

Uber Class Action Settlement Administration

Frequently Asked Questions – Licence Owner Activities

1. What is a taxi and/or hire car licence number?

A licence number is the unique identifier issued by your state's transport authority which authorised the holder to provide a taxi service during the relevant Claim Period (approx. 2014 – 2017). Licence numbers vary from state to state:

- In **Victoria**, it typically starts with one or two letters followed by four digits. Example: C1234 or MT1234.
- In **New South Wales**, it is typically up to 6 digits in length and only contains numbers. Example: 123456.
- In **Queensland**, it is typically up to 9 digits in length and only contains numbers. Example: 1234567 or 900123456.
- In **Western Australia**, a taxi licence will start with the word "TAXI" or "CT" followed by three numbers. Example: TAXI123 or CT123. Alternatively, a hire car (omnibus) licence will be between 4 – 10 digits in length and contain only numbers. Example: 500194872 or 6672.

IMPORTANT: Please note that a taxi or hire car licence number is different from a vehicle's registration or 'plate' number which (instead) is associated with a taxi or hire car *vehicle*. A licence number is connected to the licence holder, not to a specific vehicle. The same licence number may be used to operate multiple vehicles over time. In contrast, a vehicle registration number identifies a specific vehicle.

2. How can I find my taxi and/or hire car licence number/s?

You can usually locate your taxi and/or hire car licence number/s on any official documents received when you were a licence holder during the relevant Claim Period (approx. 2014 – 2017). This may include your taxi licence certificate/s, approval letter/s or renewal notice/s.

You may also be able to locate your taxi and/or hire car licence number/s on letters you received relating to buyback or financial assistance schemes.

If you are still unable to locate your taxi and/or hire car licence number, you may be able to contact your state's government regulatory body.

We are unable to assist you with locating your licence number/s and request that you do not contact your local state taxi council or other similar organisation to request this information as they are also unable to assist.

3. Why are you asking for alternative licence details?

We are requesting alternative licence details as we have been unable to match the licence number/s you provided upon registration against industry records to confirm that you owned the taxi and/or hire car licence/s during the relevant Claim Period (approx. 2014 – 2017).

This is likely because the licence number provided upon registration was incorrect, incomplete, contained typographical errors, or industry records indicate the licence was owned by another person/entity.

We are requesting that you provide alternative information, so we may re-attempt to match your taxi and/or hire car licence number against industry records in preparation for the Claim Data Notice phase as this will streamline the process for you.

4. Why are you asking about whether my licence was leased?

For licences that have already been matched against industry records, we are seeking confirmation as to whether they were leased to any third-party operators during the relevant Claim Period (approx. 2014 – 2017). This information will assist us in preparing the Claim Data Notices for your claim/s.

5. I was not a licence owner, and I don't have a taxi and/or hire car licence number

You have received the Licence Owner Activity because when you registered for the Uber Class Action, you indicated that you were a taxi and/or hire car owner during the relevant Claim Period (approx. 2014-2017).

If you were not a taxi and/or hire car owner during the relevant Claim Period, please email us at uber@mauriceblackburn.com.au to confirm in writing so that your 'owner' claim/s can be withdrawn.

6. I am no longer a licence owner

You should still provide the licence number/s of any licence/s you owned during the relevant Claim Period (approx. 2014-2017).

7. Do I need to complete this activity?

Whilst the activities are not mandatory, we strongly encourage you to complete any activities you receive as the information provided will be used to assist in preparing Claim Data Notices for your claim/s.

For Registrants who receive the '*Alternative Licence Details*' activity, if you do not complete the activity (or we cannot match your licence number/s against industry State transport records), you may be required to provide documentary proof and/or a statutory declaration to confirm you owned the taxi and/or hire car licence/s during the relevant Claim Period at the Claim Data Notice phase.

8. Can I provide my responses by email or telephone, instead?

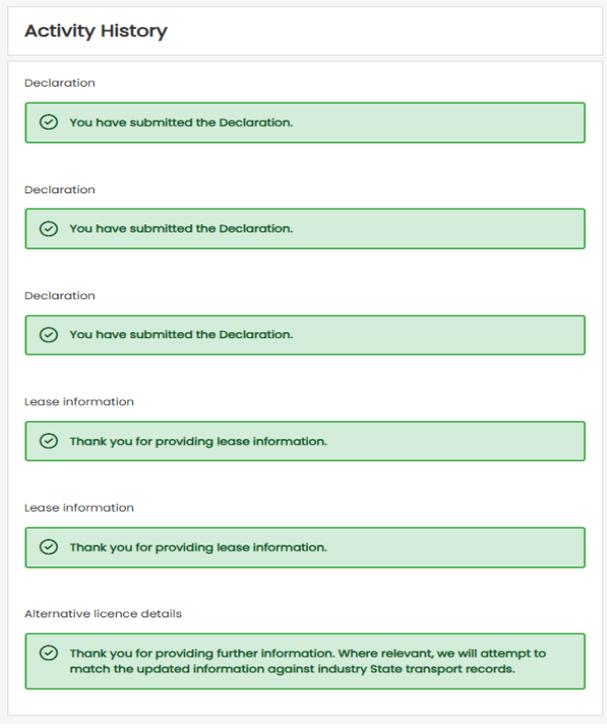
No, we cannot accept responses by email or telephone. You must provide the information requested by completing the online activities. An email was sent to you which includes a link to the activity. Depending on the number of licences you have registered, the activities should take between 5 – 15 minutes to complete.

9. How will I know if I have answered all required questions in the activity?

Please ensure that you take care when completing each question and complete all the required questions in the specific activity that has been sent to you.

Due to the design of the activity, you will need to 'accept' the 'Declaration' **for each specific licence** you are asked a question about. This means if you have 5 licences, you will need to answer 5 separate questions and after each question you will need to 'accept' the 'Declaration' (which means you will have completed 5 declarations).

You will know there are no further questions to complete when your claims database portal displays only with green 'completed' boxes (as below):



The screenshot shows a 'Activity History' page with a list of completed tasks. Each task is represented by a green box with a checkmark icon and a confirmation message. The tasks are:

- Declaration: You have submitted the Declaration.
- Declaration: You have submitted the Declaration.
- Declaration: You have submitted the Declaration.
- Lease information: Thank you for providing lease information.
- Lease information: Thank you for providing lease information.
- Alternative licence details: Thank you for providing further information. Where relevant, we will attempt to match the updated information against industry State transport records.

You will receive a confirmation email for **each** specific licence question you complete. For example, if you have been asked to provide information for 2x alternative licence numbers and 1x lease information, you will receive **a total of 3 confirmation emails** summarising the information you have provided.

10. What is the deadline for the activity?

The activity will be available to complete until **4:00 pm AEDT on Friday 27 March 2026**. Unfortunately we are unable to accommodate any extension requests.

11. Why didn't I receive the activity?

Please do not contact us if you did not receive an activity. If you did not receive an activity, it is because we do not require any further information from you at this stage.

The activities have been sent to a specific list of Registrants where we require further information.

12. How do I know what taxi and/or hire car licences I have registered in the class action?

During the Claim Data Notice phase, you will be provided with a Claim Data Notice which lists each Registrant's taxi and/or hire car licence claim that has been registered in the class action.

You will be given the opportunity to amend any incorrect claim data at that time in accordance with the Settlement Distribution Scheme.

13. How do I contact you if I need help, and what should I expect?

Before contacting us, please review these FAQs and the information available on our website.

To assist us in managing enquiries during this peak period and in the interests of keeping settlement administration costs as low as we can, to maximise the amount that is available to distribution to eligible Registrants, if your question is already addressed in these materials, we will not be providing an individual response to you.