



FAQs

Crypto Payments – Driver FAQs

1. What is crypto?

Crypto (cryptocurrency) is a digital form of money stored in a digital wallet and sent over a blockchain network instead of through a bank.

2. What is a stablecoin?

A stablecoin is a type of crypto designed to stay the same value. Unlike Bitcoin or Ethereum, its price does not fluctuate.

3. What is USDC?

USDC is a stablecoin that is always equal to the US dollar.

1 USDC = 1 USD.

4. Why do we use USDC instead of other crypto?

USDC is predictable and stable. If a session costs \$10, you pay exactly 10 USDC, plus:

- a small network fee (gas), which is paid to the blockchain network to process and confirm the transaction.

5. What is a crypto wallet?

A crypto wallet is an app that stores your crypto and allows you to make payments. It shows your balance and confirms transactions.

6. Do I need a wallet to pay with crypto?

Yes. To use crypto payments, you must already have USDC in a supported crypto wallet.

7. Are there minimum limits for crypto payments?

Yes. Crypto payments require a minimum of 0.50 USDC. If your session cost is below this amount, your default payment method will be used instead.

8. USDC on which networks are supported?

We only accept USDC on specific blockchain networks. Supported networks are:

- Ethereum
- Polygon
- Base
- Solana

Your wallet must hold USDC on one of these networks to use crypto payments.

9. When do I need to pay with crypto?

After your session ends, you have 30 minutes to complete the crypto payment. If you don't, your default payment method will be charged automatically.

10. What happens if my credit card is charged instead of crypto?

If your crypto payment fails and your credit card is charged, the payment is final and cannot be switched to crypto for that session.

11. How can I check if my crypto payment was successful?

You can check your payment status in two ways:

In the app: look at your payment history. It will show whether the session was paid with USDC and the time it was confirmed.

On a blockchain explorer: for more detail, use the transaction ID (hash) from your wallet to see confirmation on the network you used:

- **Ethereum:** Etherscan
- **Polygon:** Polygonscan
- **Base:** Base Scan
- **Solana:** Solscan

12. Where is crypto payment available?

Crypto payments are currently available as part of a limited pilot for registered PRO members at specific locations. Please refer to our press releases for these details.

13. What if my wallet shows a different amount than expected?

If the app shows the correct amount but your wallet balance looks different, this is usually due to temporary delays on the blockchain network caused by congestion. USDC payments typically appear within a few minutes, but during busy periods it can take longer. If your balance still doesn't update after some time, contact your wallet provider for assistance.