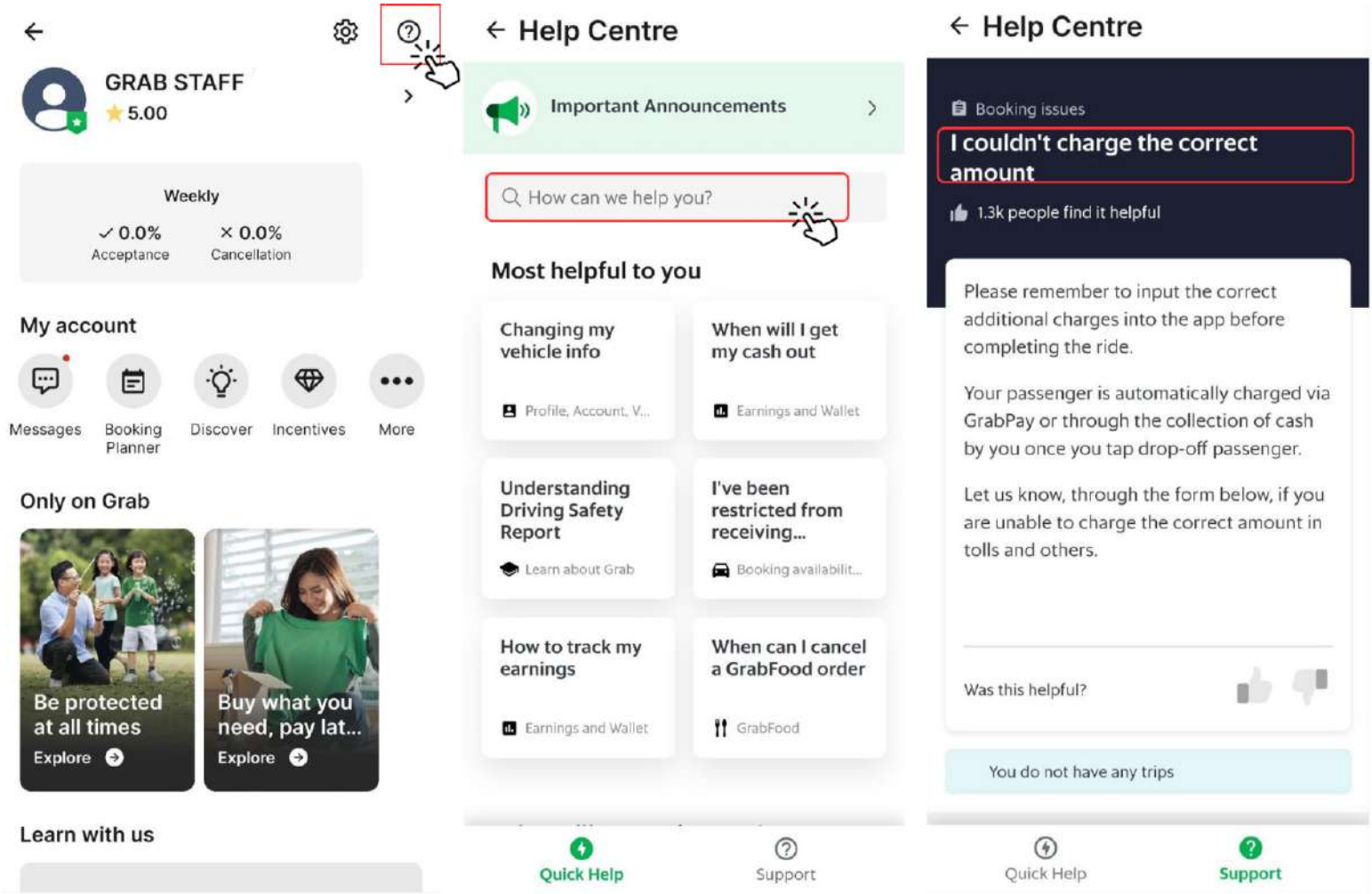
Isi borang di atas, atau telefon Grab Support melalui Pusat Bantuan

Ada sebarang perlindungan insurans oleh Grab?

You Anda dilidungi oleh perlindungan e-Hailing anda sewaktu menerima tempahan

MASALAH TEMPAHAN

SAYA TIDAK DAPAT MENGECAS AMAUN YANG BETUL



FAQ

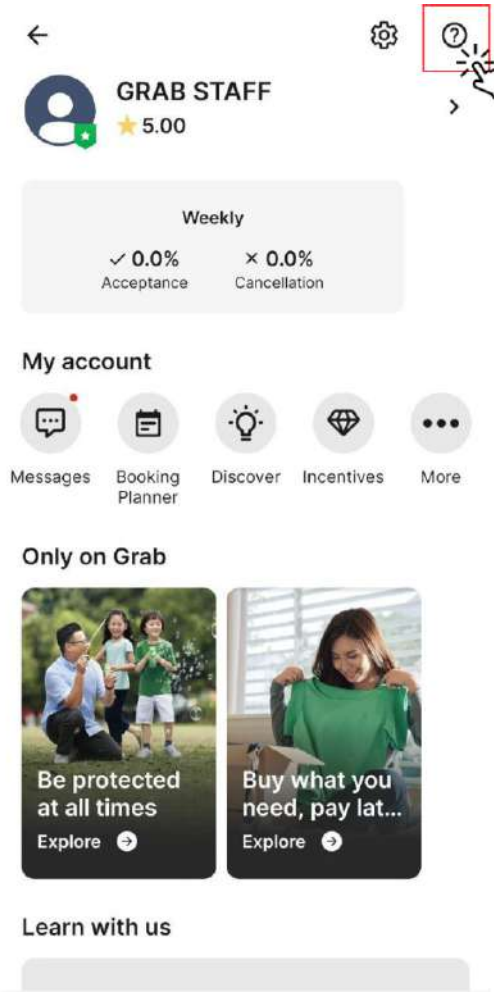
Bagaimana untuk elakkan dari mengecas amaun yang salah?

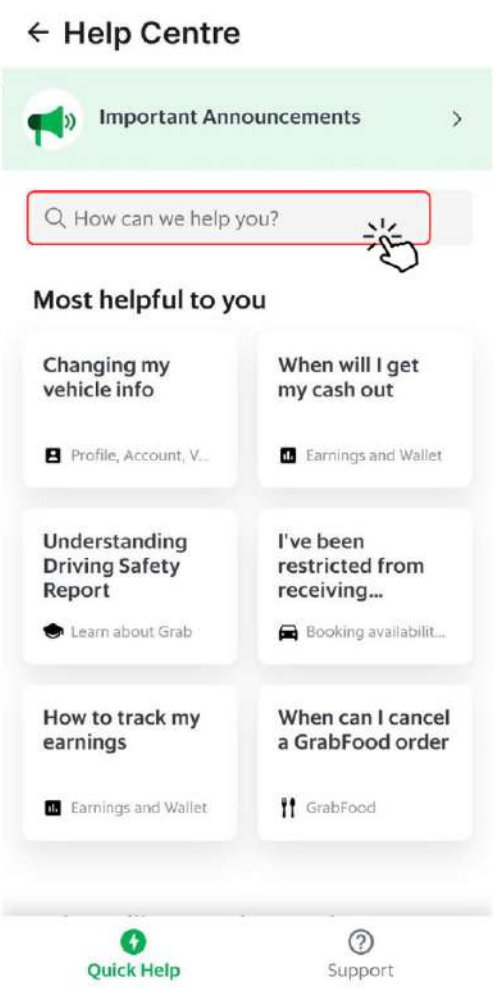
Berkomunikasi dengan penumpang mengenai sebarang caj tambahan seperti caj tol

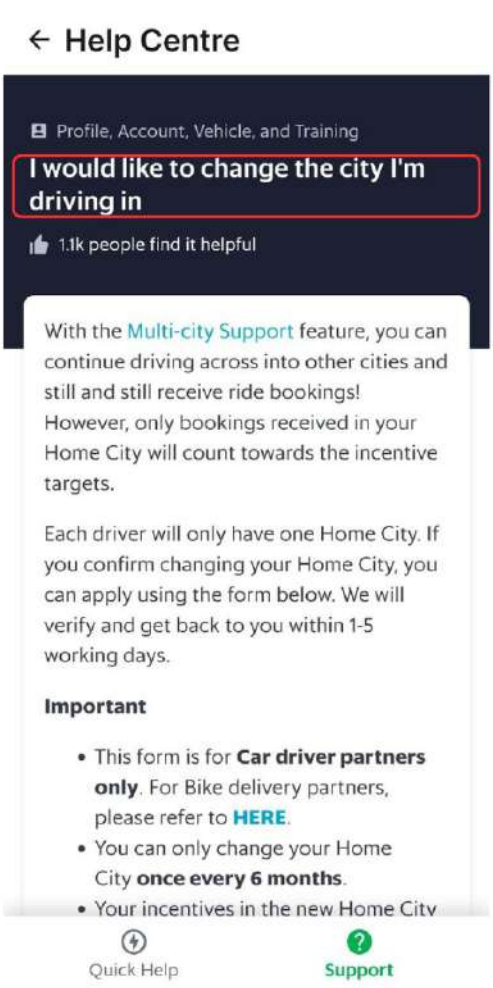
Bagaimana untuk meneruskan sekiranya saya terlupa untuk mengecas tol ?

Isi borang di atas secepat mungkin (dalam masa 24 jam) untuk kami mengambil tindakan sewajarnya

Penukaran Bandar







FAQ

Berapa kerap saya boleh membuat penukaran bandar?

Anda hanya boleh membuat penukaran sebanyak 6 bulan sekali sahaja

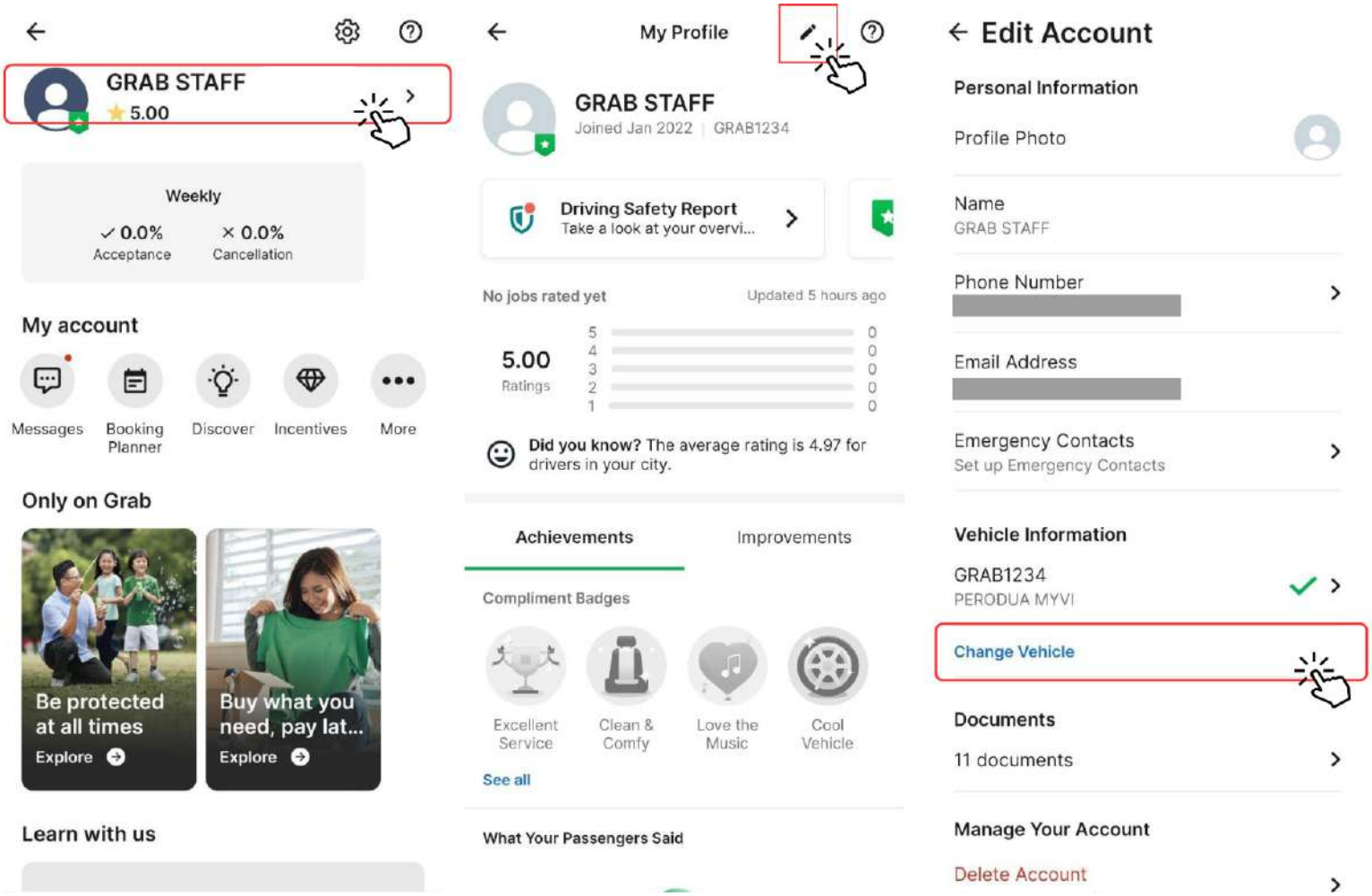
Bilakah insentif yang baru akan berkuat kuasa?

Insentif anda di bandar yang baru akan berkuat kuasa selepas seminggu permohonan anda diluluskan

Ada sebarang terma dan syarat?

Yes, Ya, untuk permohonan anda diluluskan, anda perlu memastikan 10 tempahan terakhir anda dilakukan di kawasan bandar yang baru

Penukaran Kenderaan



FAQ

Berapa lama yang diperlukan untuk mendapatkan EVP untuk kenderaan baru saya?

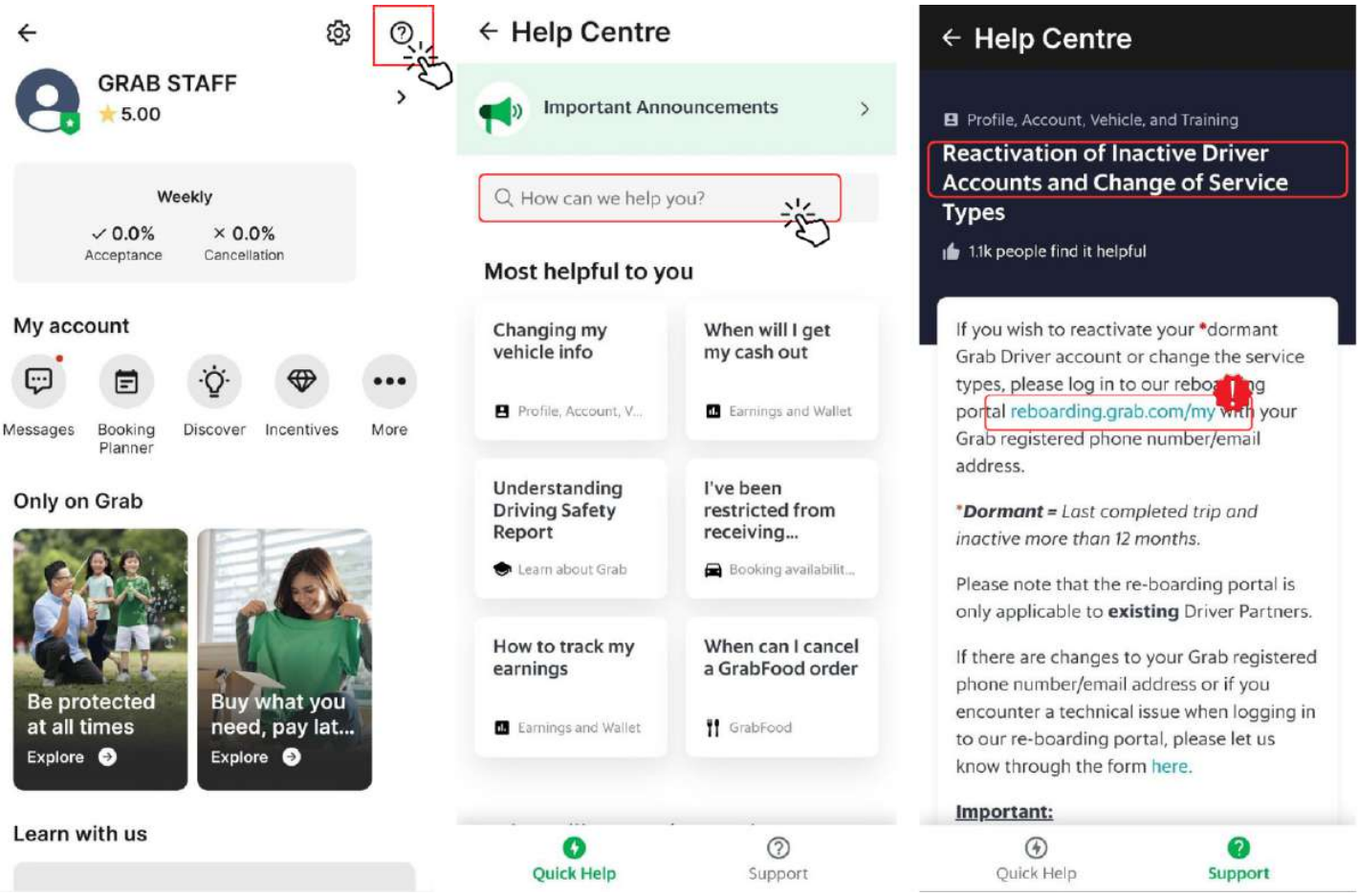
Proses permohonan EVP akan mengambil masa dalam 5 hari bekerja. Anda akan menerima notifikasi setelah permohonan penukaran kenderaan anda telah diluluskan

Apakah dokumen yang perlu saya hantar?

Anda perlu menghantar dokumen seperti geran kereta, 'road tax', dan nota perlindungan insurans

Penukaran Jenis Perkhidmatan

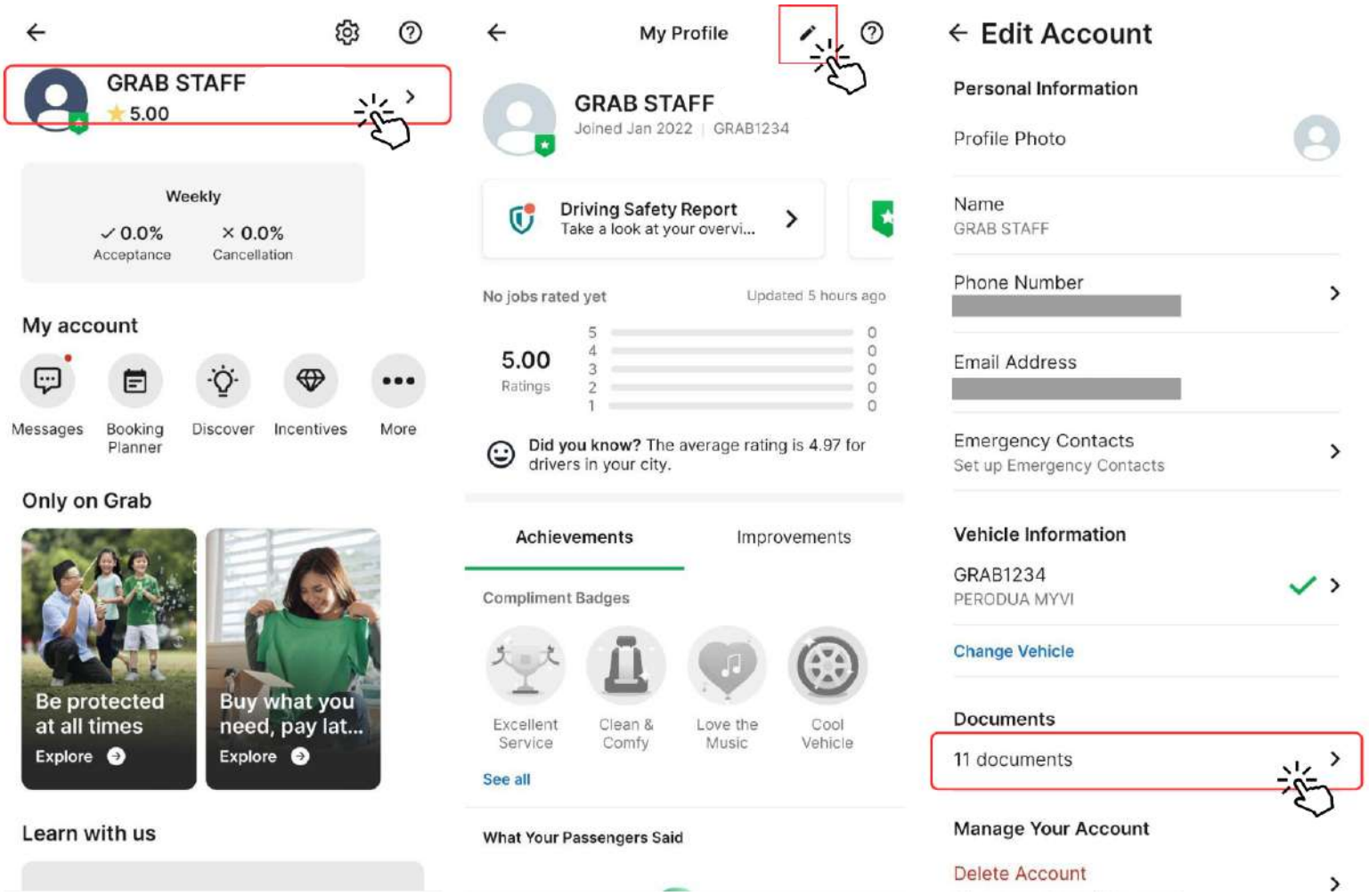
GRABCAR > GRABTAXI



GRABCAR > GRABFOOD BIKE

Dukacita dimaklumkan bahawa kami sedang menghentikan sebarang penukaran dari GrabCar ke GrabFoodBike sehingga diberitahu kelak

Kemaskini Dokumen



FAQ

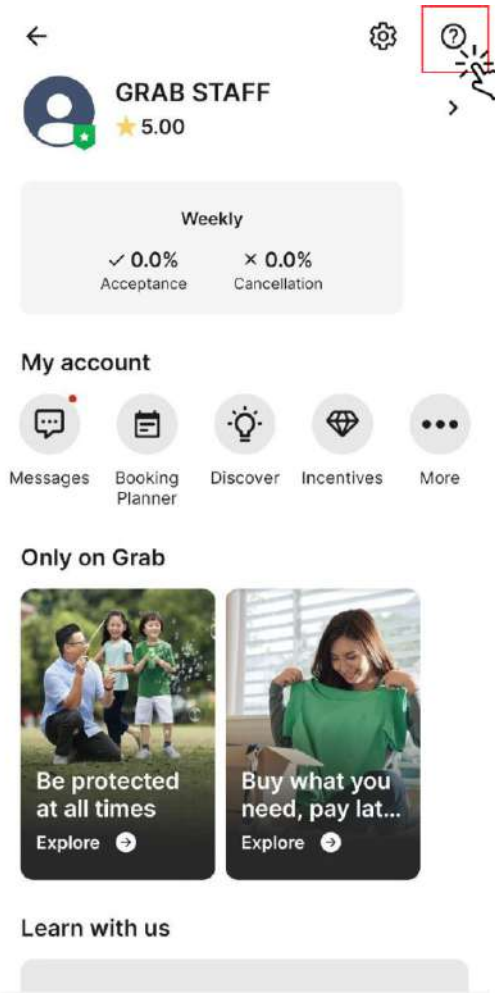
Dokumen apa yang perlu saya kemaskini?

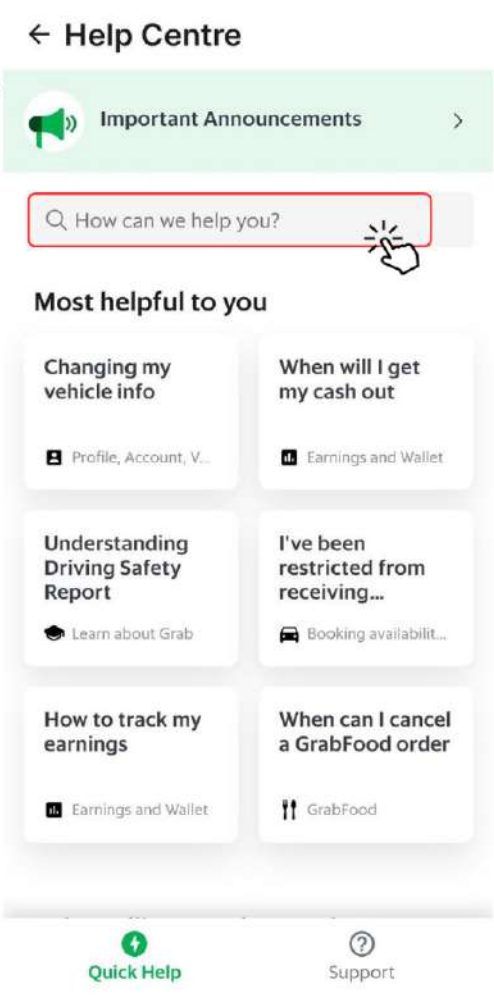
Anda perlu mengemaskini lesen PSV dan insurans kenderaan anda setiap tahun

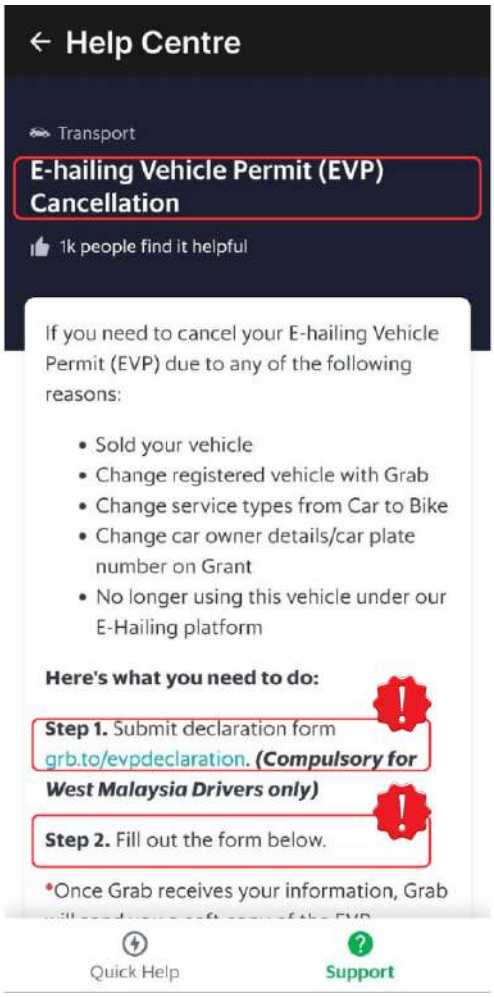
Berapa lamakah proses kemaskini dokumen saya?

Dokumen anda akan dikemaskini dalam masa 3 hari bekerja

Pembatalan EVP







FAQ

Berapa lamakah proses pembatalan EVP saya?

Selepas disahkan, proses pembatalan EVP akan mengambil masa dalam 7 hari bekerja

Adakah terdapat sebarang tempoh bertenang selepas pambatalan EVP?

Yes, Ya, anda hanya dibenarkan membuat permohonan semula EVP untuk kenderaan yang sama selepas 30 hari dari tarikh pembatalan EVP anda



Pendaftaran Baru

PANDUAN PENDAFTARAN

LANGKAH 1

Sediakan dokumen berikut: Kad Pengenalan Biru, lesen PSV, Sijil Pendaftaran Kenderaan (Geran Kereta), Insurans Kenderaan (Nota Perlindungan)

LANGKAH 2

Imbas kod QR di bawah (sebelah kanan) untuk meneruskan pendaftaran dan penyerahan dokumen anda di laman web rasmi kami

LANGKAH 3

Lengkapkan kursus latihan dalam talian di GrabAcademy dan tunggu pengaktifan akaun

*Sila hubungi kakitangan untuk menerima buku panduan pendaftaran

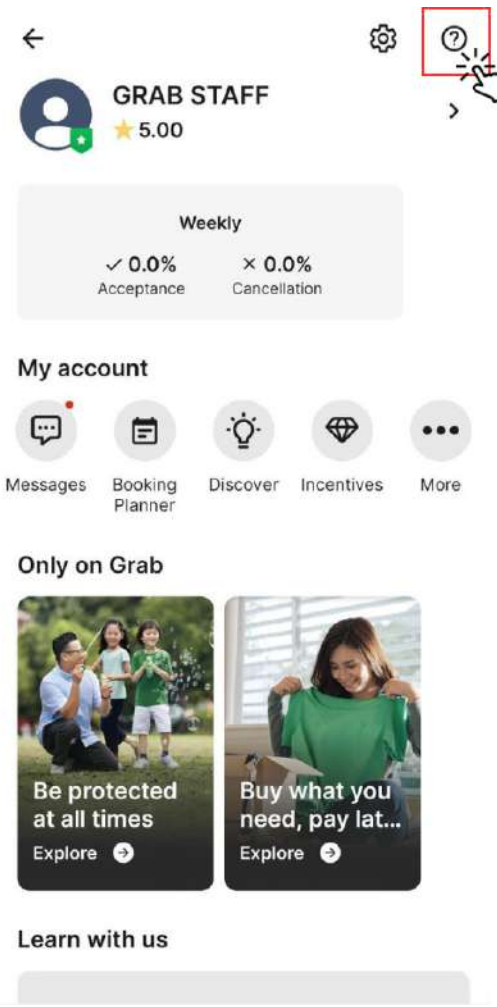
PANDUAN PSV RASMI

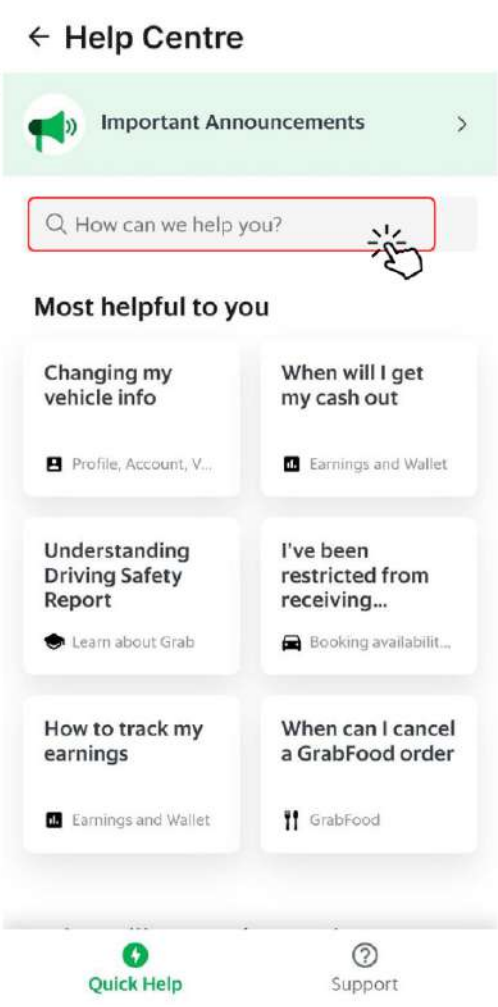
https://www.grab.com/my/psvlicensewithgrab/

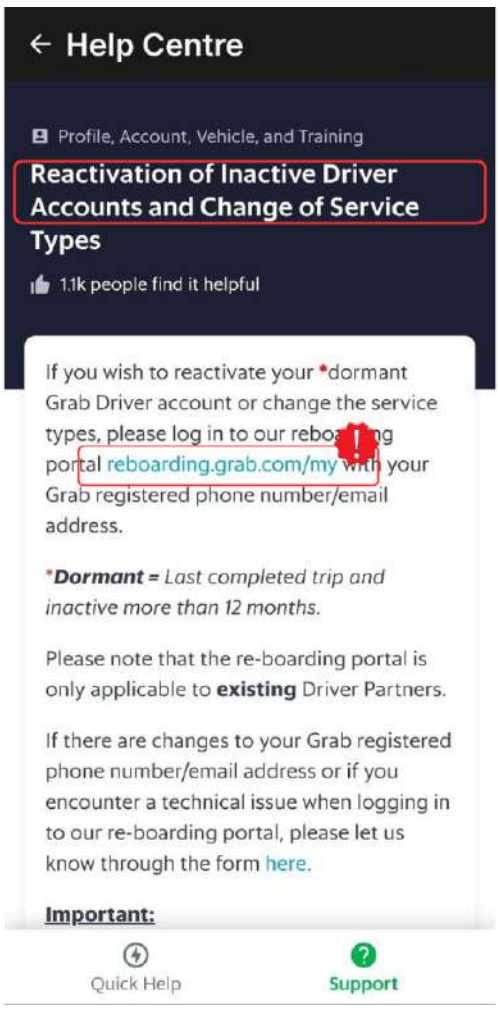
HALAMAN PENDAFTARAN RASMI

https://register.grab.com/my

Aktif Semula Akaun (Reboarding)







FAQ

Bilakah akaun saya akan digantung kerana tidak aktif?

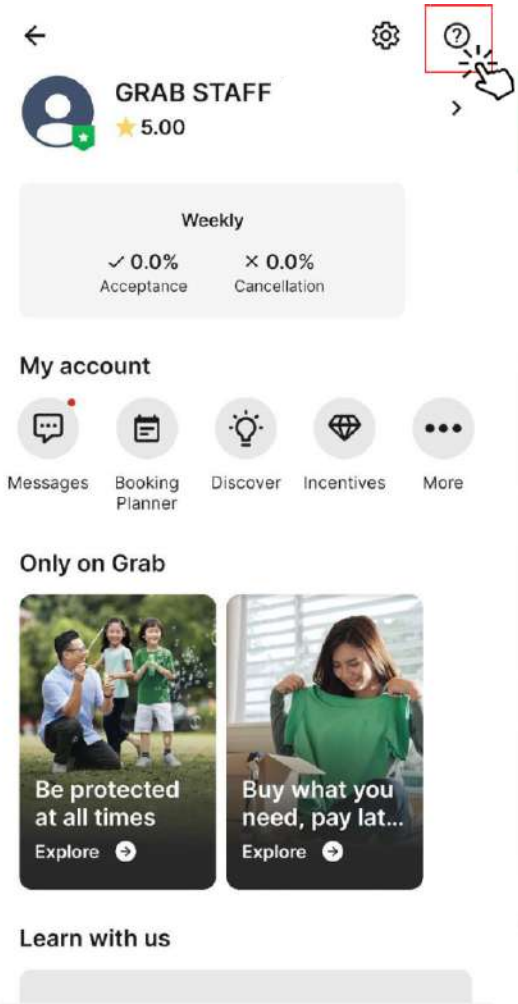
Akaun anda akan digantung jika anda tidak aktif selama lebih daripada 12 bulan

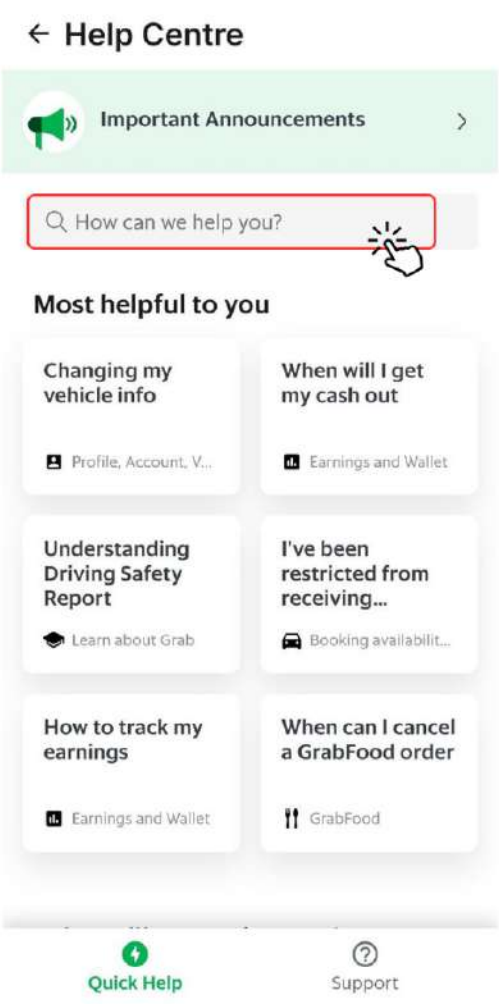
Berapa lamakah proses pengaktifan semula akaun?

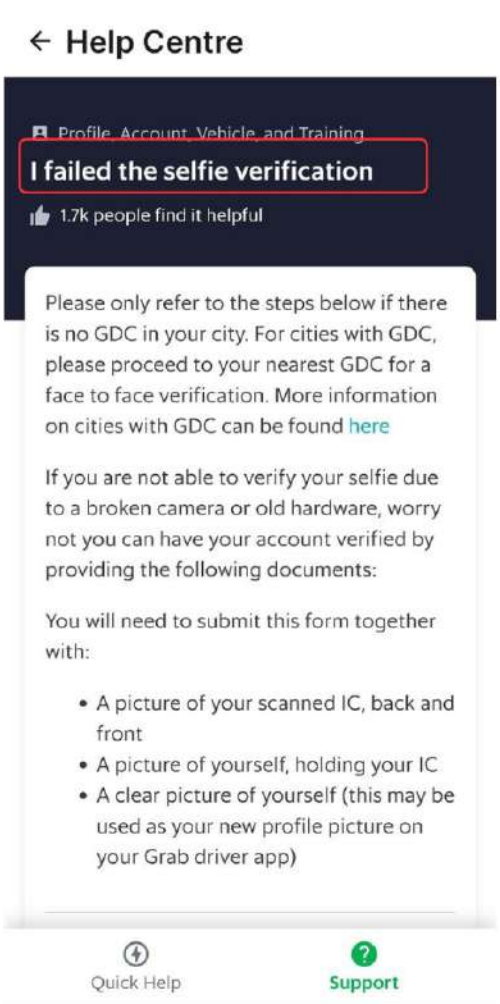
Biasanya, proses pengaktifan semula akaun anda akan mengambil masa kira-kira 2 minggu selepas penyerahan dokumen dan latihan anda selesai.

Masalah Akaun

GAGAL PENGESAHAN 'SELFIE'







FAQ

Mengapa saya gagal dalam pengesahan 'selfie'?

Sila pastikan anda sendiri yang membuat pengesahan 'selifie' dan berada di kawasan yang terang. Jangan gunakan gambar anda untuk melengkapkan proses verifikasi tersebut.



Masalah Akaun

SAYA TIDAK BOLEH LOG MASUK

LANGKAH 1

Sila lakukan 'Basic Troubleshooting' dengan log masuk ke Grab Driver menggunakan emel yang didaftarkan dengan Grab

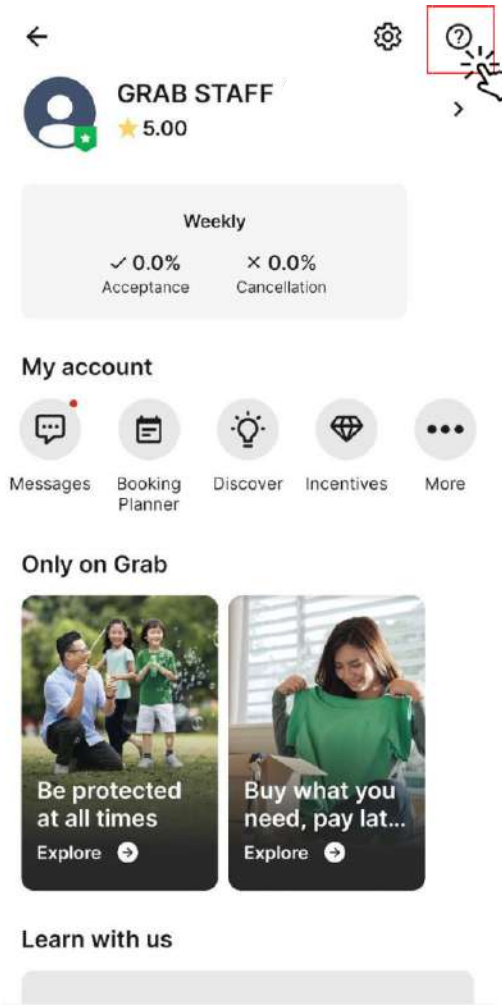
LANGKAH 2

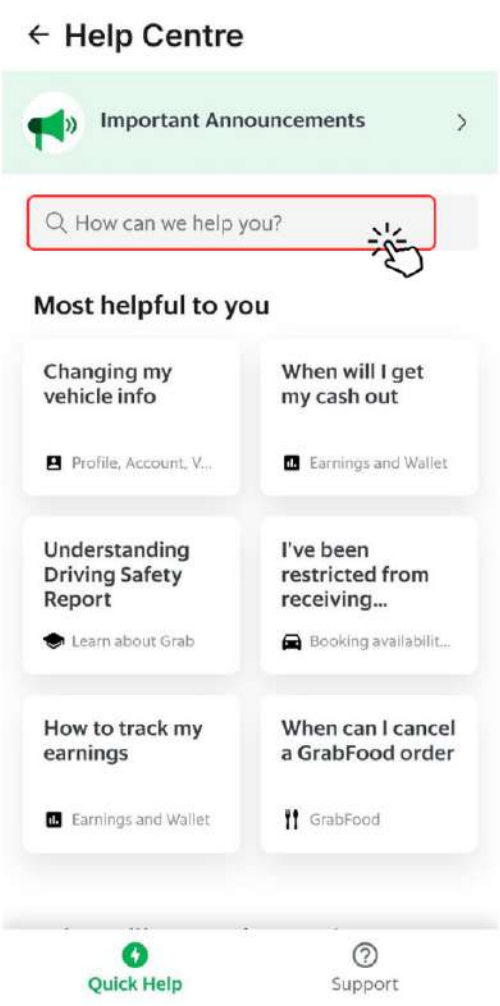
Sekiranya anda masih tidak dapat log masuk ke akaun anda, sila isikan borang di bawah untuk mendapatkan bantuan selanjutnya

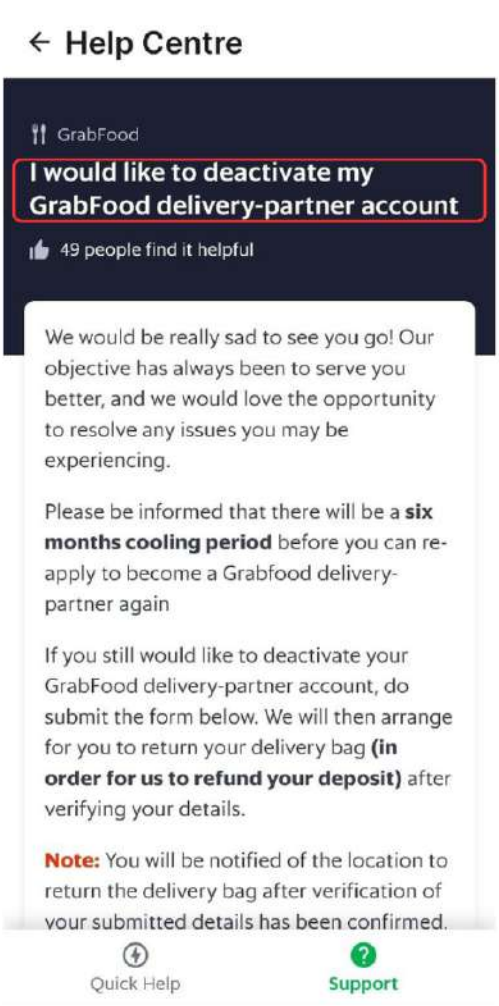
*Sekiranya anda sudah tidak aktif lebih dari 6 bulan, sila rujuk bahagian "Reboarding"

https://help.grab.com/driver/en-my/115008080208-I-can't-login

Penutupan Akaun







FAQ

Adakah saya akan mendapatkan kembali deposit beg saya?

Ya, sila pulangkan set beg anda kepada GDC untuk kami memproses bayaran balik anda sebanyak RM100

Berapa lama masa yang diambil untuk mengeluarkan baki wang dalam akaun saya?

Proses pengeluaran baki wang anda akan mengambila masa 14 hari bekerja setalah permohonan pentupan akaun anda disahkan

Rayuan

PANDUAN UNTUK RAYUAN

LANGKAH 1

Sila imbas Kod QR di bawah dan isi borang rayuan

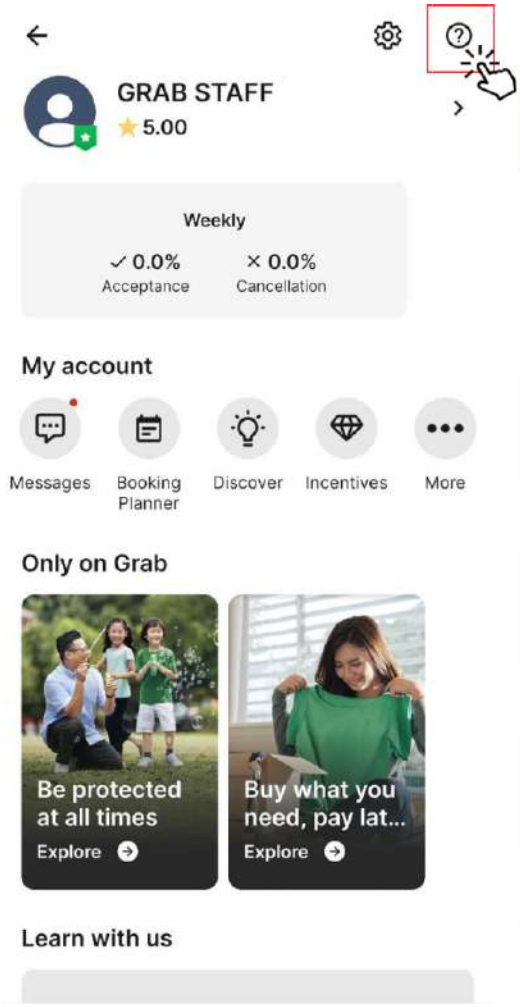
Bilakah saya akan menerima jawapan mengenai rayuan saya?

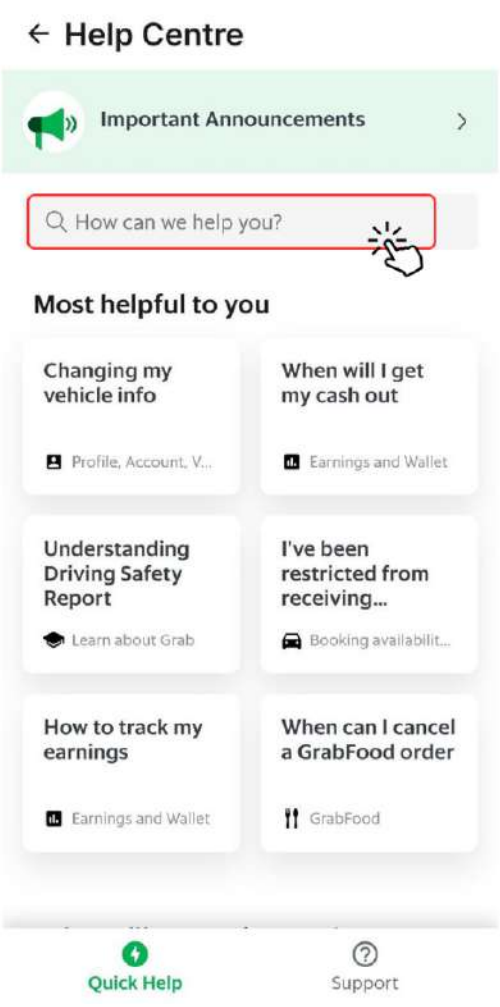
Anda akan menerima jawapan dalam masa 14 hari bekerja dari tarikh penghantaran rayuan

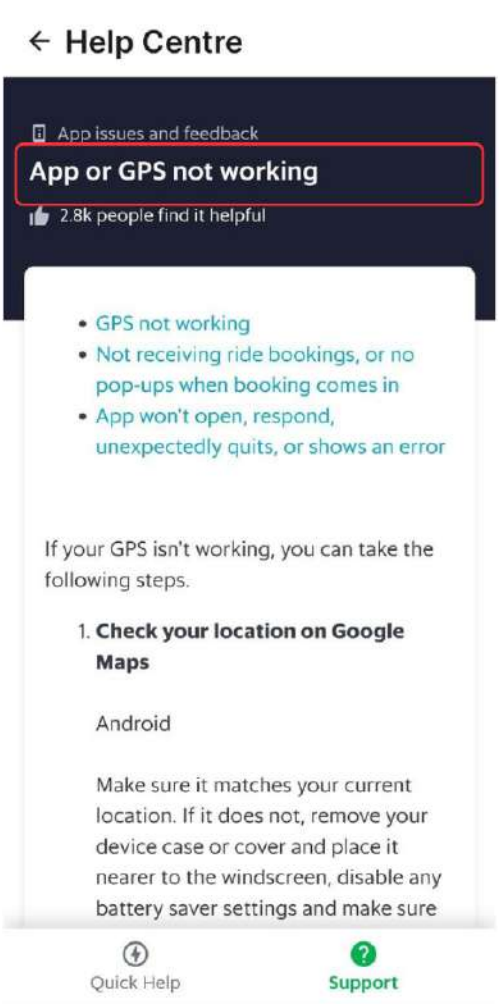
https://help.grab.com/driver/en-my/articles/115007920767-My-account-is-disabled

Masalah Tempahan

MASALAH APLIKASI GRAB DRIVER / GPS







FAQ

Bagaimana untuk mengelakkan masalah aplikasi?

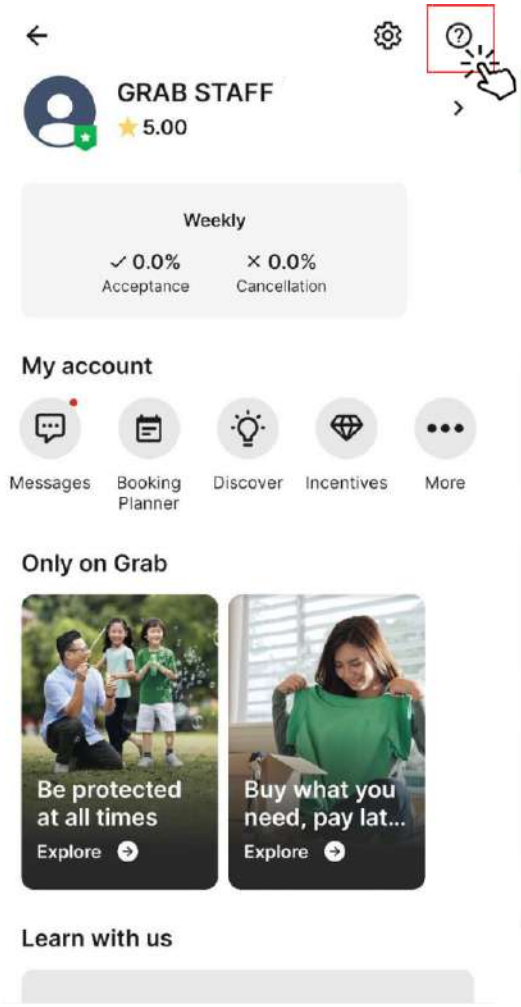
Sila kemaskini aplikasi Grab Driver anda dengan kerap di Appstore anda

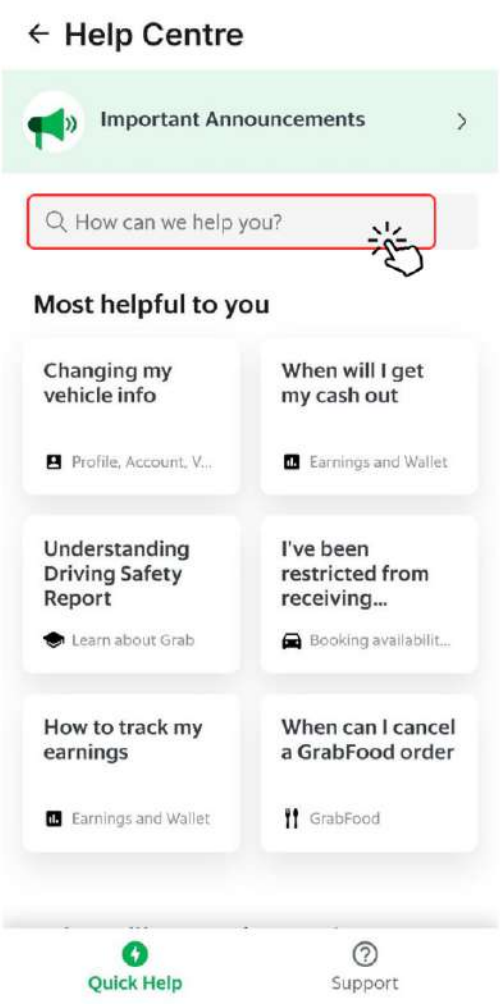
Bagaimana untuk melakukan 'basic troubleshooting'?

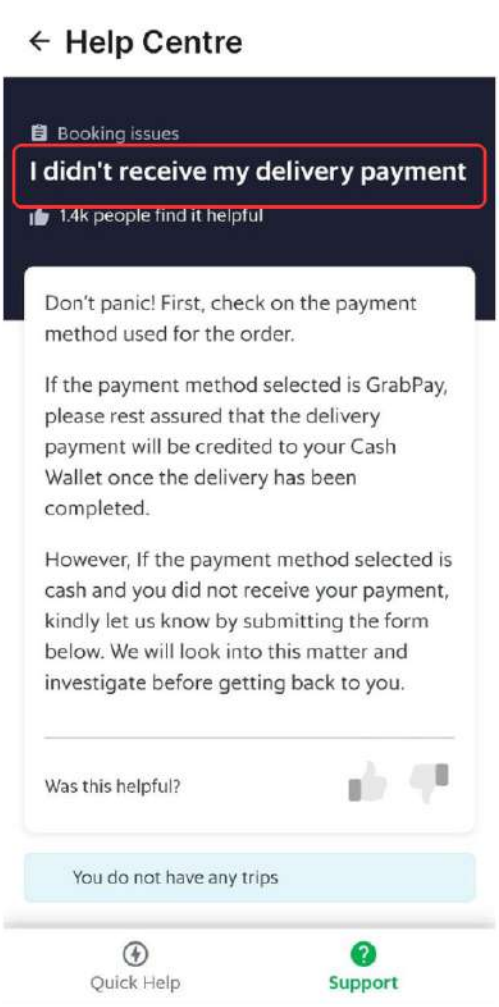
Untuk melakukan basic troubleshooting, sila muat turun semula aplikasi Grab Driver anda dan 'restart' telefon anda

MASALAH TEMPAHAN

SAYA TIDAK MENERIMA BAYARAN PENGHANTARAN SAYA







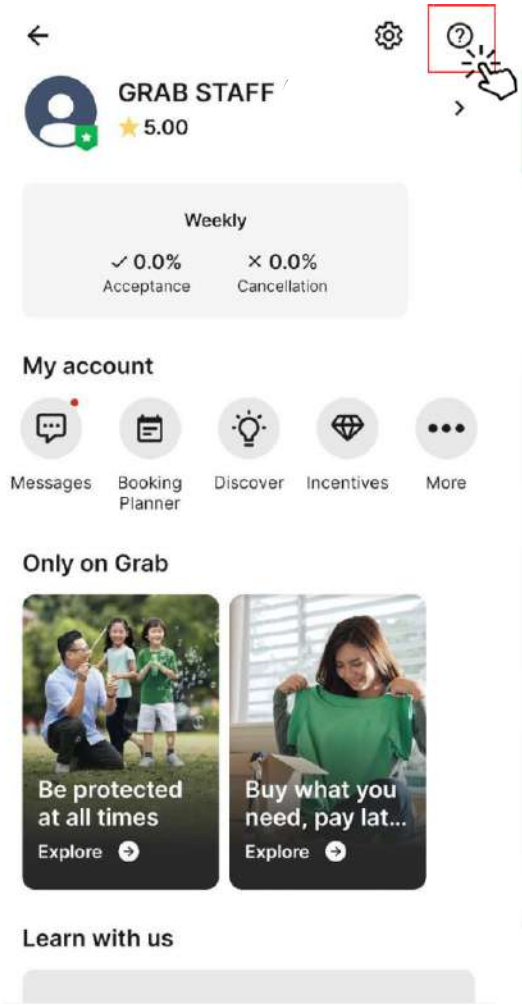
FAQ

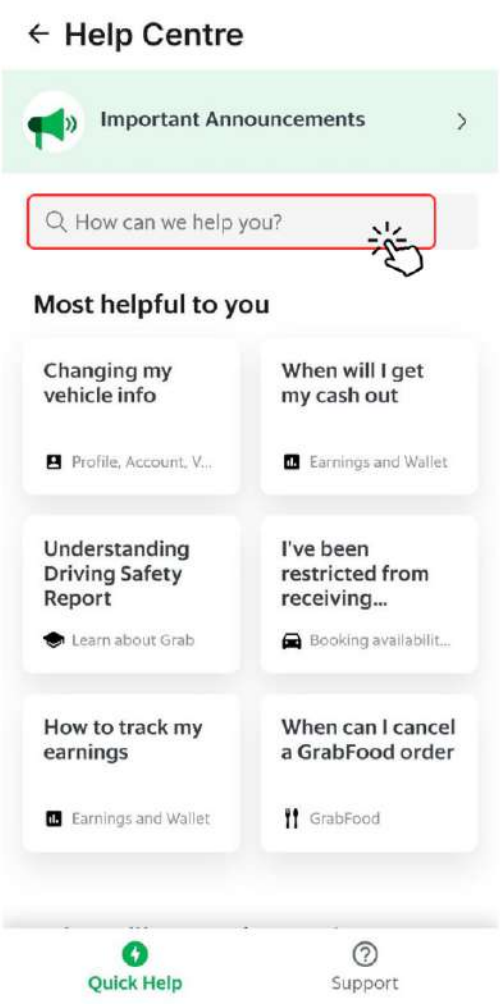
Bilakah saya perlu membuat laporan?

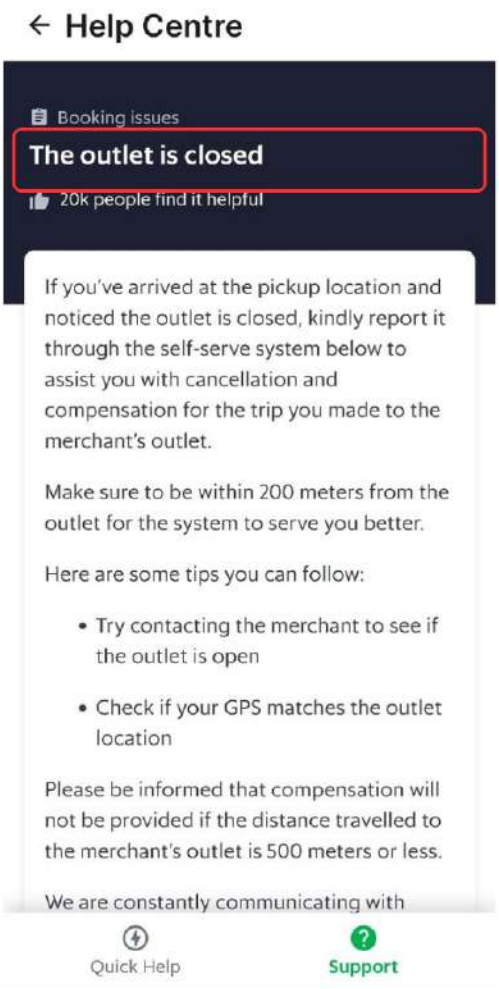
Anda dinasihatkan untuk membuat laporan secepat mungkin (dalam masa 24 jam) untuk mendapatkan bantuan

Masalah Tempahan

KEDAI / RESTORAN TUTUP







FAQ

Cara untuk lapor

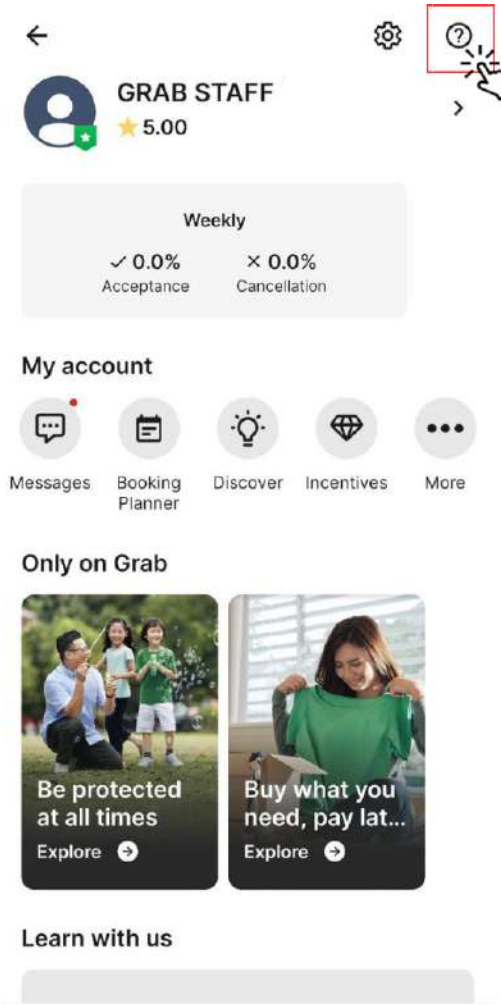
Anda perlu berada dalam lingkungan 200 meter dari kedai untuk melaporkan bahawa kedai tutup

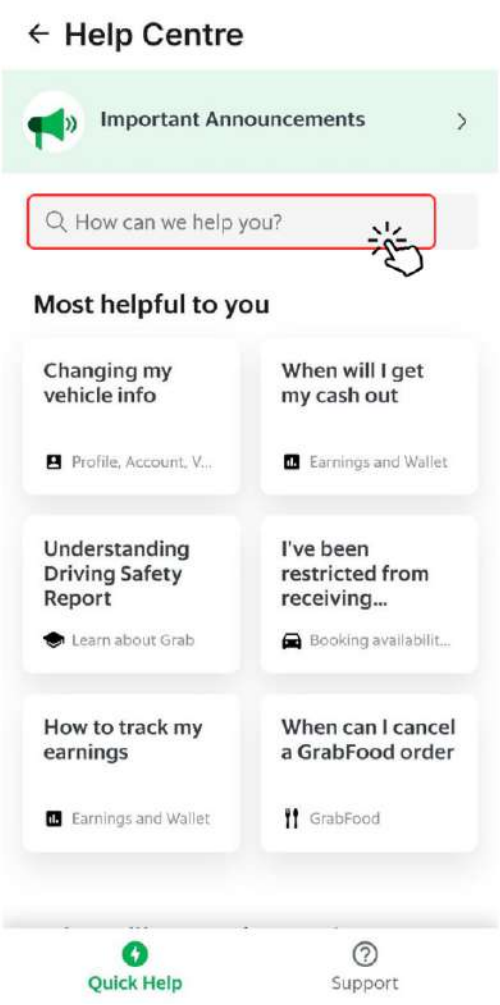
Adakah saya akan menerima bayaran balik?

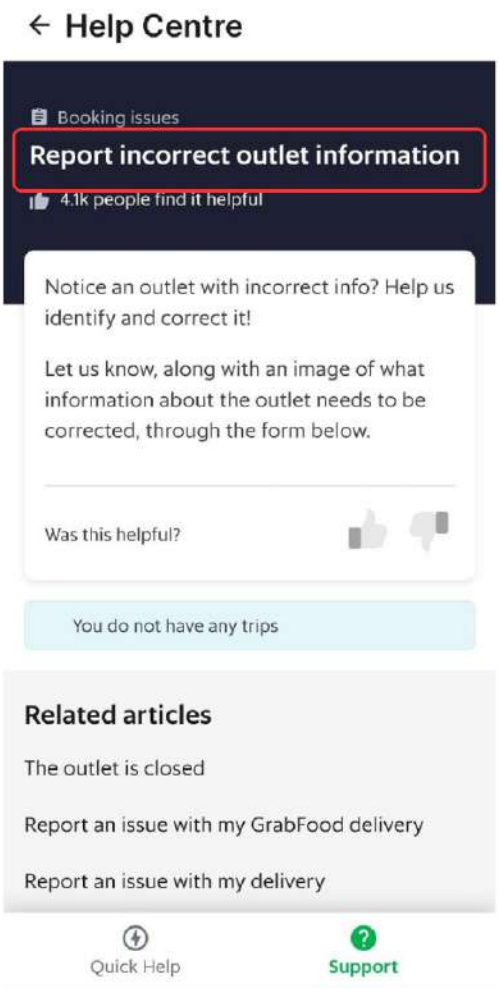
Anda hanya akan menerima pampasan jika jarak perjalanan ke kedai peniaga adalah 500 meter atau kurang

Masalah Tempahan

MELAPORKAN MAKLUMAT KEDAI YANG SALAH







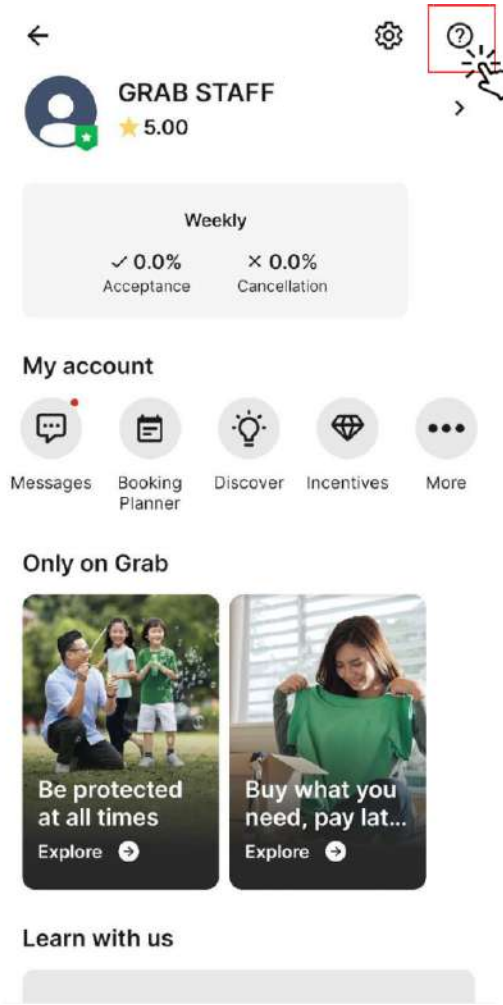
FAQ

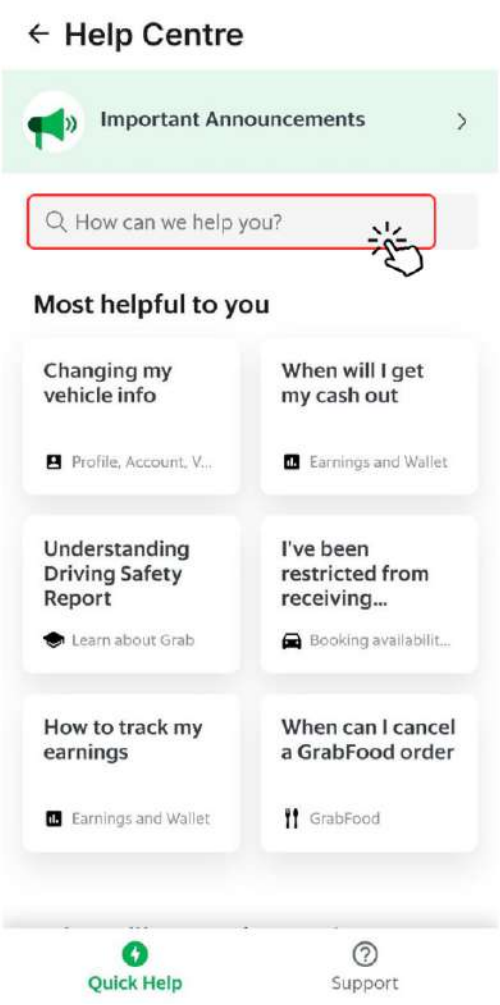
Apa yang perlu saya laporkan?

Anda boleh melaporkan tentang lokasi kedai yang salah, waktu operasi kedai, dan lain-lain

Maklumat Tempahan

SAYA TERLIBAT DALAM KEMALANGAN







FAQ

Bilakah saya patut lapor?

Semua kemalangan mesti dilaporkan kepada Grab dalam masa 24 jam, tidak kira seberapa kecil

Bagaimana untuk lapor?

Isi borang di atas, atau telefon Grab Support melalui Pusat Bantuan

Ada sebarang perlindungan insurans oleh Grab?

Ya, sila rujuk pautan berikut untuk lebih info (https://www.grab.com/my/2w_insurance/)

Masalah Tempahan

LAPOR ISU PENGHANTARAN SAYA

LANGKAH 1

Imbas kod QR dibawah dan isi borang

LANGKAH 2

Pilih isu yang betul dan huraikan isu itu secara terperinci di bawah "huraian"

https://help.grab.com/driver/en-my/360001026228-Report-an-issue-with-my-delivery



Penukaran Beg

LANGKAH-LANGKAH

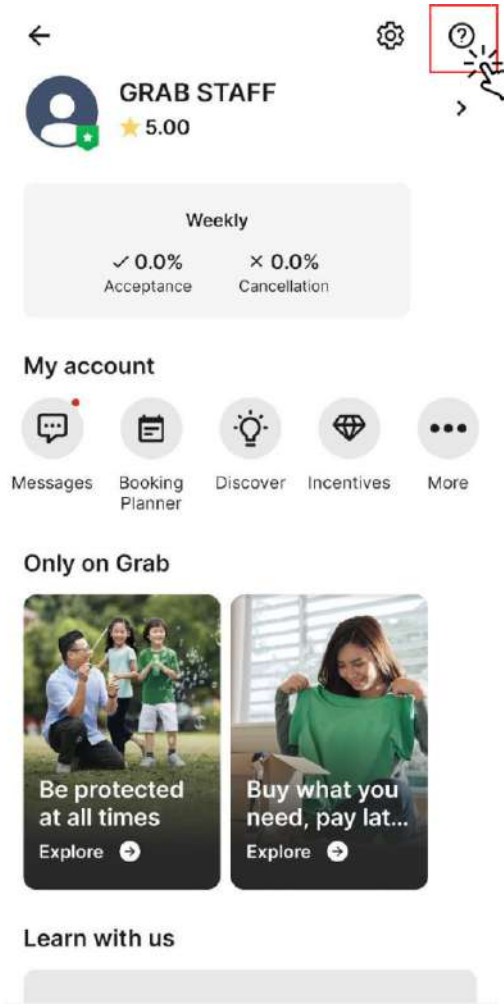
LANGKAH 1

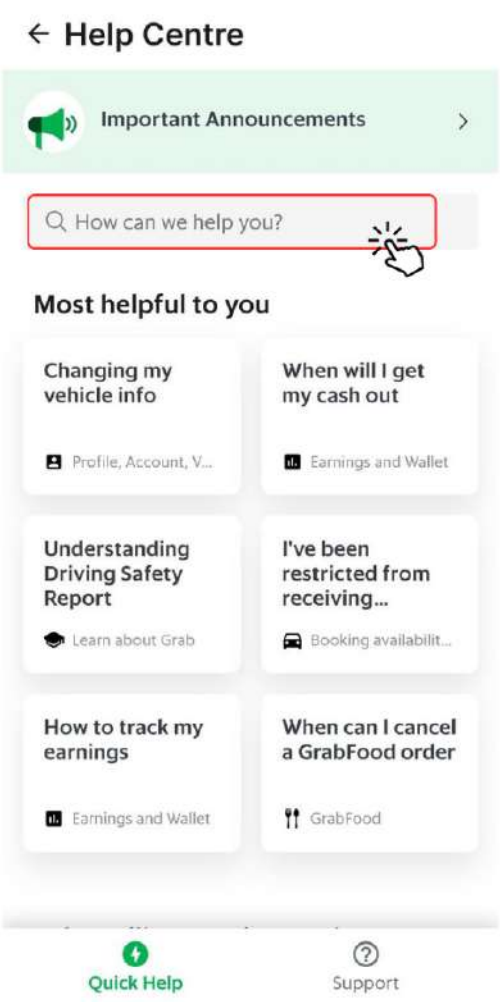
Sila bawa bersama set beg anda (beg penghantaran dan beg tote) yang lengkap ke GDC untuk membuat penukaran

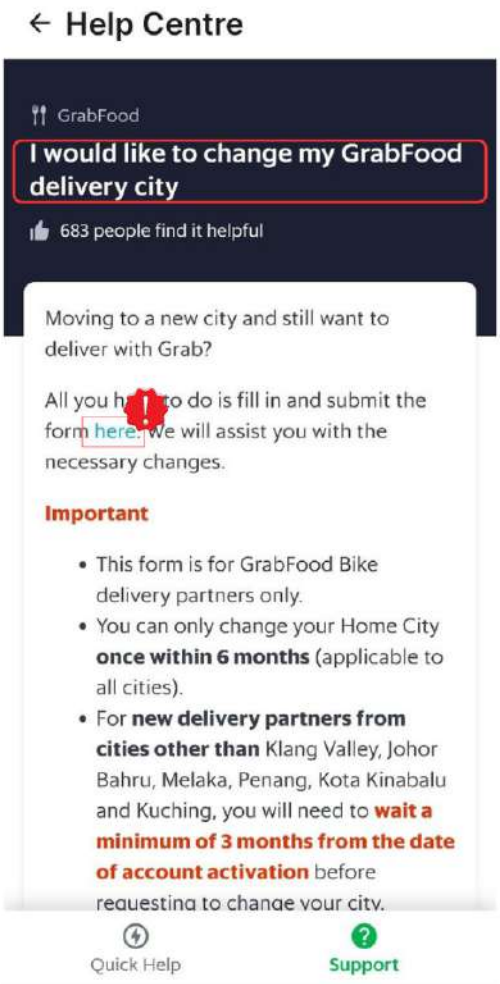
Bilakah saya boleh tukar beg penghantaran saya?

Anda boleh tukar beg penghantaran anda lepas setahun (12 bulan) daripada tarikh penukaran beg yang terakhir

Penukaran Bandar







FAQ

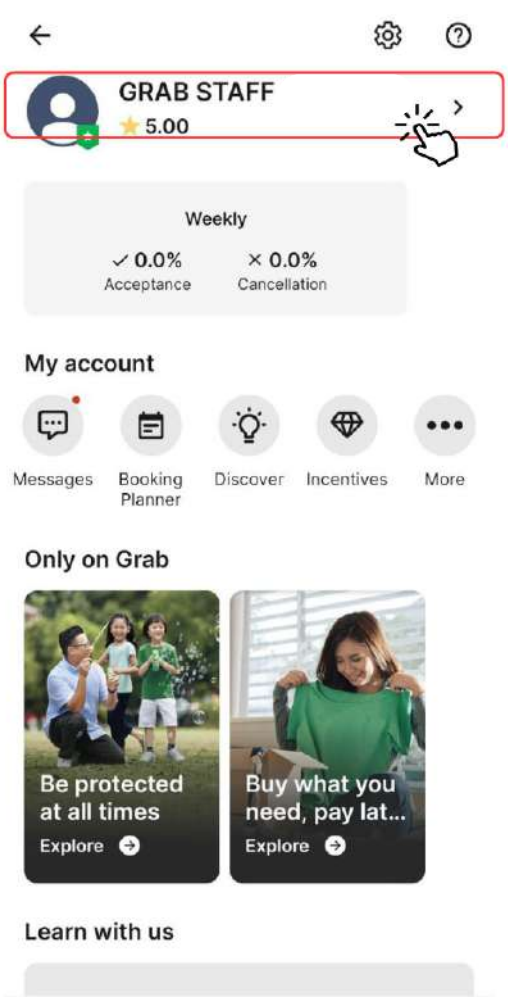
Berapa kerap saya boleh menukar bandar penghantaran GrabFood saya?

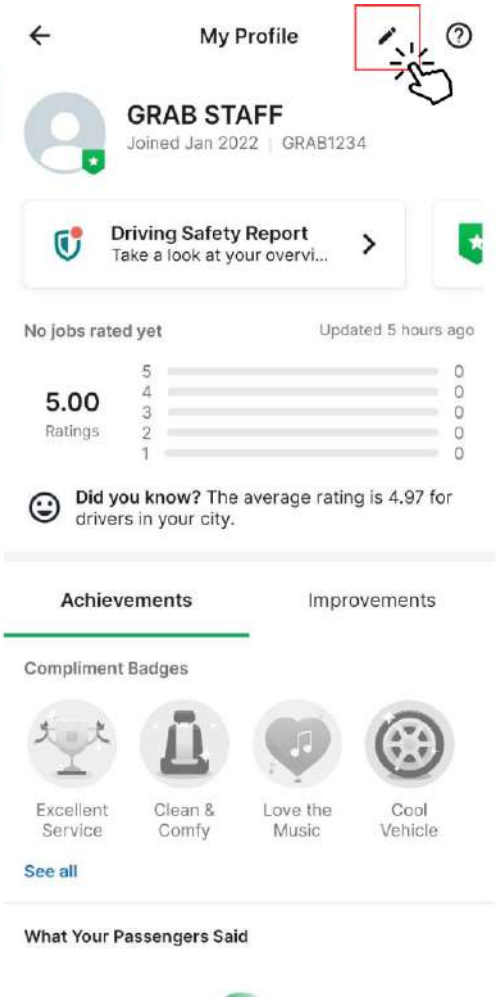
Anda hanya boleh menukar Bandar penghantaran anda sekali setiap 6 bulan. Untuk rakan kongsi penghantaran baharu di Perak, anda perlu menunggu sekurang-kurangnya 3 bulan dari tarikh pengaktifan akaun sebelum memohon untuk menukar bandar anda

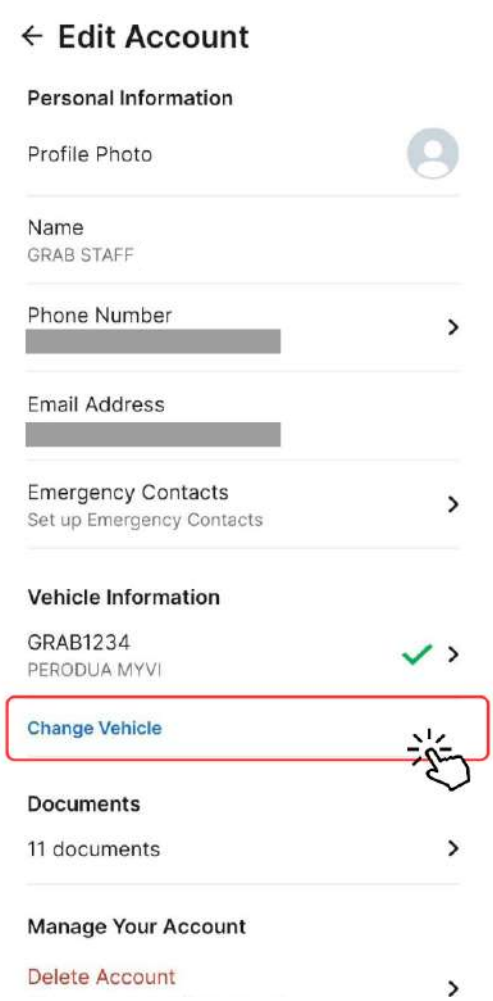
Berapa lamakah proses permohonan penukaran bandar saya?

Proses penukaran bandar anda akan dilengkapkan dalam masa 3 hari bekerja

Penukaran Kenderaan







FAQ

Berapa lamakah proses permohonan penukaran kenderaan saya?

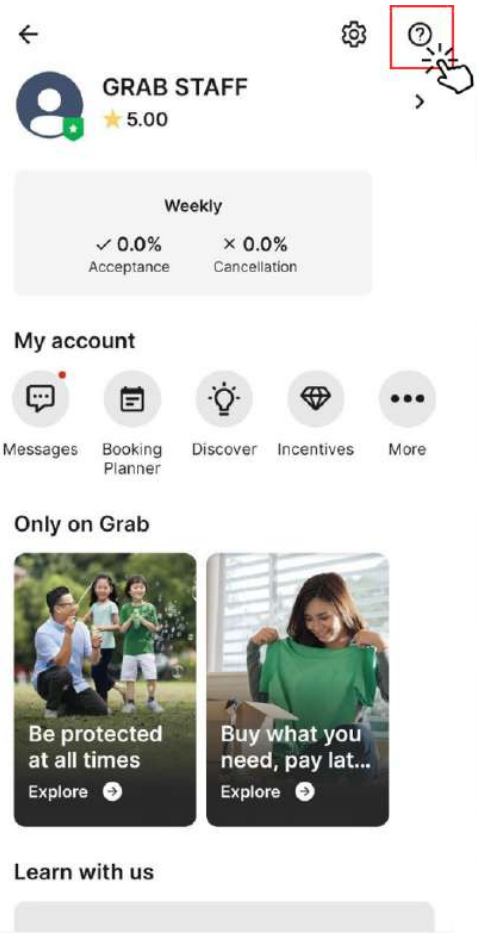
Kami akan mengesahkan dan mengemas kini kenderaan anda dalam masa 3 hari bekerja selepas tarikh permohonan

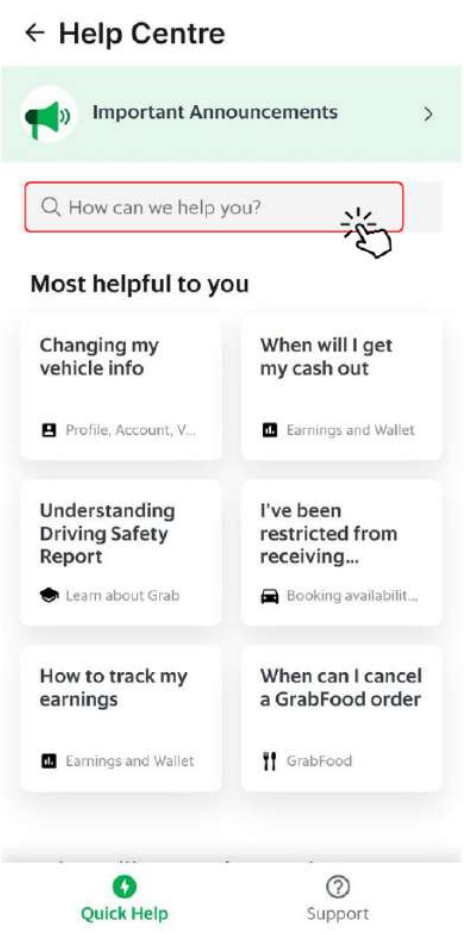
Apakah dokumen yang perlu saya hantar?

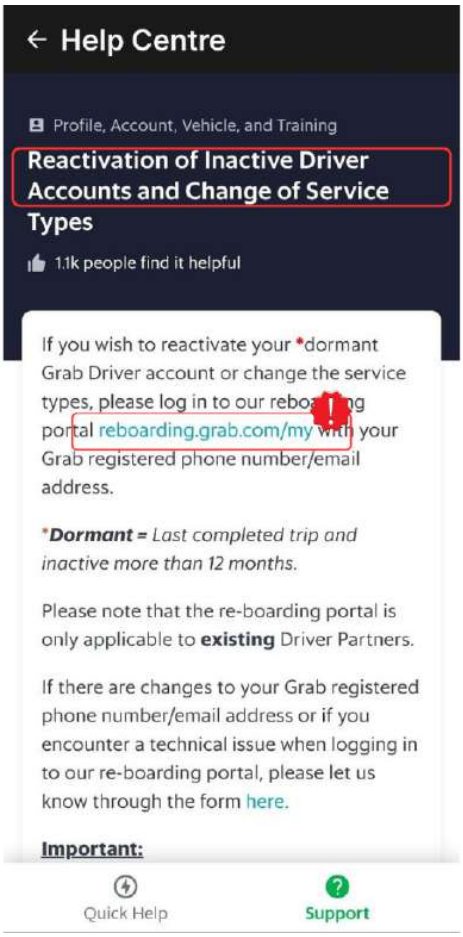
Anda dikehendaki untuk menghantar road tax motosikal anda yang sah

Penukaran Jenis Perkhidmatan

GRABFOOD BIKE > GRABCAR/GRABTAXI







FAQ

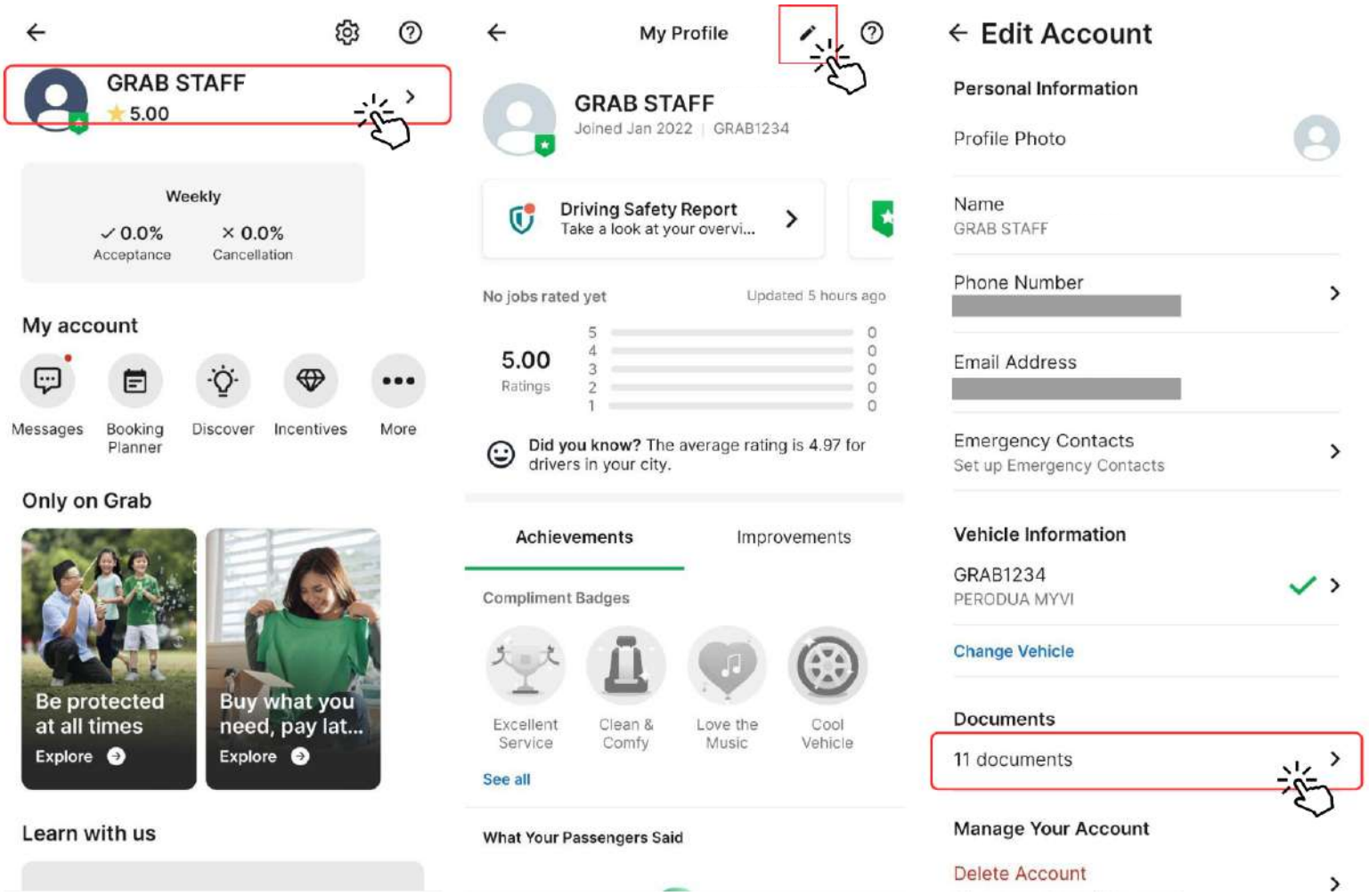
Adakah saya akan mendapat sebarang bayaran balik untuk beg saya?

Selepas memulangkan set beg anda (beg penghantaran dan beg tote) kepada GDC, anda akan menerima pembayaran balik ke dalam Dompet Tunai anda dalam 14 hari bekerja

Apakah dokumen yang perlu saya sediakan untuk penukaran?

Kad Pengenalan biru, lesen PSV, Sijil Pendaftaran Kenderaan (Geran Kereta), Insurans Kenderaan (Nota Perlindungan Insurans)

Kemaskini Dokumen



FAQ

Dokumen apakah yang perlu saya kemas kini?

Anda perlu mengemas kini lesen memandu anda (B/B2) sebelum tamat tempoh untuk mengelakkan akaun anda digantung

Berapa lamakah proses kemaskini dokumen saya?

Dokumen anda akan dikemas kini dalam masa 1 hari bekerja

Pendaftaran Baru

REGISTRATION GUIDE

LANGKAH 1

Sediakan dokumen berikut: Kad Pengenalan Biru, Lesen Memandu (B/B2), Road Tax Motosikal yang Sah

LANGKAH 2

Imbas kod QR di bawah untuk meneruskan pendaftaran dan penyerahan dokumen anda di laman web rasmi kami

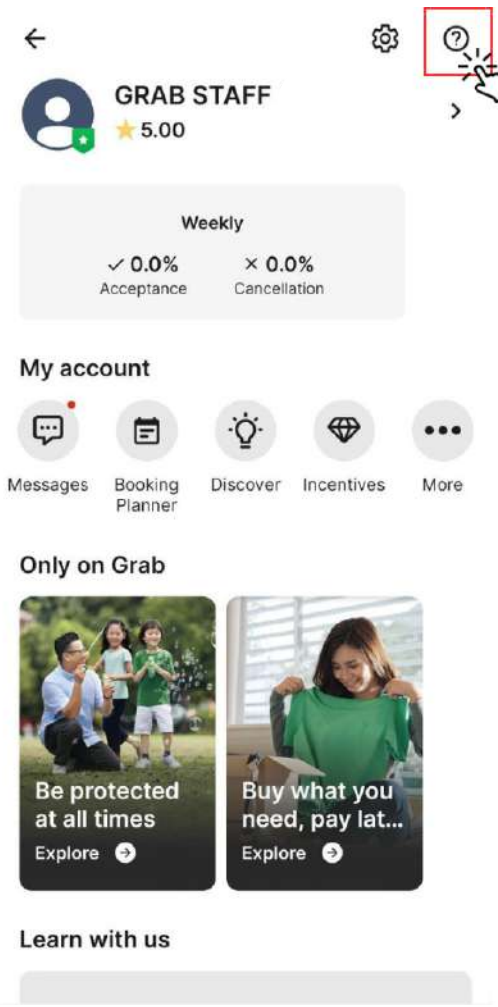
LANGKAH 3

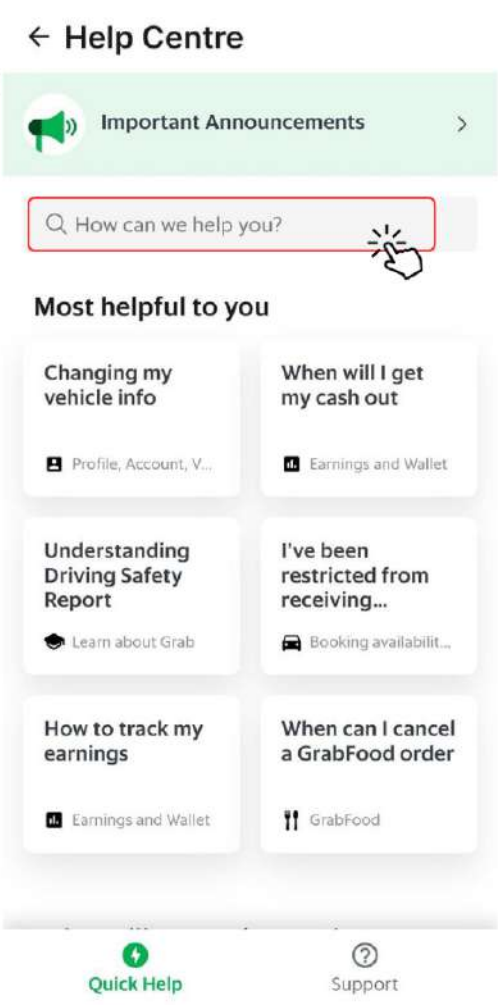
Lengkapkan kursus latihan dalam talian di GrabAcademy

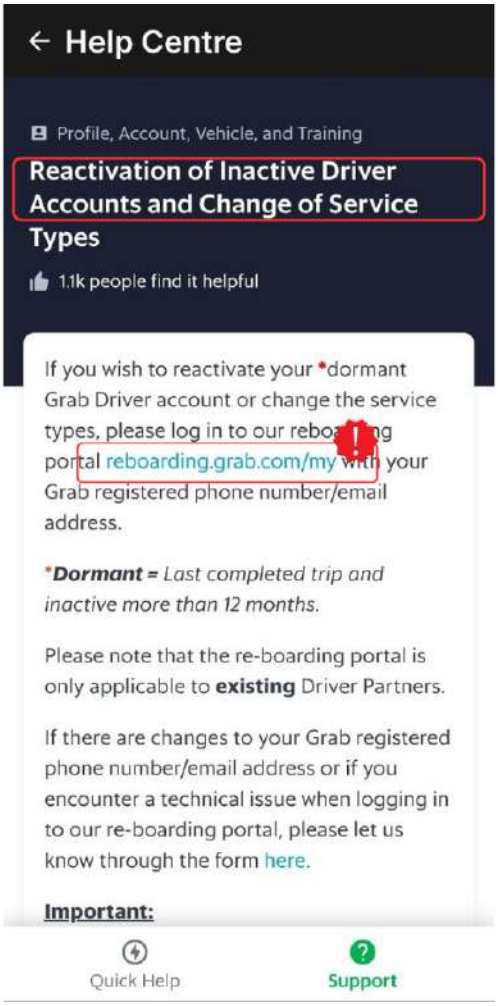
HALAMAN PENDAFTARAN RASMI

https://register.grab.com/my

Aktif Semula Akaun (Reboarding)







FAQ

Bilakah akaun saya akan digantung kerana tidak aktif?

Akaun anda akan digantung jika anda tidak aktif selama lebih daripada 6 bulan

Berapa lamakah proses pengaktifan semula akaun?

Biasanya, ia Proses pengaktifan akaun mengambil masa kira-kira 1 minggu selepas penyerahan dokumen dan latihan anda selesai.

欢迎光临南部GDC

开始

EN BM 中

请选择您的帐户类型







GrabCar, GrabTaxi

- 帐户问题
- 关闭账户
- 申诉
- 订单问题
- 更改驾驶城市
- 更改车辆
- 更改帐户类型
- 文件更新
- 取消 EVP
- 新注册
- 重新加入平台



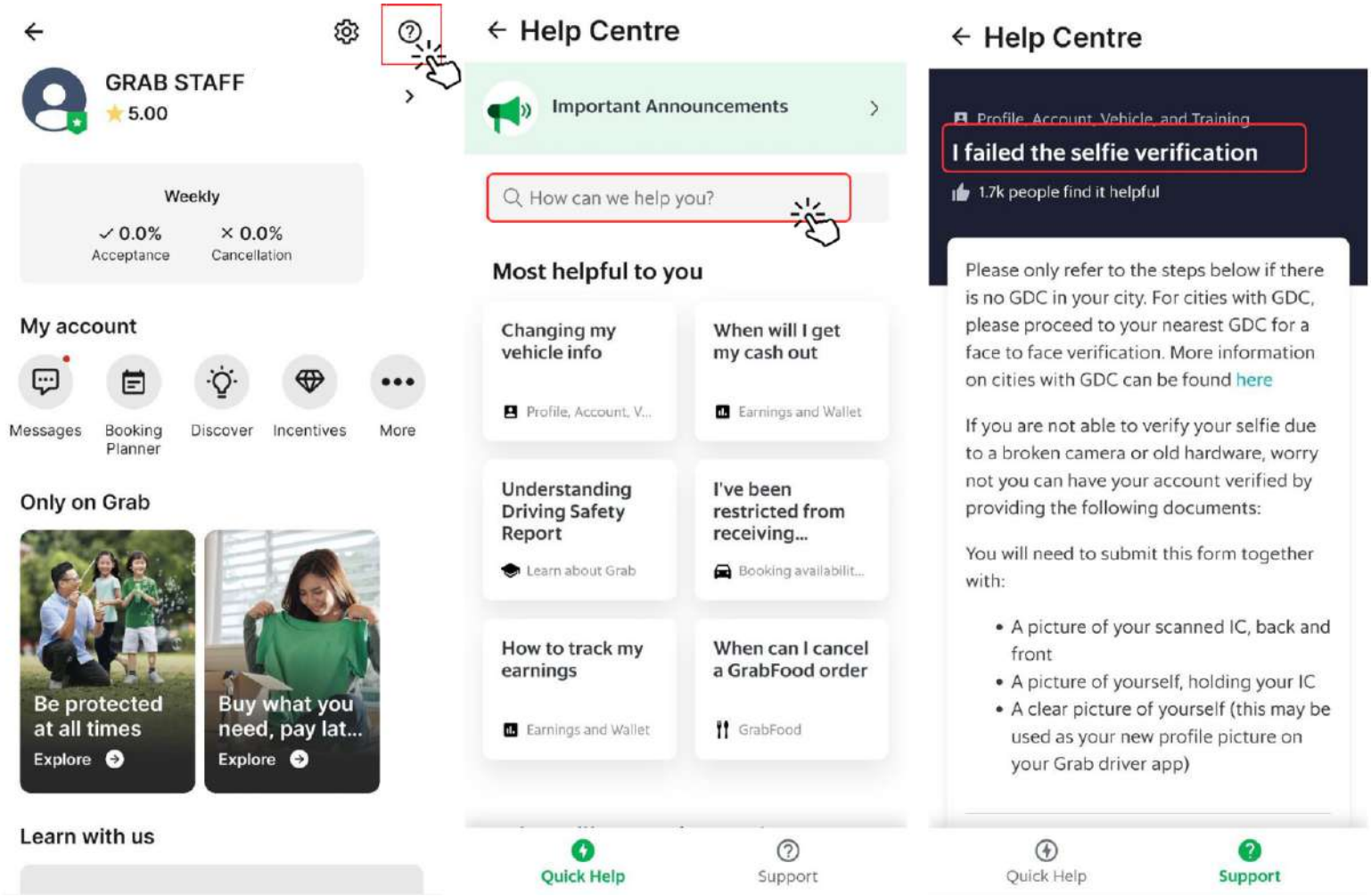
GrabFood Bike

- 帐户问题
- 关闭账户
- 申诉
- 订单问题
- 更换送货箱
- 更改驾驶城市
- 更改摩托车
- 更改帐户类型
- 文件更新
- 新注册
- 重新加入平台



帐户问题

自拍验证失败



常问问题

为什么我的自拍验证失败了？

请确保您是在明亮的灯光下亲自完成自拍验证过程，并且不要使用您自己的照片来完成验证过程



帐户问题

我无法登录

步骤1

使用您注册的 GMAIL 地址登录 Grab Driver

步骤2

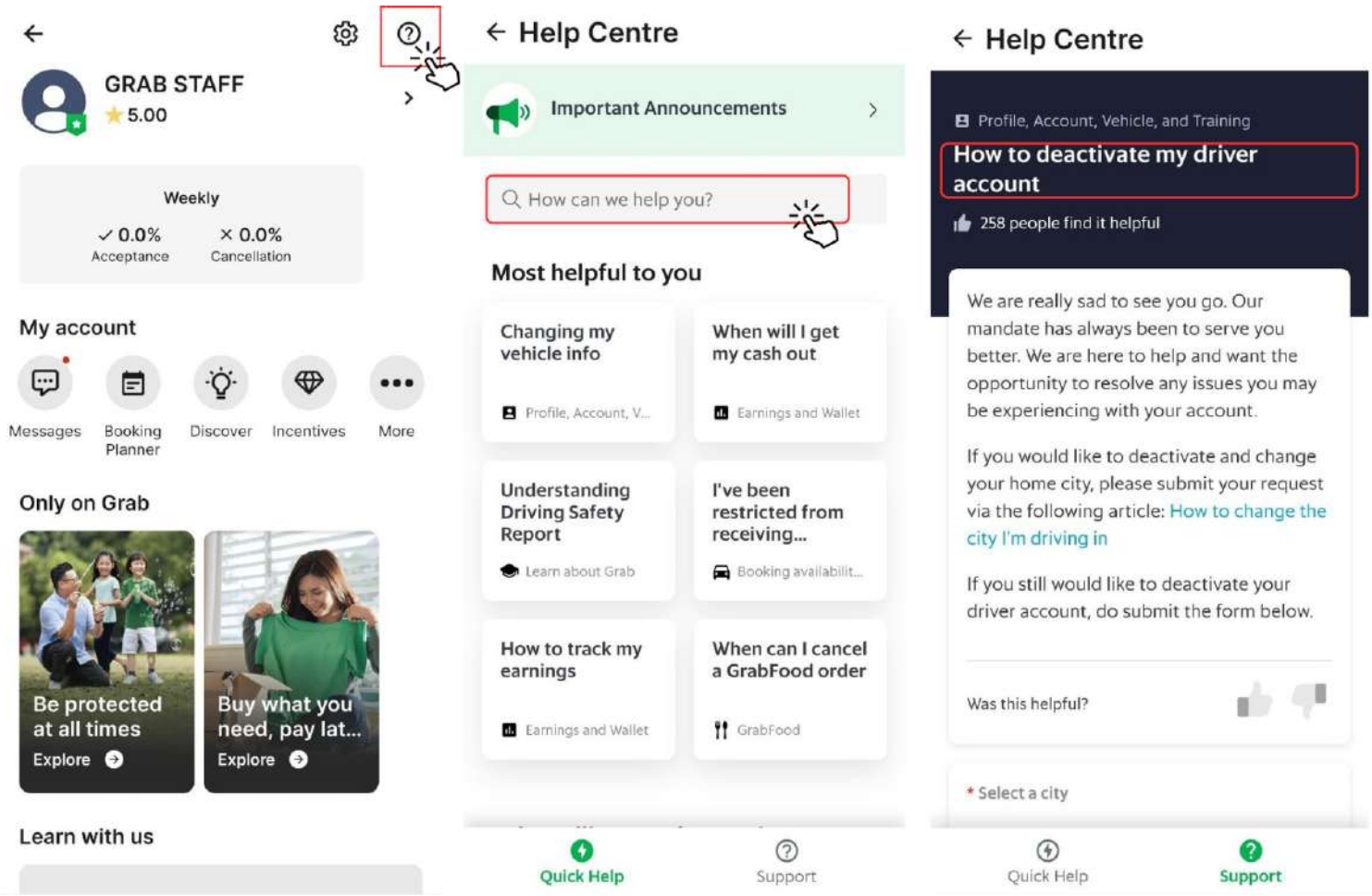
如果您仍然无法登录您的帐户，请填写下面的表格以获得进一步的帮助

*如果您的账户闲置时间超过 1 年，请参阅“重新加入平台”

https://help.grab.com/driver/en-my/115008080208-I-can't-login



关闭账户



常问问题

在我终止我的帐户之前，我必须取消我的 EVP 吗？

是的，请参阅“取消EVP ”以继续您的 EVP 取消

提现我的账户需要多长时间？

在确认您的终止请求后，将需要 14 个工作日来处理您的提现



申诉

申诉指南

步骤1

扫描下方二维码，填写申诉表

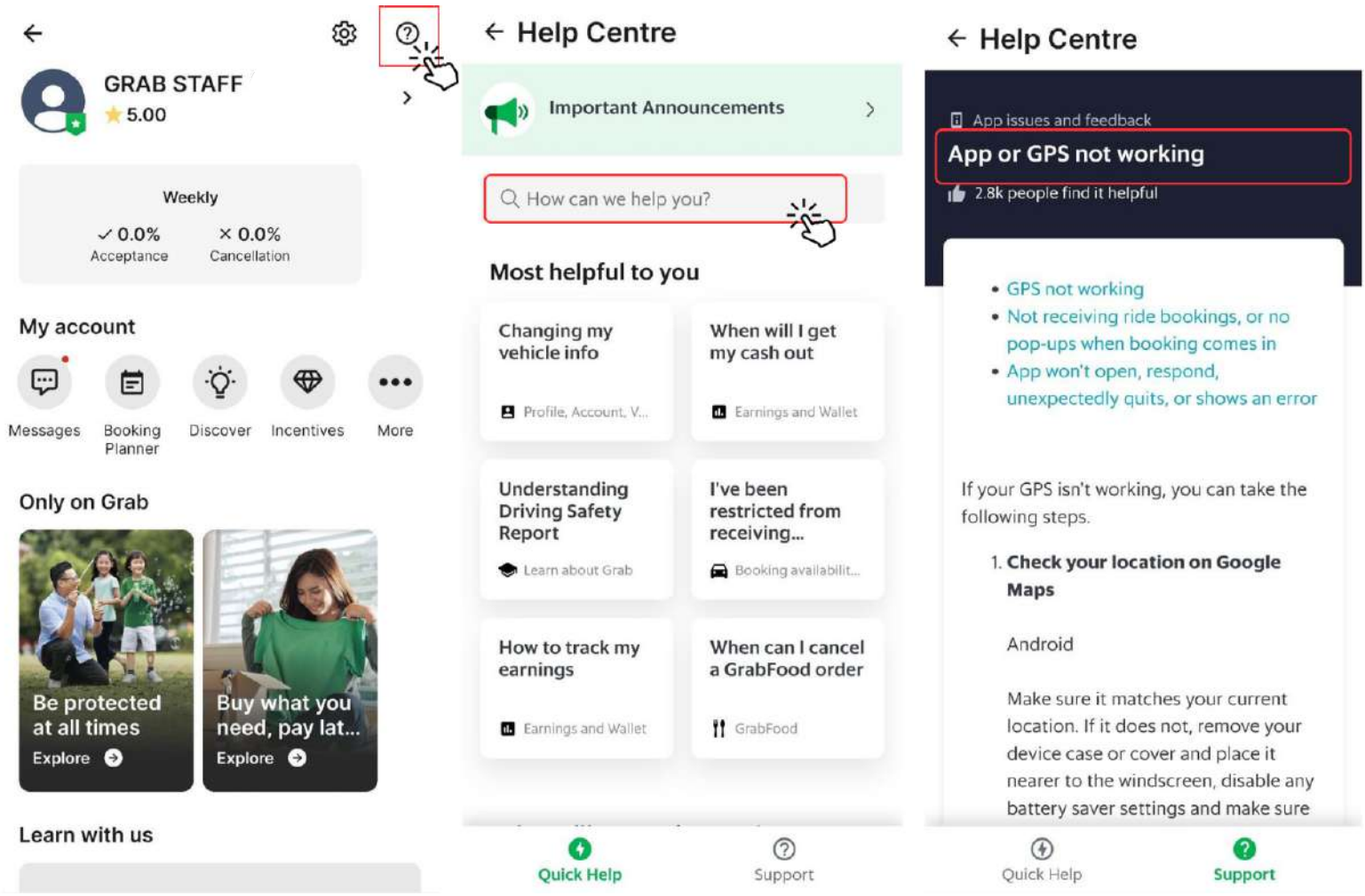
我什么时候会收到关于我的上诉的回复？

您将在上诉提交之日起 14 个工作日内收到回复

https://help.grab.com/driver/en-my/articles/115007920767-My-account-is-disabled

订单问题

GRAB DRIVER 应用程序/全球定位系统问题



常问问题

如何提放应用程序出错?

经常在 App Store 或 Google Play 更新软件

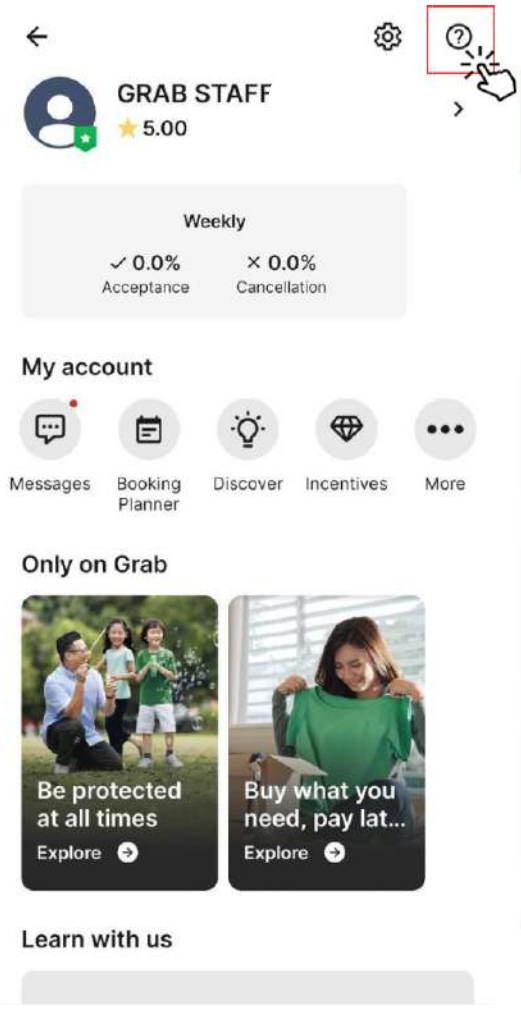
如何进行简单故障排除?

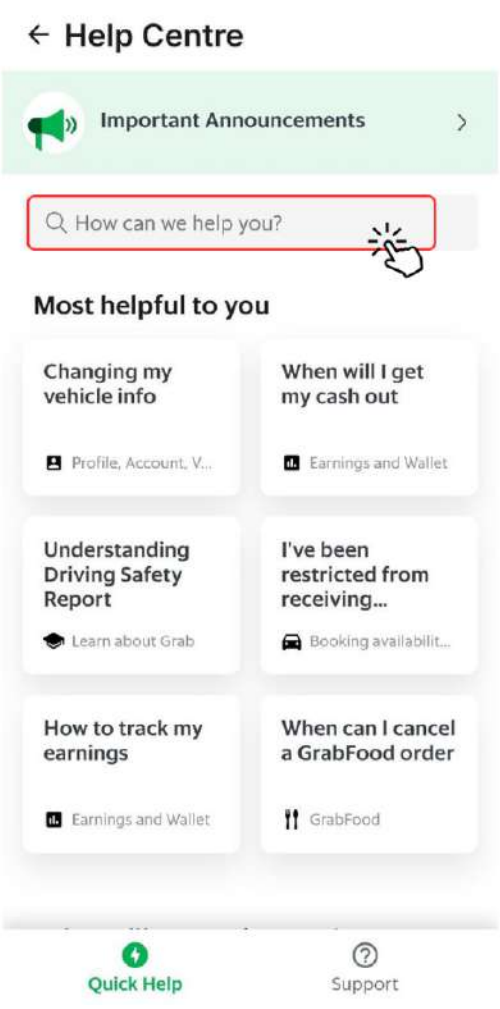
亲您重新下载 Grab Driver app 和重启手机

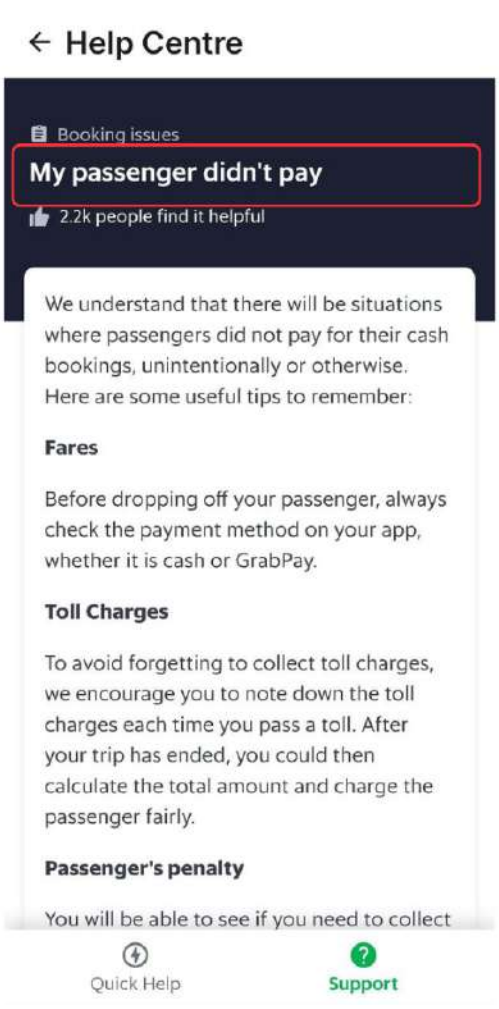


订单问题

乘客没有付款







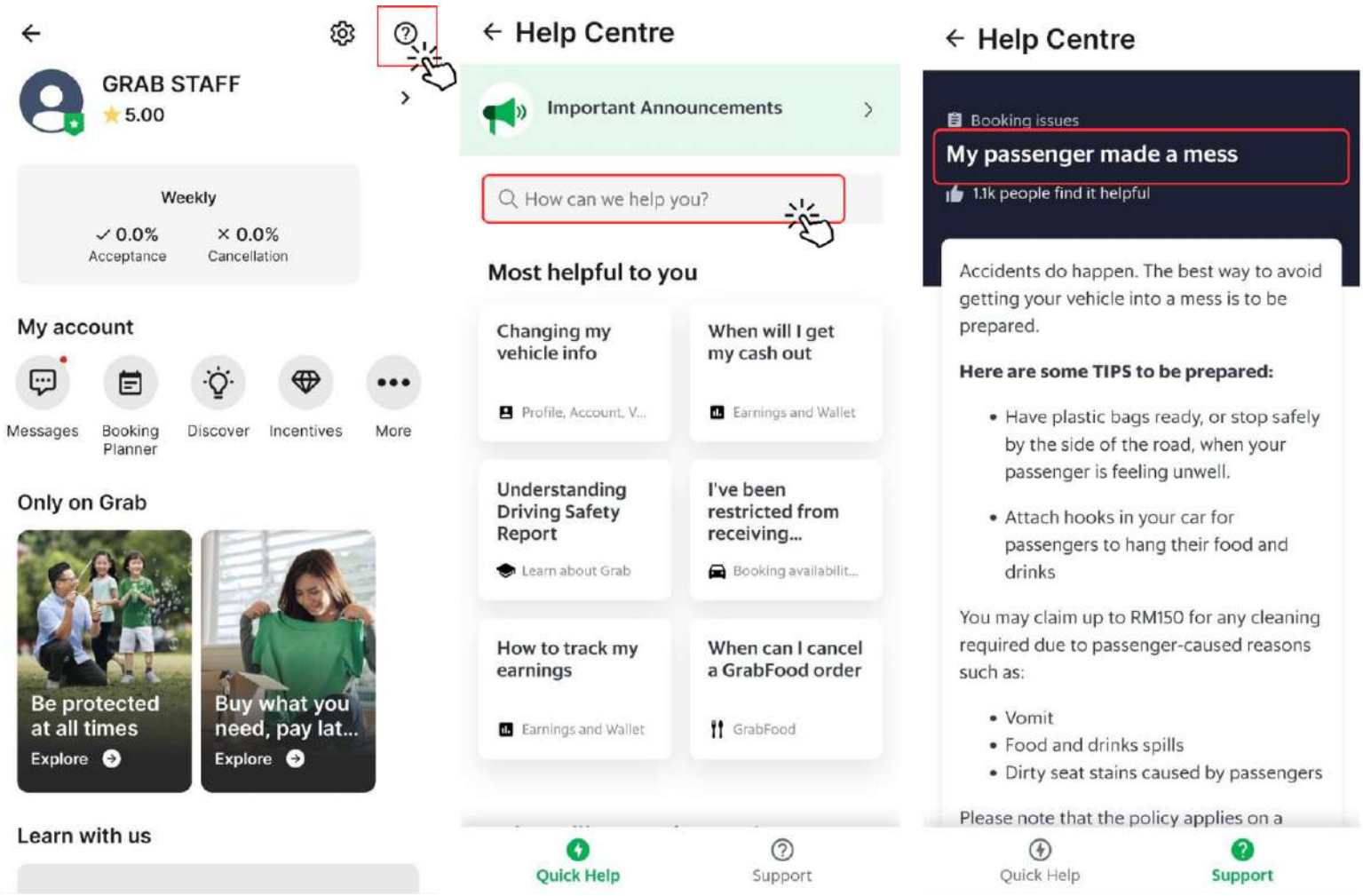
常问问题

我会得到报销吗?

Grab会对举报案件进行调查，如果被批准，我们将在2个工作日内将扣除的金额退还至您的信用钱包

订单问题

我的乘客弄得一团糟



常问问题

我会得到报销吗?

因乘客呕吐、食物和饮料溢出、座位脏污而需要的任何清洁服务，您最多可索取 RM150

我应该什么时候做报告?

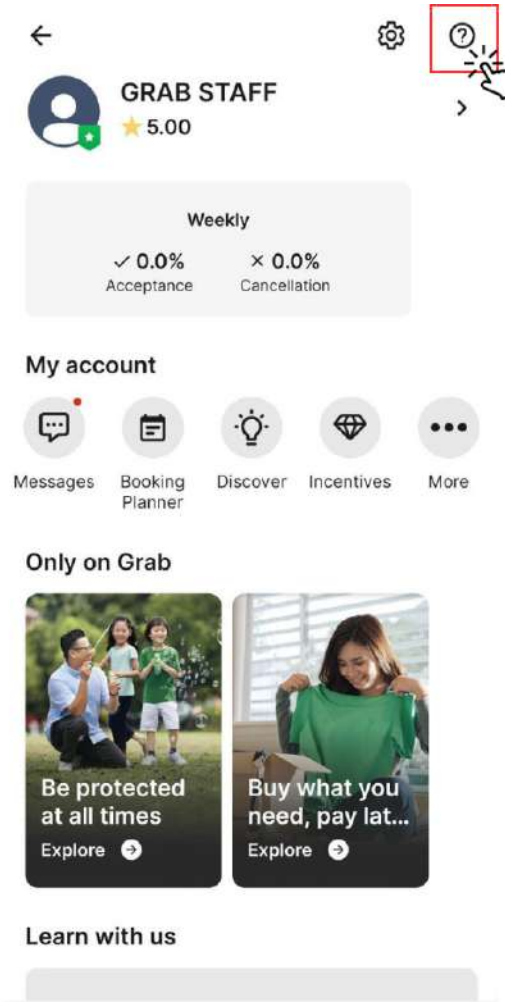
所有索赔必须在事故发生之日起 14 天内提出

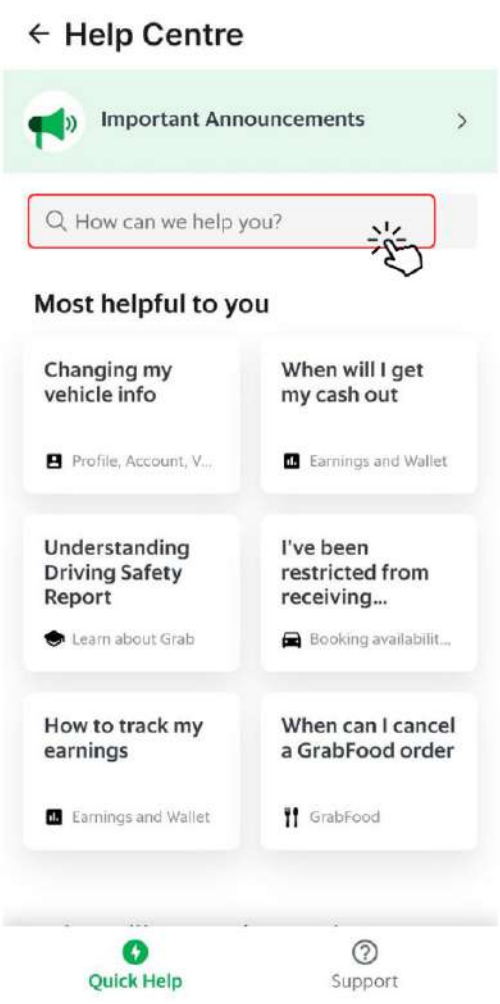
我必须提交什么文件?

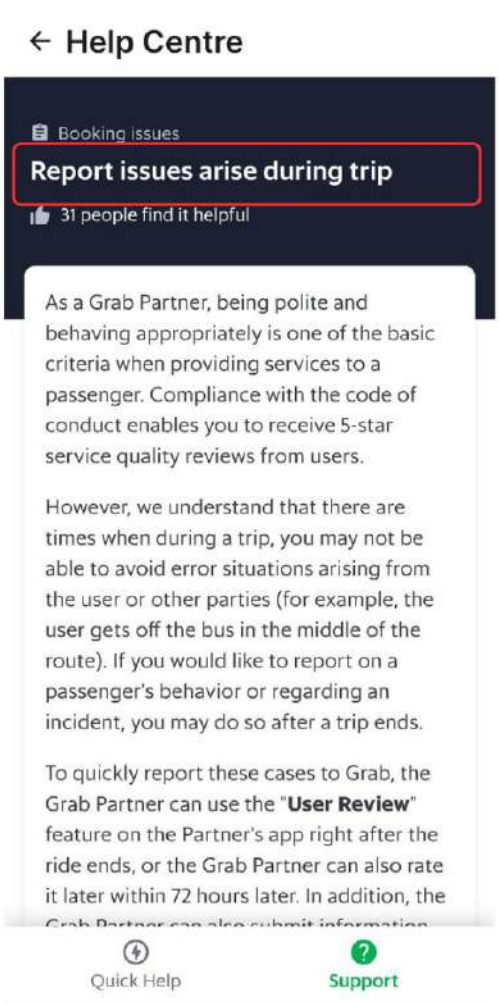
清洁前后图片清晰，收据包含注册洗车服务商提供的收费明细

订单问题

报告旅行期间出现的问题







常问问题

我应该报告什么？

您可以通过此表格提交旅行中出现的任何问题，例如意外完成旅行、乘客问题等

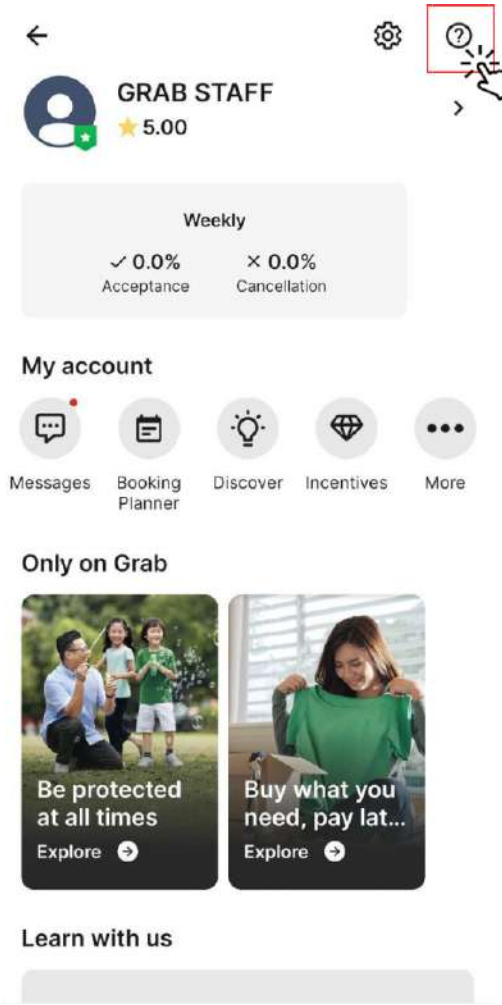
还有其他方法可以报告旅行情况吗？

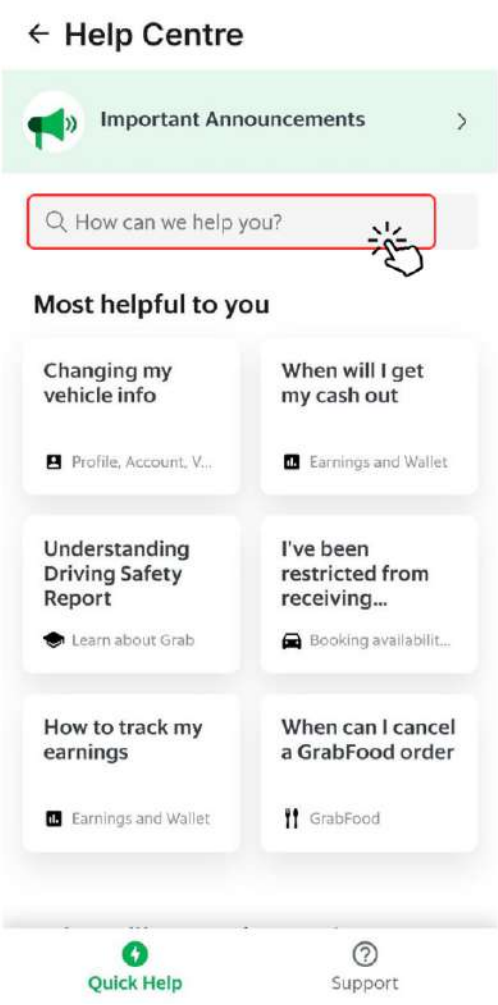
是的，您也可以在完成乘车后（或乘车后 72 小时内）使用“用户评论”功能对乘客进行评分



订单问题

我出了车祸







常问问题

我应该什么时候做报告?

所有事故都必须在 24 小时内报告给 Grab，无论事故多么轻微

如何举报?

跟着上面的表格，或通过帮助中心致电 Grab Support

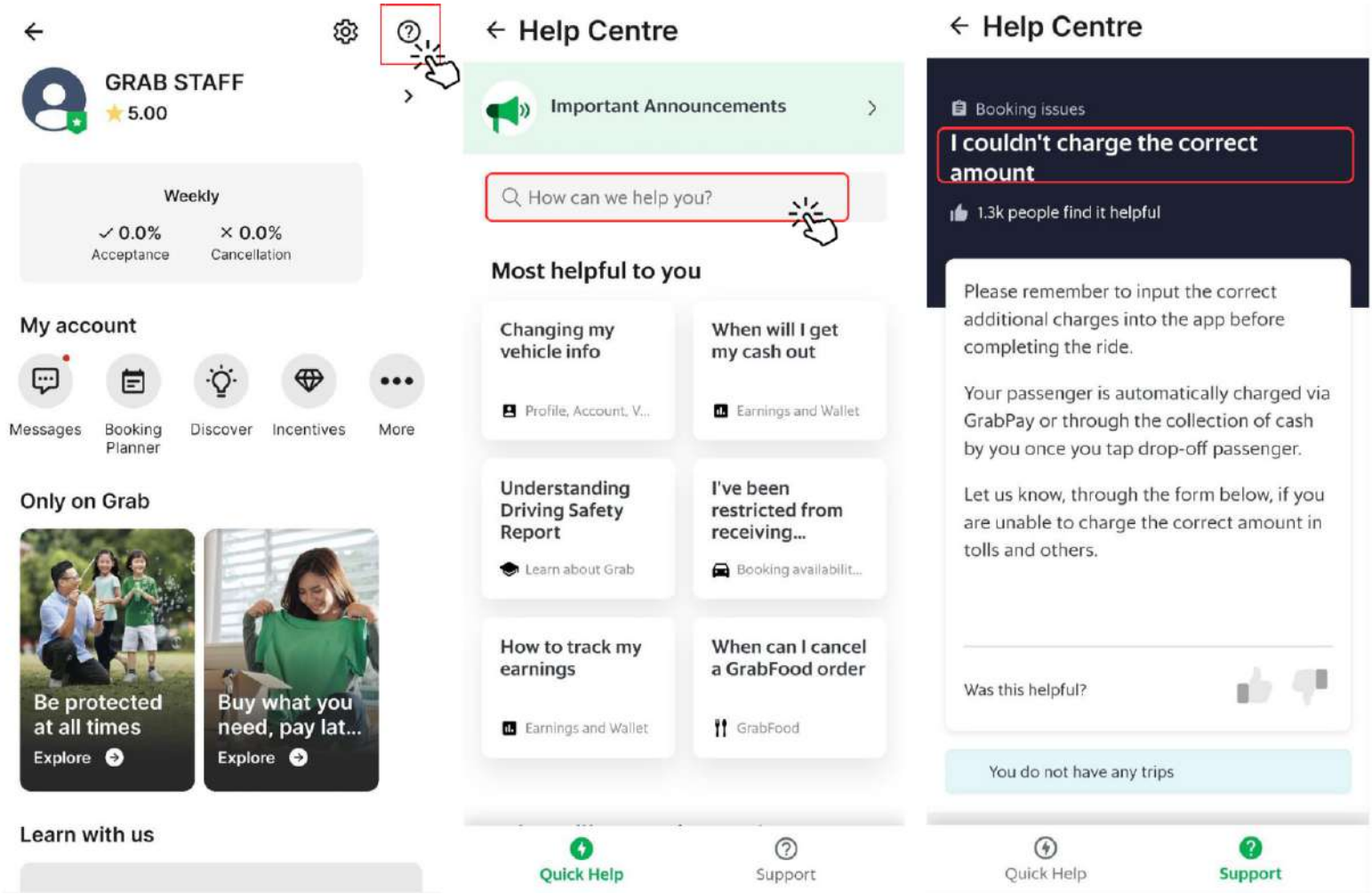
Grab 有保险吗?

当您接受工作时，您将享受现有的 E-hailing 保险



订单问题

我无法收取正确的金额



常问问题

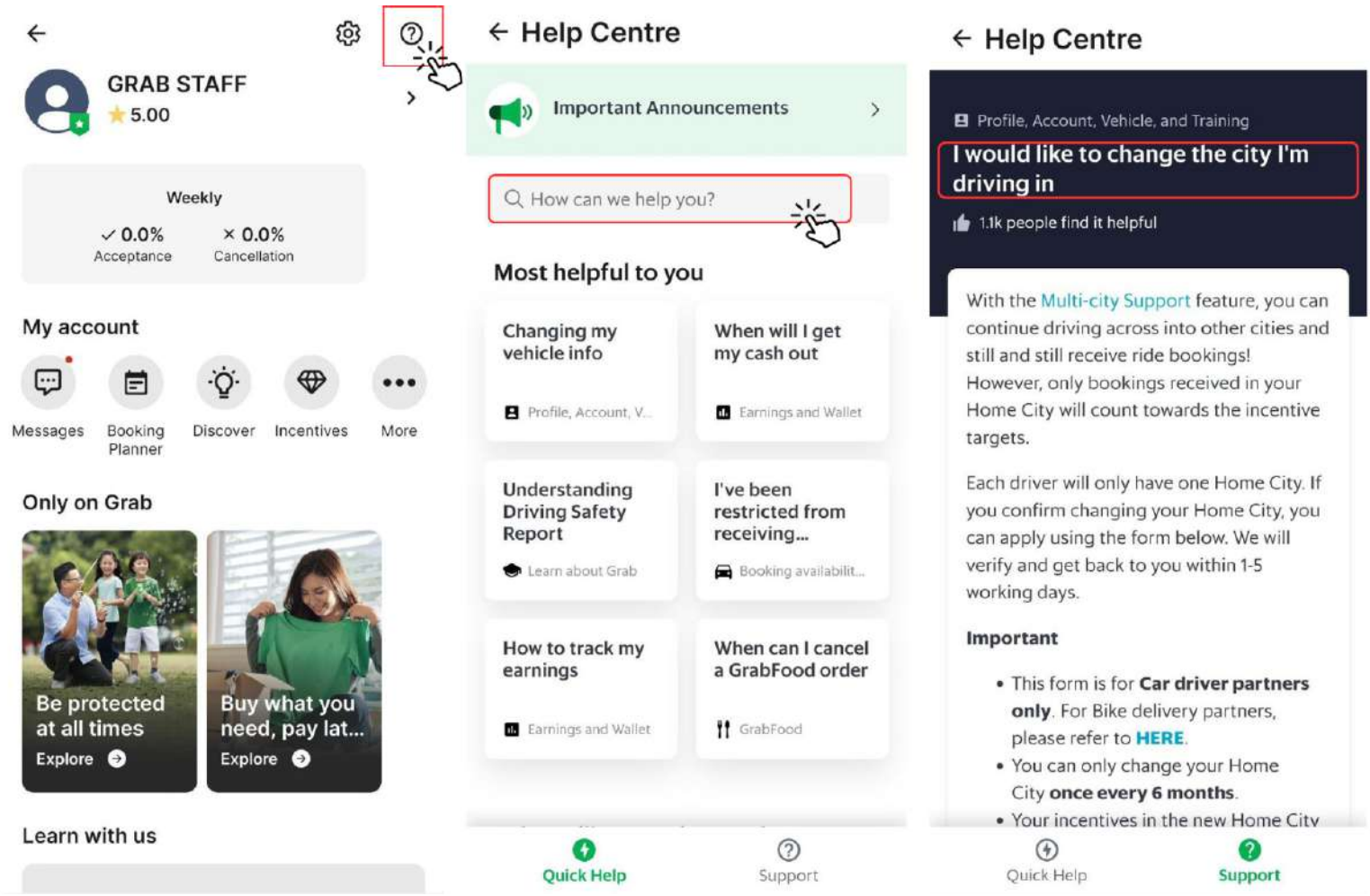
如何避免充错金额?

与乘客确认任何类型的额外付款（例如通行费）

忘记收费怎么办?

尽快（24 小时内）跟着以上表格提交举报，以便我们采取必要的行动

更改驾驶城市



常问问题

我多久可以更改驾驶城市?

您每 6 个月只能更改一次主驾城市

新激励措施何时生效?

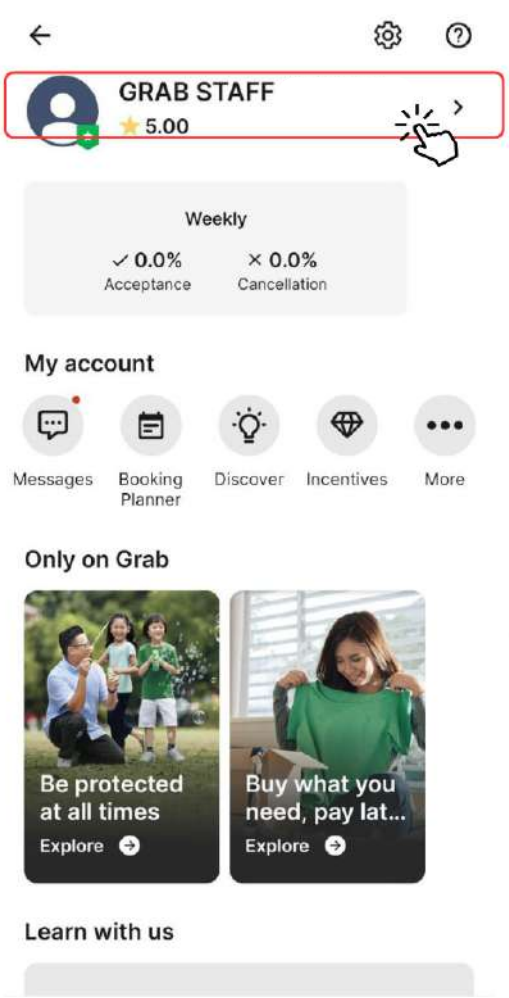
您在新城市的激励措施将在获得批准后一周后生效

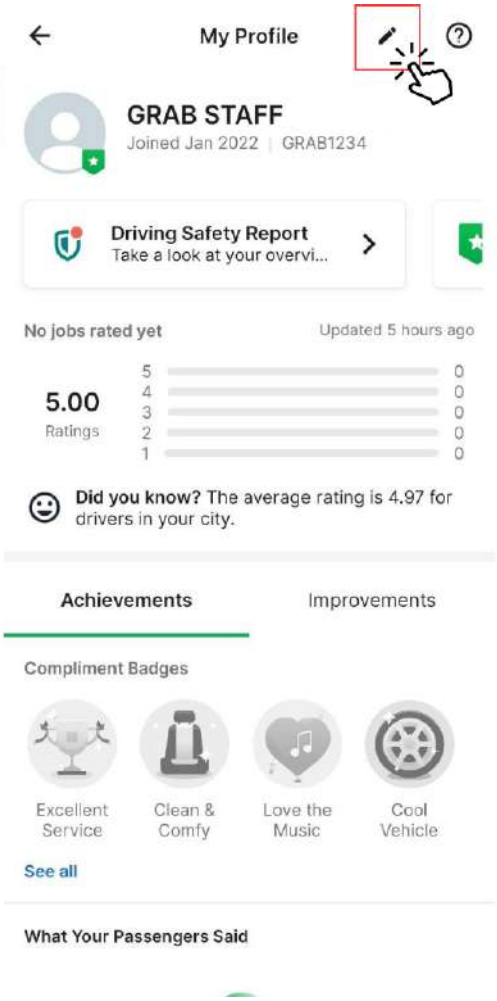
有任何条款和条件吗?

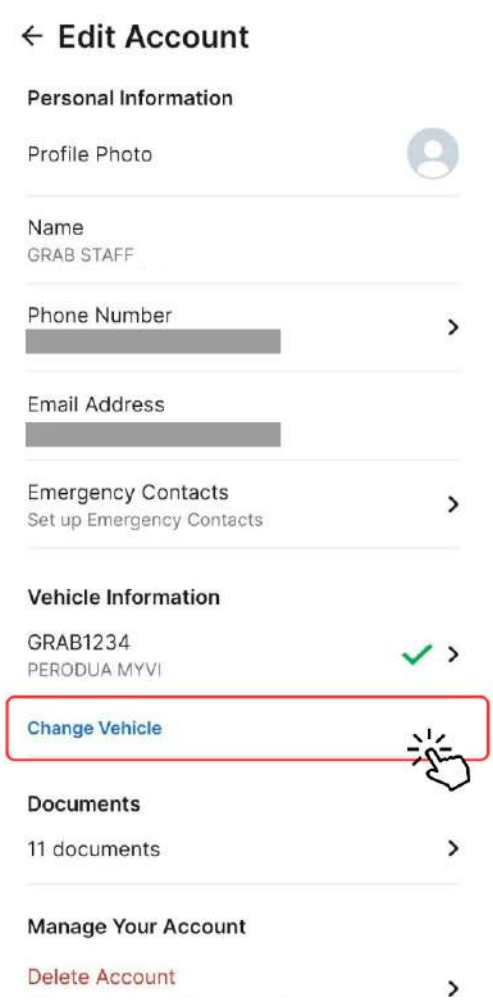
您最近的 10 次旅行必须在请求的新城市完成以获得更改城市的批准



更改车辆







常问问题

申请新车 EVP 需要多长时间?

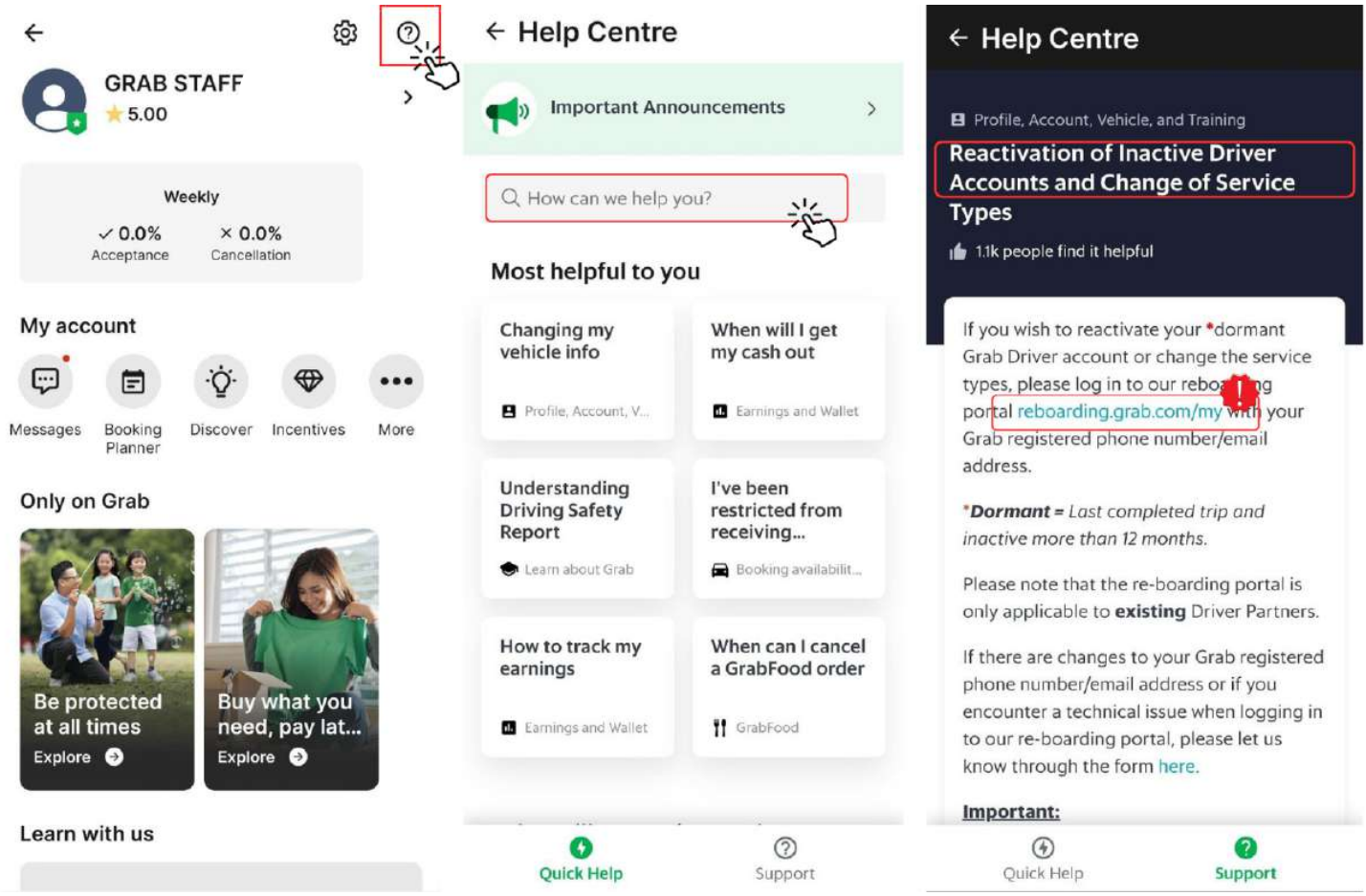
申请新的 EVP 需要 5 个工作日。车辆更换完成后，您得到短信通知您

我必须提交什么文件?

您需要提交车卡、道路税和保险单

更改帐户类型

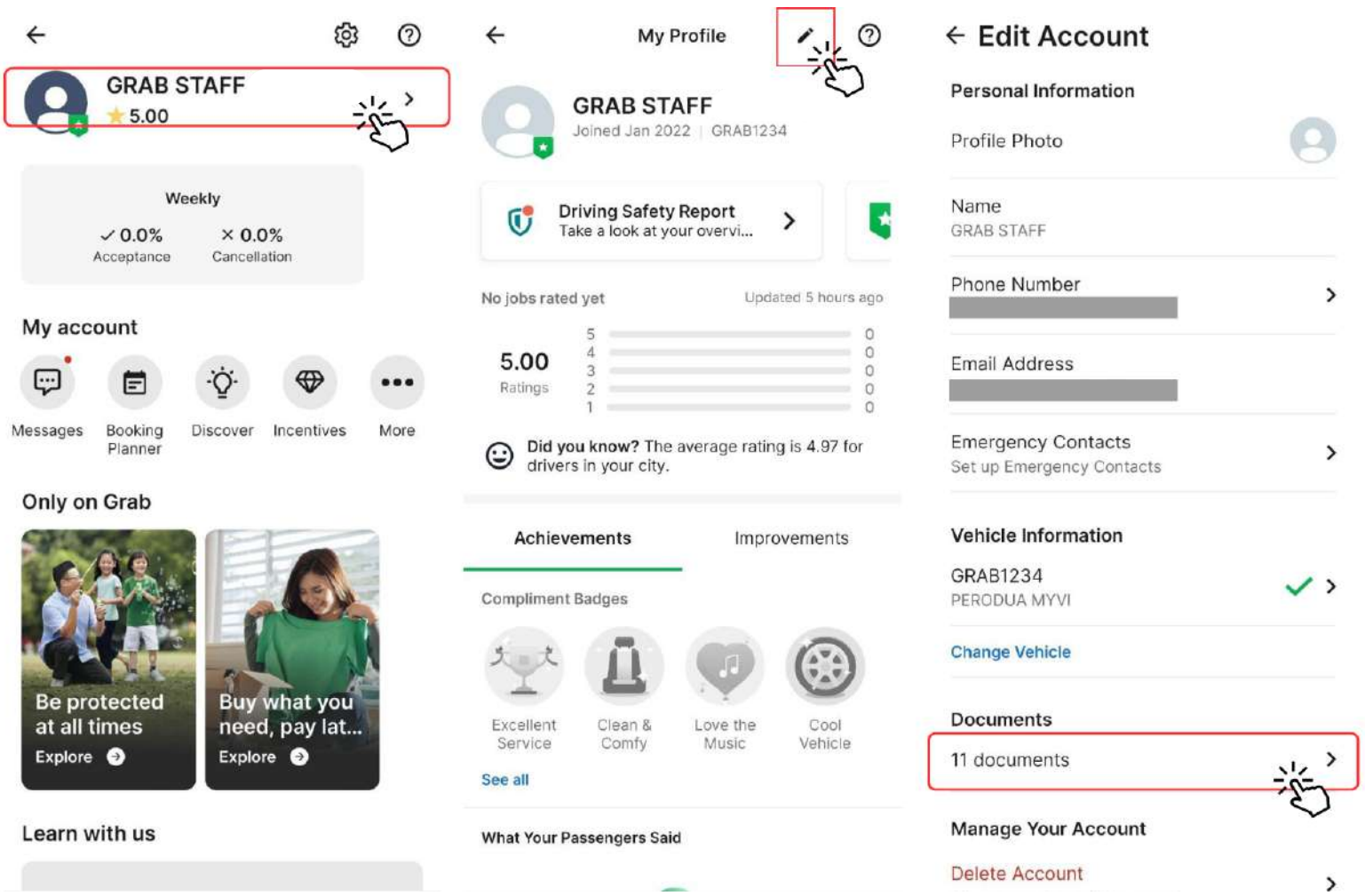
GRABCAR > GRABTAXI



GRABCAR > GRABFOOD BIKE

我们很遗憾地通知您，我们目前已暂停从 GrabCar 到 GrabfoodBike 的转换，直至另行通知

文件更新



常问问题

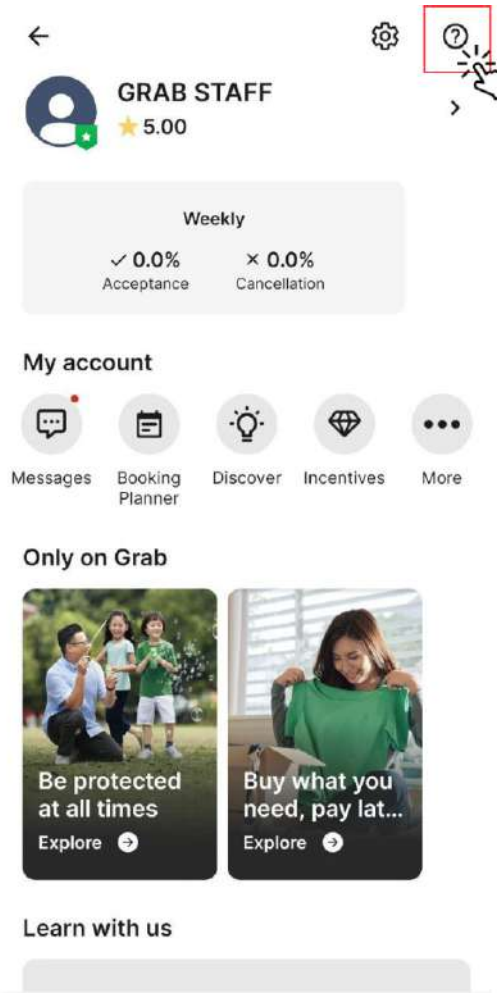
我必须更新什么类型的文件?

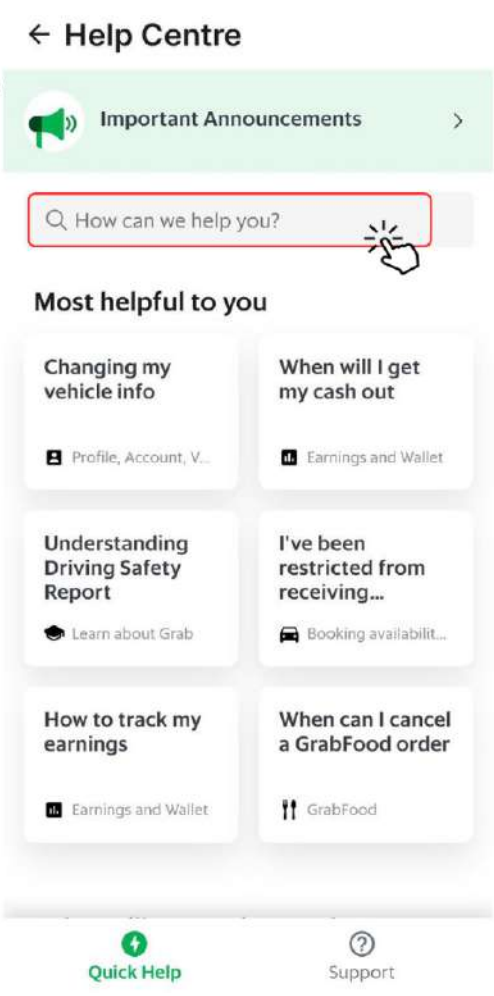
您必须每年更新 PSV 驾照和车辆保险

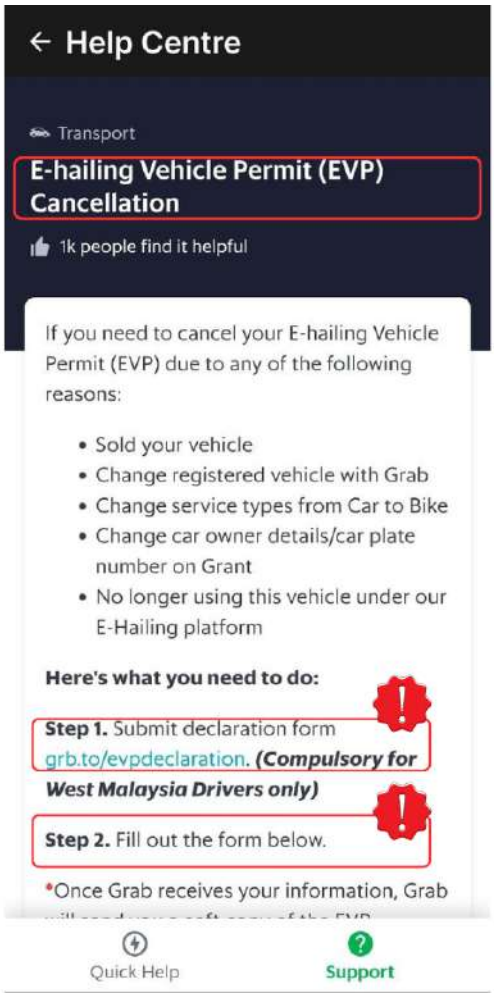
更新文档需要多长时间?

您的文件将在 3 个工作日内更新

取消 EVP







常问问题

取消需EVP要多长时间?

提交表格后将需要 7 个工作日来 取消您的 EVP

EVP取消后有冷静期吗?

您只能在 EVP 取消之日起 30 天后提交同一车辆的 EVP 申请请求



新注册

注册指南

步骤1

准备以下文件：身份证、PSV 驾照 、车卡、保险单

步骤2

扫描右下角二维码，即可在我们的官网进行注册和提交文件

步骤3

在 GrabAcademy 上完成在线培训课程并等待帐户激活

*请联系工作人员领取注册指南手册

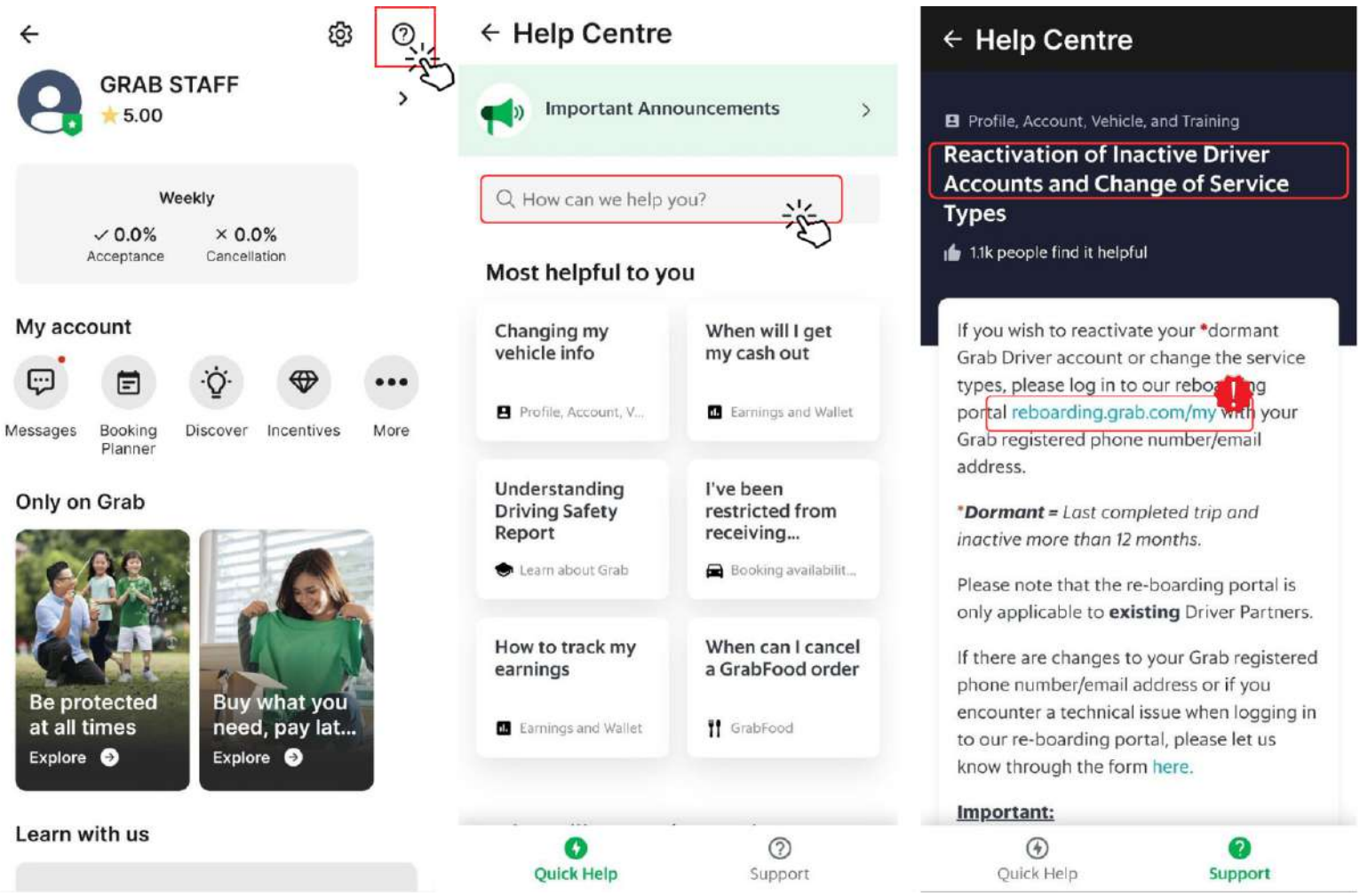
OFFICAL PSV GUIDE

https://www.grab.com/my/psvlicensewithgrab/

OFFICAL REGISTRATION PAGE

https://register.grab.com/my

重新加入平台



常问问题

我的帐户何时会因不活动而被暂停?

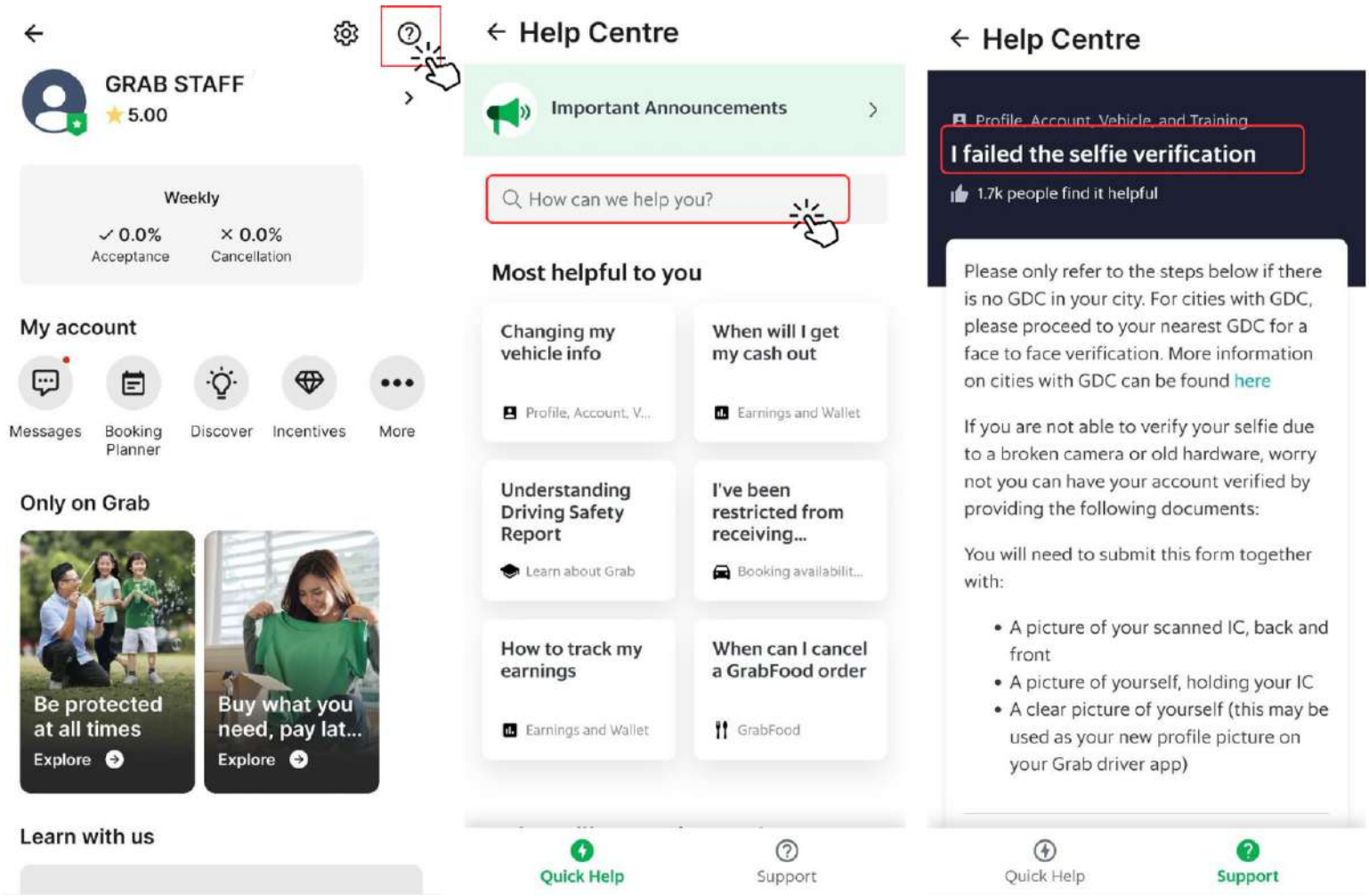
如果您超过 12 个月没有接单，您的帐户将被暂停

重新加入平需要多久时间?

在提交文件和完成培训后，大约需要 2 周的时间来处理您的帐户重新激活

帐户问题

自拍验证失败



常问问题

为什么我的自拍验证失败了？

请确保您是在明亮的灯光下亲自完成自拍验证过程，并且不要使用您自己的照片来完成验证过程



帐户问题

我无法登录

步骤1

使用您注册的 GMAIL 地址登录 Grab Driver

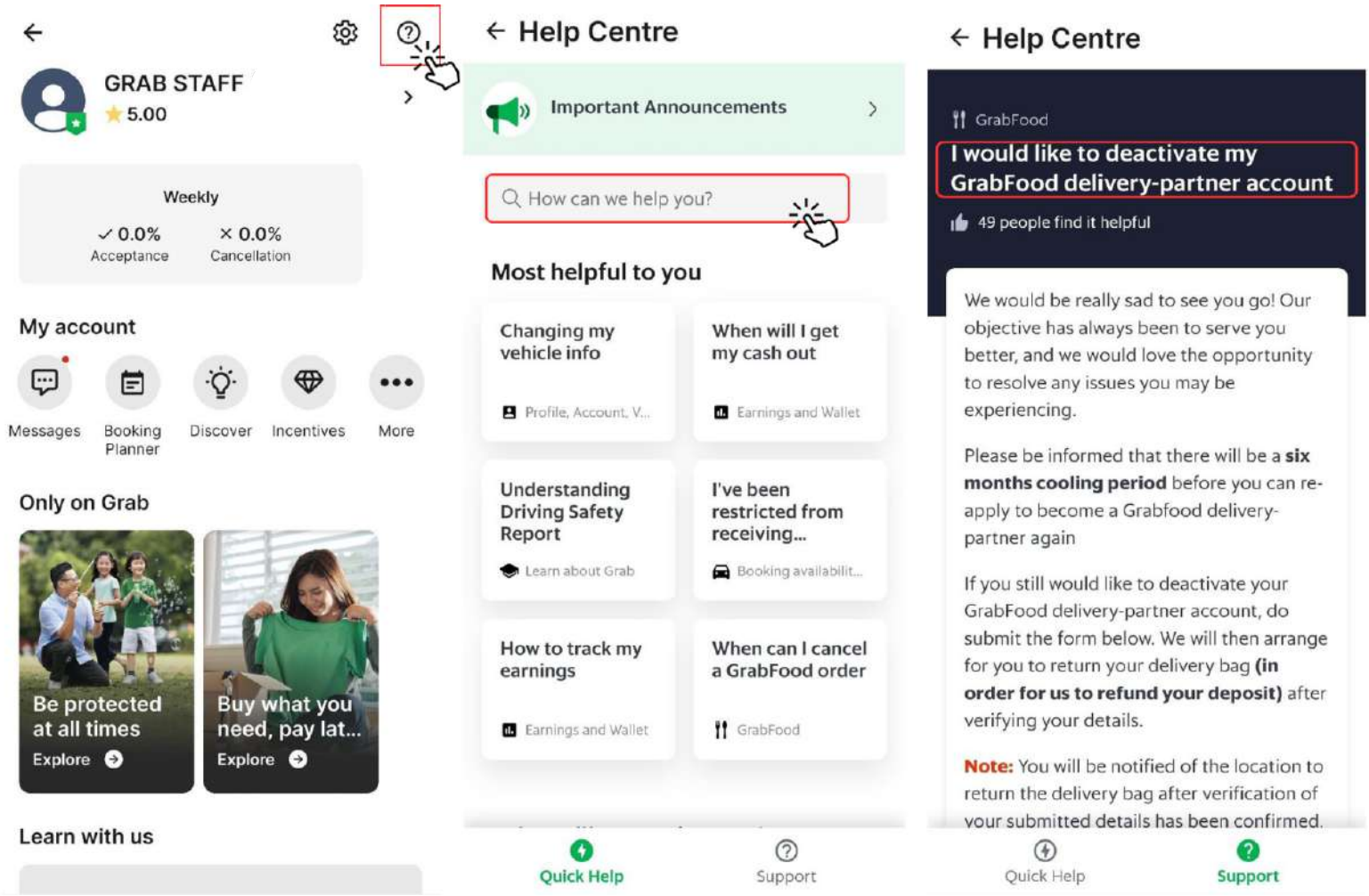
步骤2

如果您仍然无法登录您的帐户，请填写下面的表格以获得进一步的帮助

*如果您的账户闲置时间超过 6 个月，请参阅“重新加入平台”

https://help.grab.com/driver/en-my/115008080208-I-can't-login

关闭账户



常问问题

我会拿回我的送货箱押金吗?

会的，请将您的送货箱退还到 GDC，以便我们处理您的 RM100 退款

退款将需要多长时间?

在确认您的终止请求后，将需要 14 个工作日来处理您的退款

申诉

申诉指南

步骤1

扫描下方二维码，填写申诉表

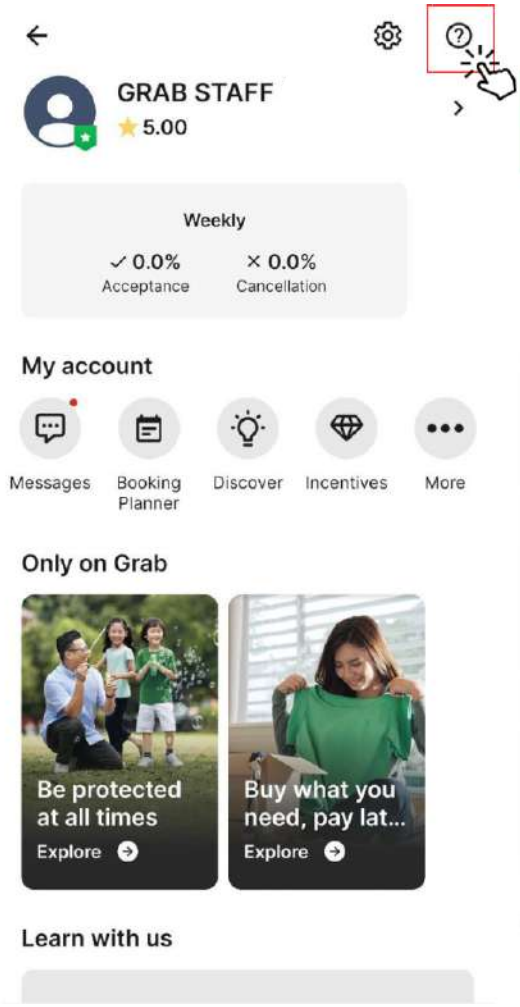
我什么时候会收到关于我的上诉的回复？

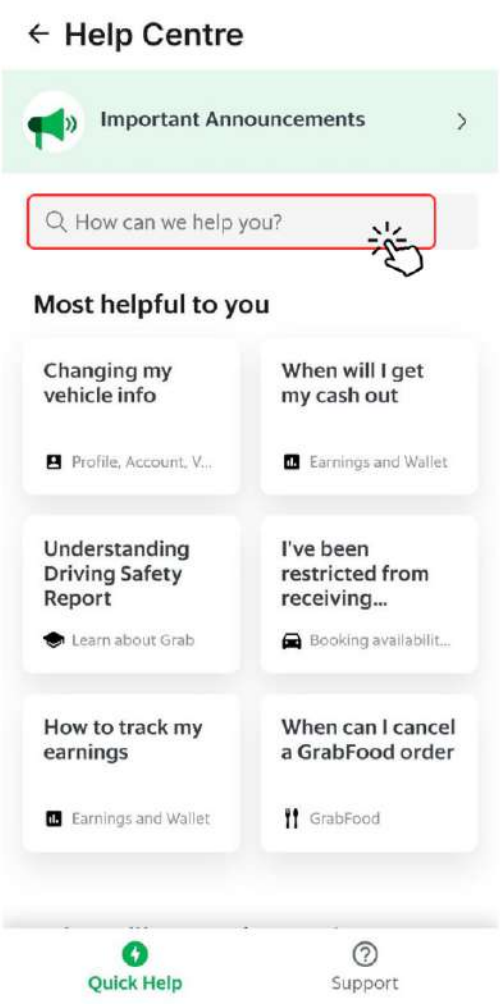
您将在上诉提交之日起 14 个工作日内收到回复

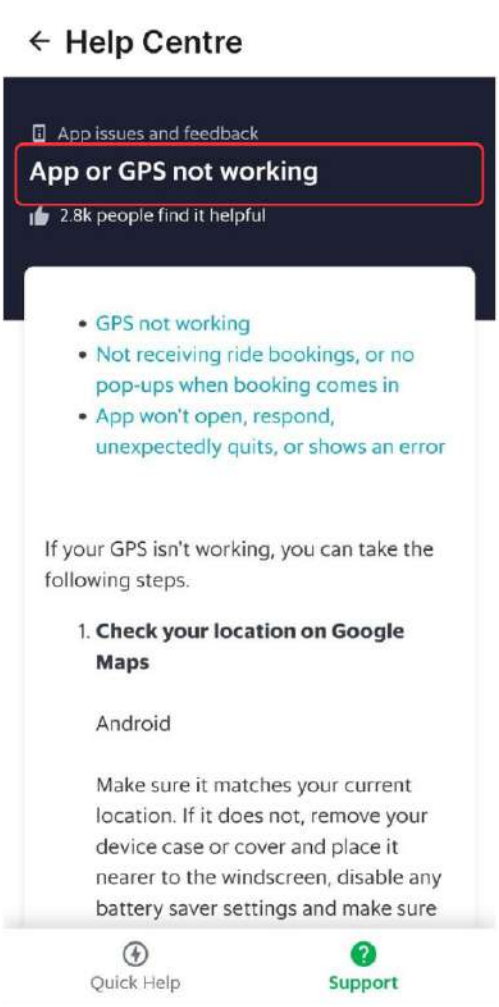
https://help.grab.com/driver/en-my/articles/115007920767-My-account-is-disabled

订单问题

GRAB DRIVER 应用程序/全球定位系统问题







常问问题

如何提放应用程序出错?

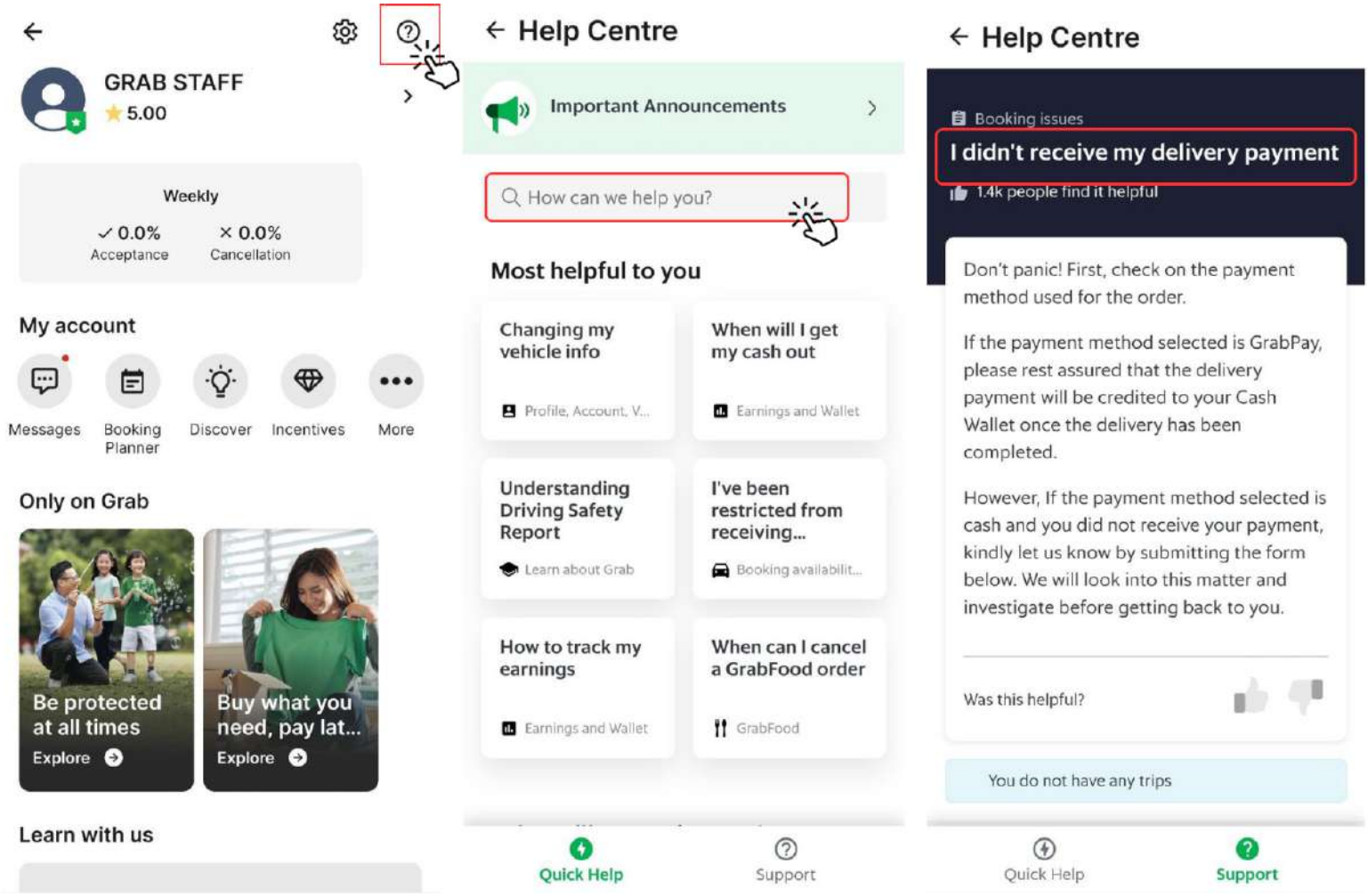
经常在 App Store 或 Google Play 更新软件

如何进行简单故障排除?

亲您重新下载 Grab Driver app 和重启手机

订单问题

我没有收到我的输送付款



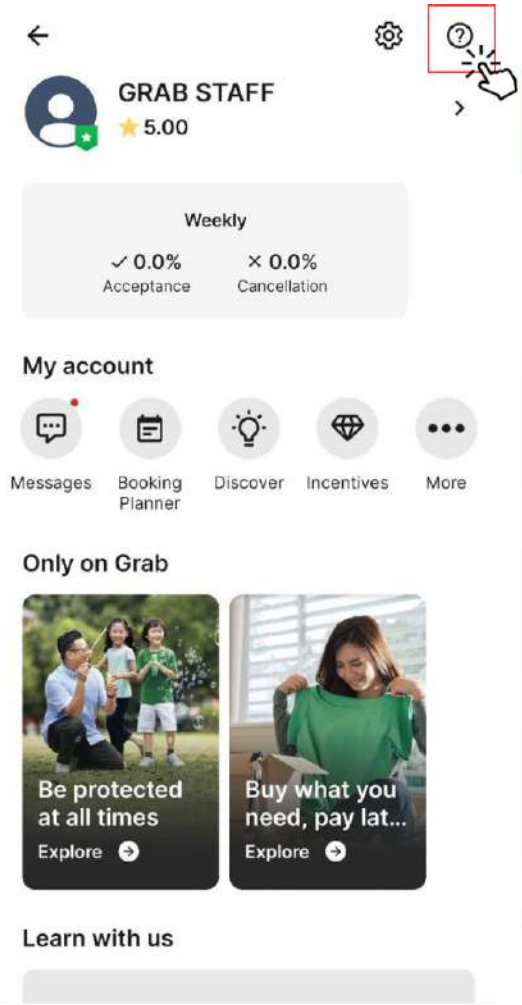
常问问题

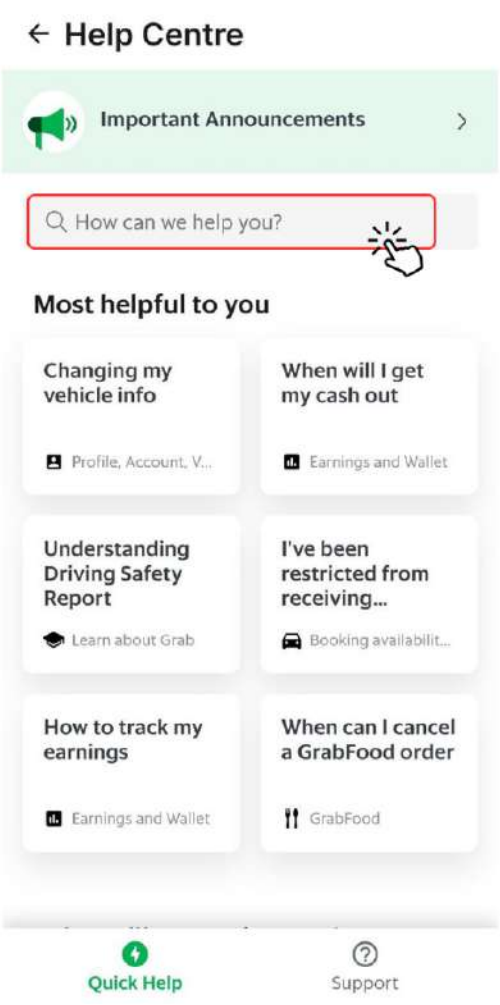
我应该什么时候提交这份报告？

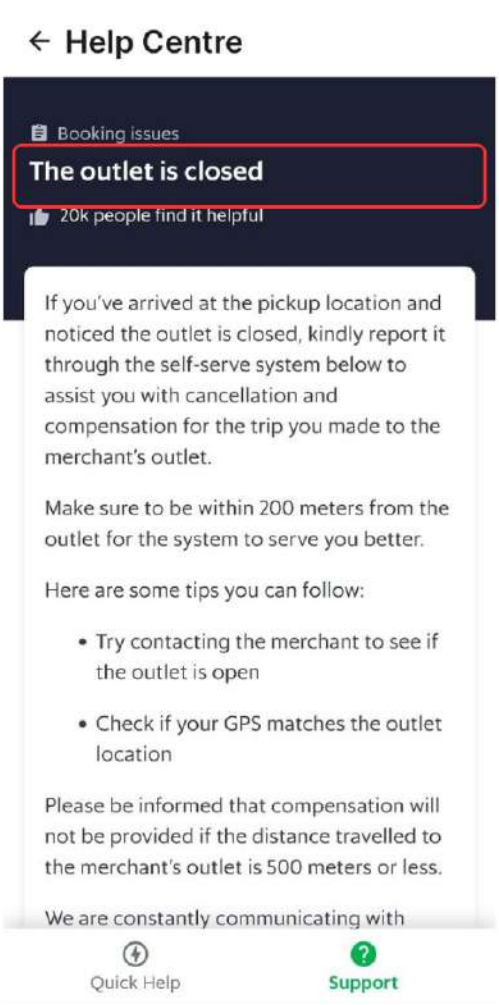
建议您尽快（24小时内）提交报告寻求帮助

订单问题

商店关闭







常问问题

如何举报?

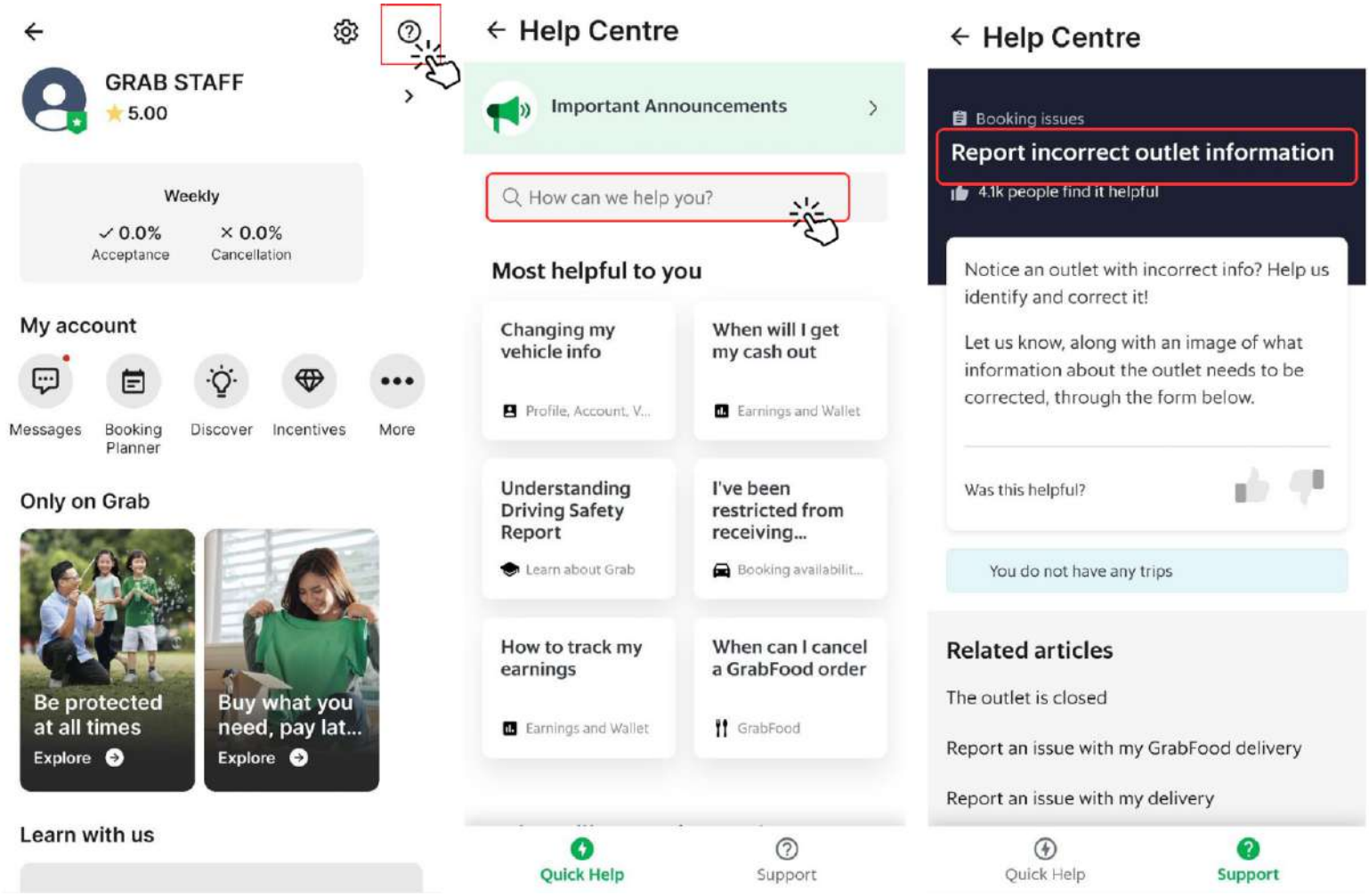
您必须在距离商店 200 米以内才能报告它已关闭

我会得到报销吗?

距离商店500米以内才会有补偿

订单问题

举报不正确的商店信息



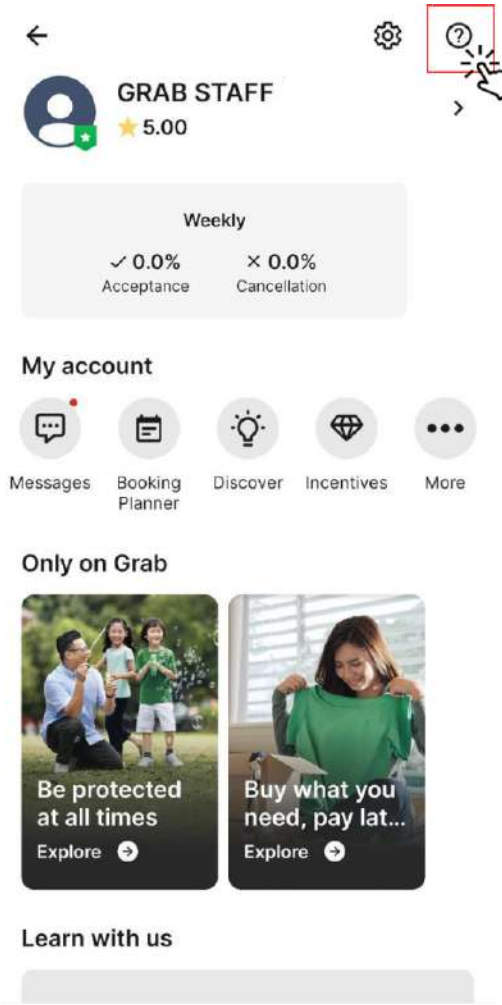
常问问题

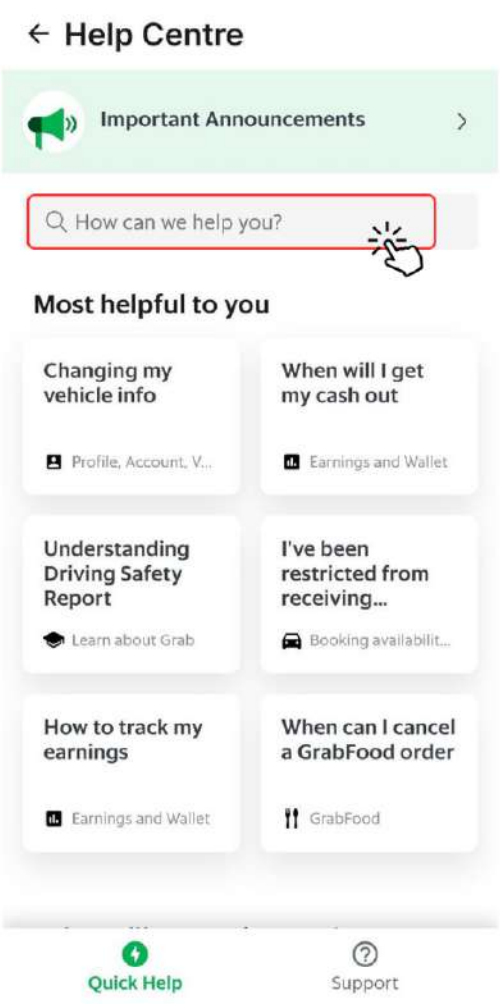
我应该举报什么？

您可以举报不正确的商店插座位置、插座营业时间等

订单问题

我出了车祸







常问问题

我应该什么时候做报告?

所有事故都必须在 24 小时内报告给 Grab，无论事故多么轻微

如何举报?

跟着上面的表格，或通过帮助中心致电 Grab Support

Grab 有保险吗?

有的，请参阅此链接 (https://www.grab.com/my/2w_insurance/) 了解更多信息



订单问题

举报我的输送问题

步骤1

扫描下方二维码并填写表单

步骤2

选择正确的问题并在“description”下详细描述问题

https://help.grab.com/driver/en-my/360001026228-Report-an-issue-with-my-delivery



更换送货箱

分步指南

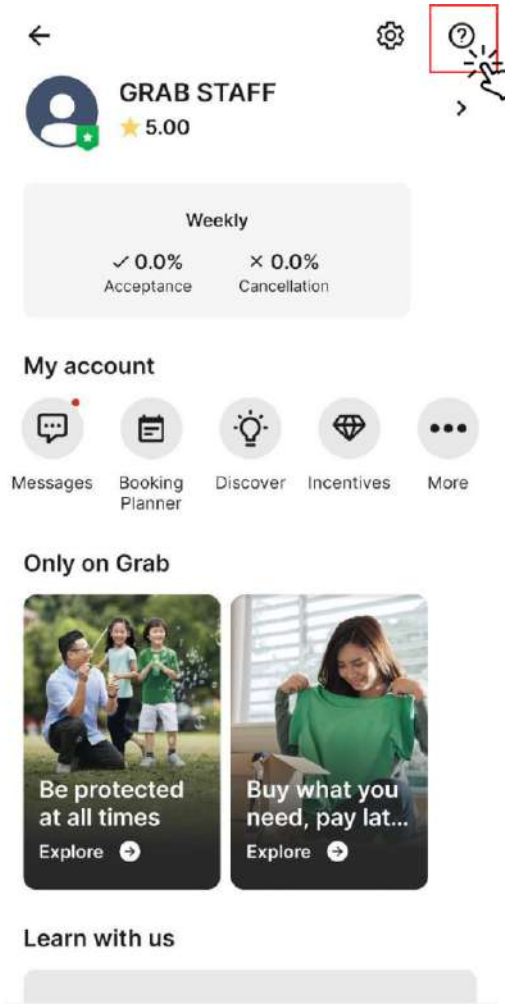
步骤1

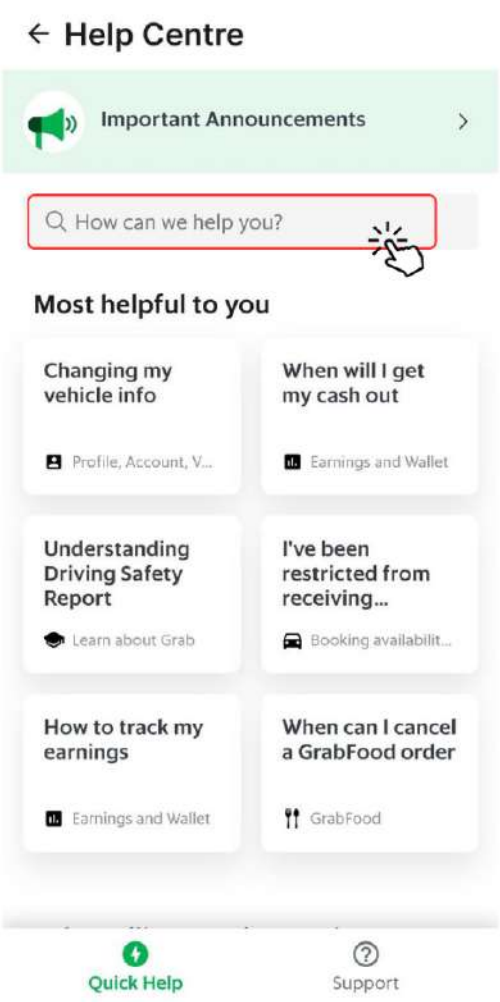
请携带全套送货箱（送货箱和 tote bag）到GDC进行兑换

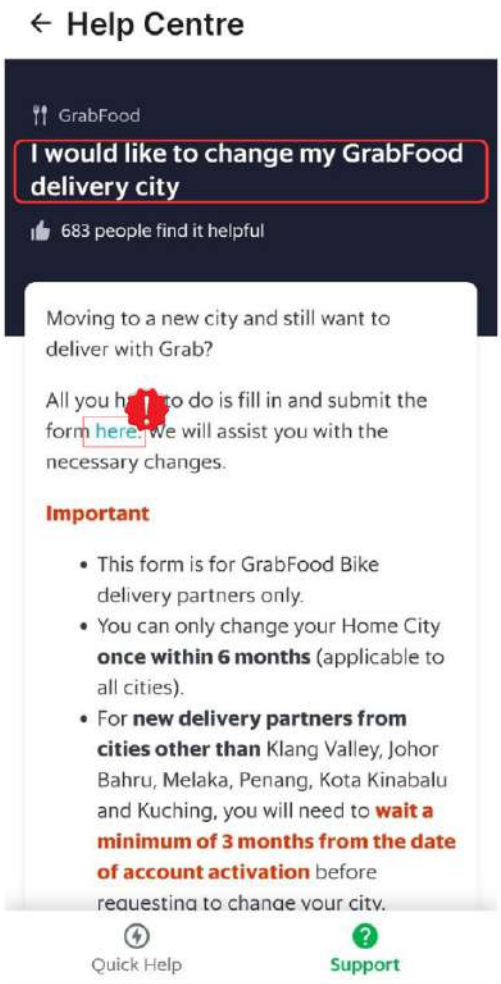
我多久可以更换一次送货箱?

自上次更换之日起，您每年（12 个月）可以更换一次送货包

更改输送城市







常问问题

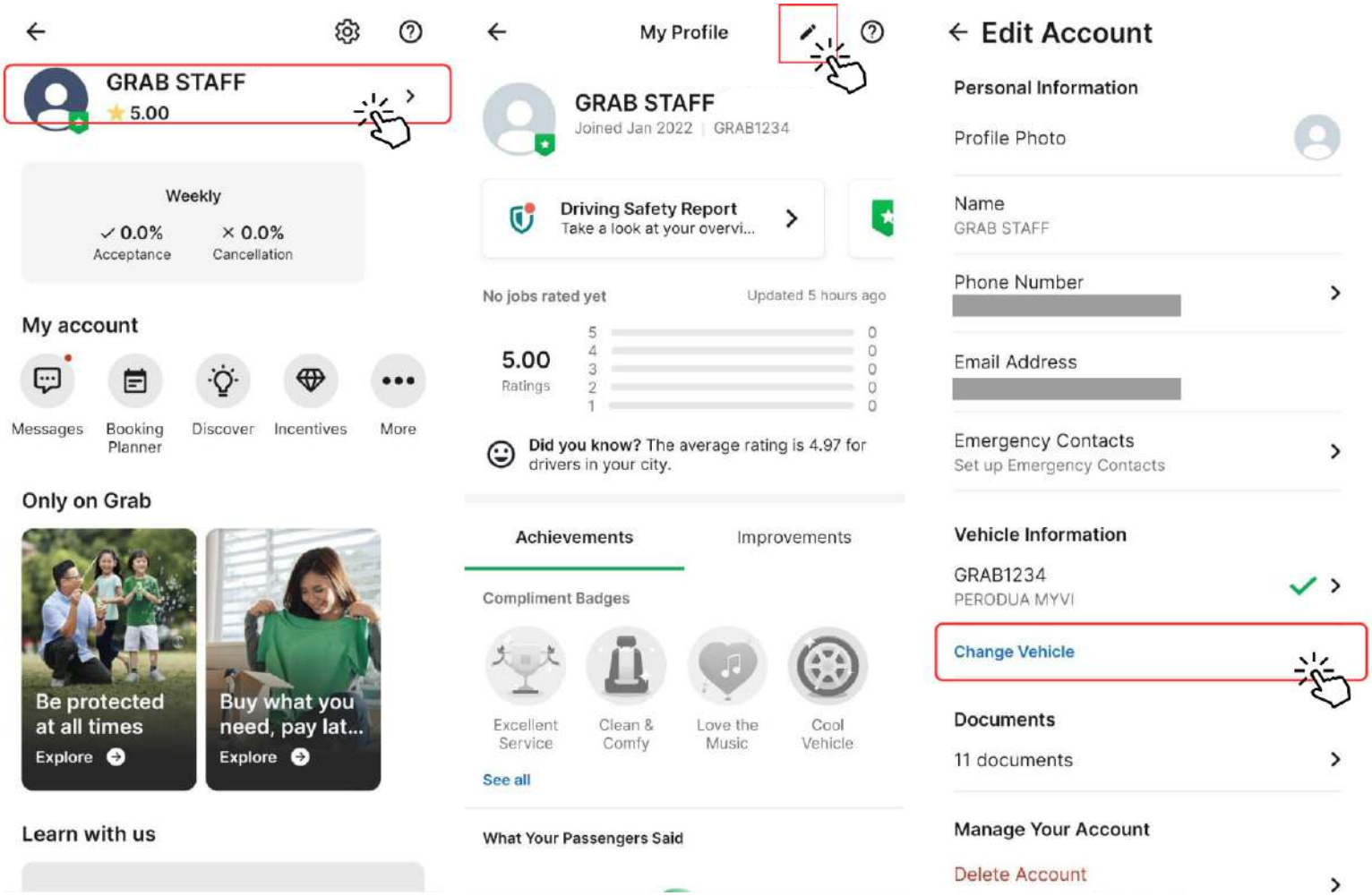
我多久可以更改一次 GrabFood 输送城市？城市？

您每 6 个月只能更改一次主驾城市。对于霹雳州的新派送合作伙伴，您必须从帐户激活之日起至少等待 3 个月才能申请更改您的城市

处理我的更改城市请求需要多长时间？

您的更改城市请求将在 3 个工作日内完成

更改摩托车



常问问题

处理我的摩托车请求需要多长时间?

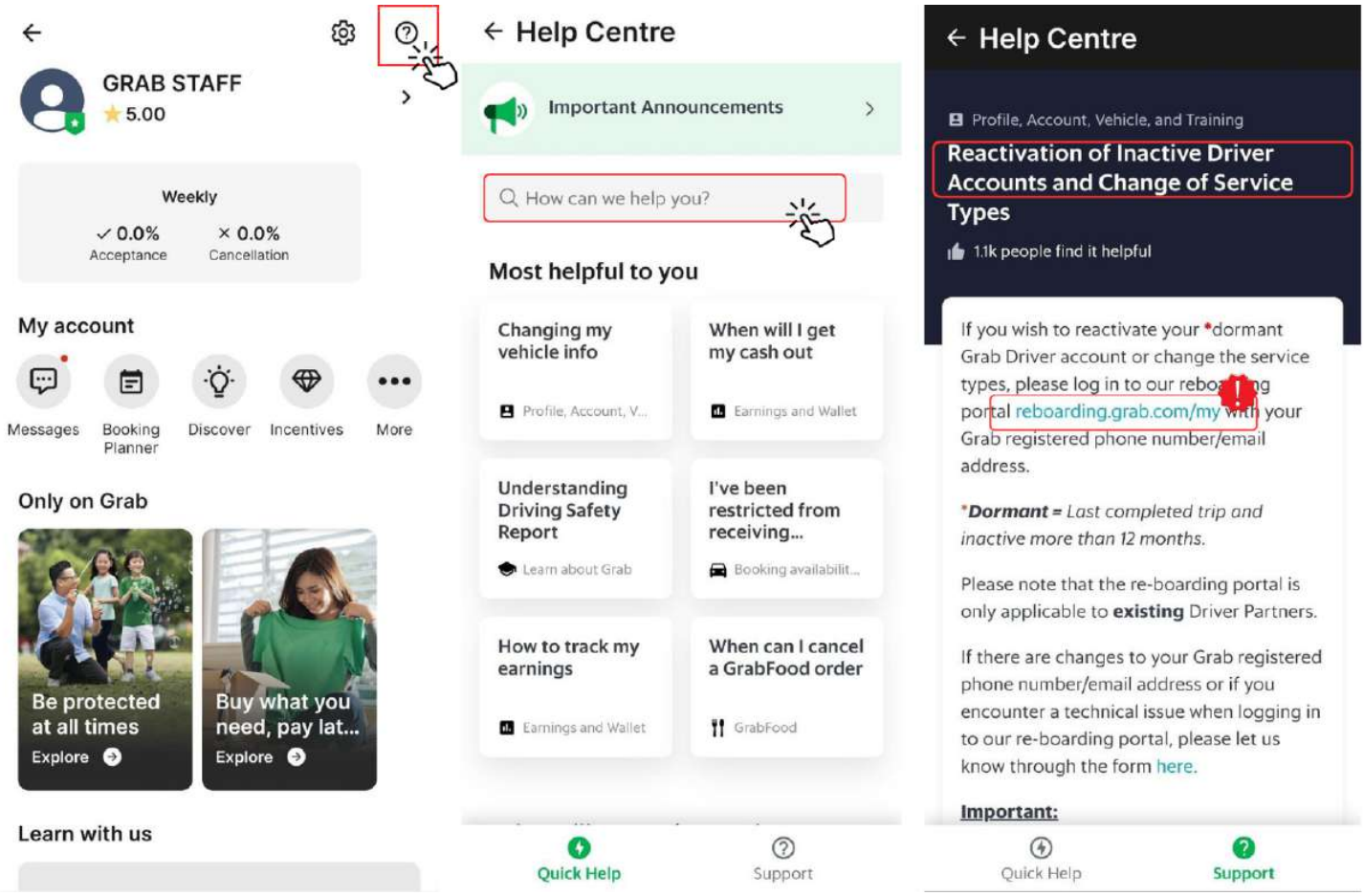
提交后，我们将在 3 个工作日内验证并更新您的摩托车

我必须提交什么文件?

您需要提交有效的摩托车road tax

更改帐户类型

GRABFOOD BIKE > GRABCAR/GRABTAXI



常问问题

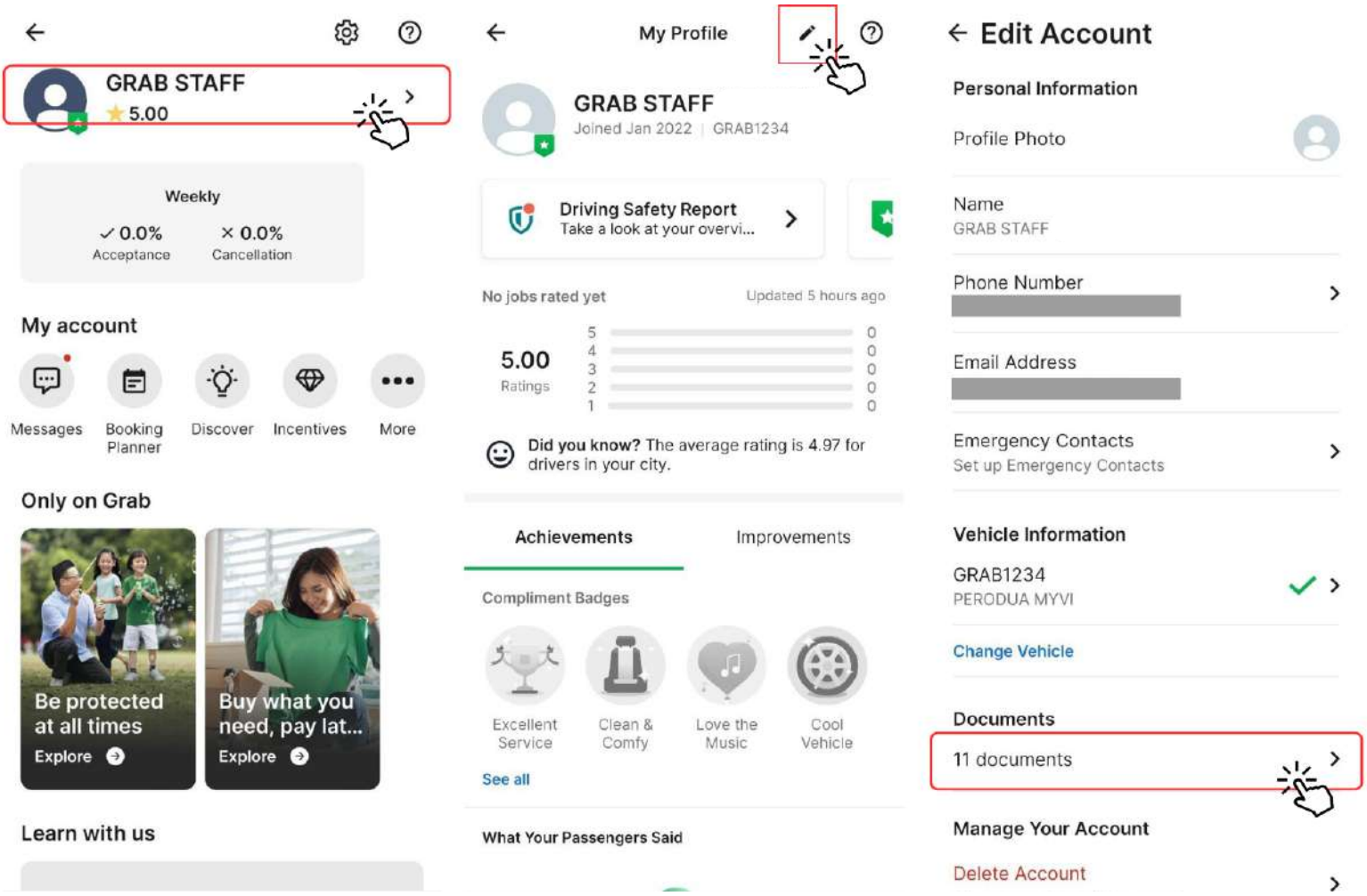
我的送货箱会得到补偿吗?

将您的送货箱套装（送货箱和tote bag）退回 GDC 后，您将在 14 个工作日内在您的现金钱包中收到退款

我需要为转换准备什么文件?

蓝色 NRIC、PSV 驾照、车辆登记证（Car Grant）、车辆保险（Cover Note)

文件更新



常问问题

我必须更新什么类型的文件?

您必须在驾驶执照 (B/B2) 到期前更新，以避免帐户被暂停

处理我的文档更新需要多长时间?

您的文件将在 1 个工作日内更新



新注册

注册指南

步骤1

准备以下文件：蓝色 NRIC、驾驶执照 (B/B2)、有效的摩托车 road tax

第2步

扫描左下角二维码，在我们的官网进行注册和提交文件

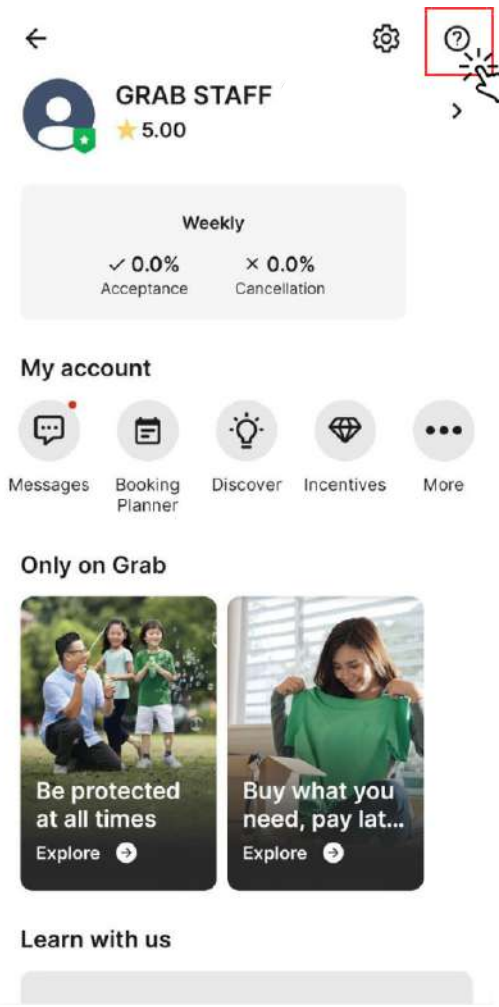
第 3 步

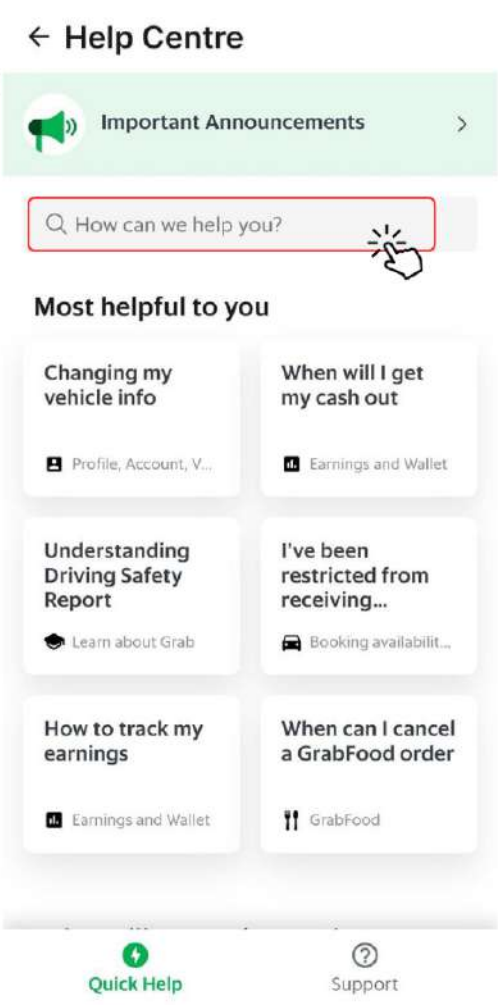
在 GrabAcademy 上完成在线培训课程

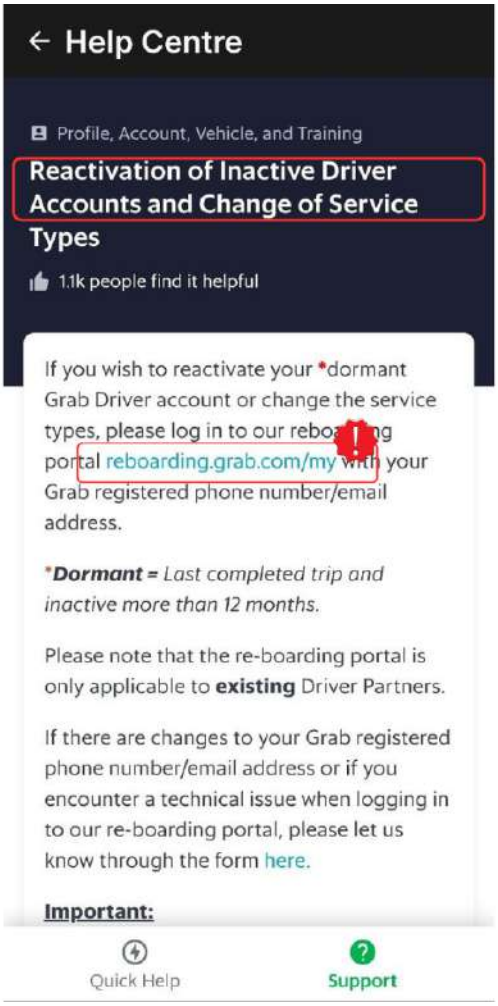
官方注册页面

https://register.grab.com/my

重新加入平台







常问问题

我的帐户何时会因不活动而被暂停?

如果您超过 6 个月没有接单，您的帐户将被暂停

重新加入平需要多久时间?

在提交文件和完成培训后，大约需要 1 周的时间来处理您的帐户重新激活