

Grab / Uber: Are they really safe?

Description



I don't know how true this is, but this article really reminded me of the security concerns I've always had with Grab and Uber. I've had some creepy rides before, and always wondered if it was truly safe.

You guys can read the original post here:

<https://www.allsingaporestuff.com/article/prc-grabhitch-driver-pulled-down-ladys-skirt-after-she-refused-pay-2-erp-charge>



A summary of the story:

Lady rode GrabHitch, driver tried to make her pay \$2 toll even though it isn't allowed, pulled her skirt down and drove off with the car door still open when she had one foot out of the car trying to get out.

Wow. In this era of fake news, I don't know if this can be trusted, but if it is indeed true, this is quite worrying.



I don't know how true this is, but the last time I checked, Grab was not conducting background checks on their drivers at all.

I've spoken to drivers of GrabCar, GrabShare and GrabHitch. None said they recalled having to go through any background check on them. Maybe they didn't know? Maybe they told me the wrong info? But how could it be that every driver I've asked tells me the same?

(according to @arthursseat , Hitch drivers are not screened though)

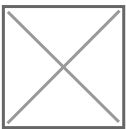
In the past, GrabTaxi (their former name) used to rely on LTA and the taxi companies to run the background checks on the drivers. The logic was, since someone is going it, then we don't have to do it. Save money.

I've once asked GrabTaxi about this and confirmed that they did not do any checks. I don't know if things have changed now.

After all, for Uber, it was only after a passenger got raped in India before they decided to do their checks proper. Geez, thanks for ruining that woman's life.

Now don't get me wrong, I'm fully for ride-hailing apps like Uber and Grab. In fact, I think this innovation is a great disruption to the transport economy. I also love the idea of ride sharing (Pool and Hitch) because it seems like a more efficient use of fuel. Environmentally friendly? That gets a ⭐ in my books.

But the least they should do is to screen their drivers. I noticed on Uber that they don't claim to do background checks on their drivers, whereas Grab blatantly makes this claim. Do they, really?



Found this online that says Uber does these extensive background checks before putting their passengers lives in the hands of drivers.



Full list cos Dayre square woes.



Thanks @phncx for sharing your insights! Just like what I thought.. Does Grab and Uber really take these screening seriously or is it all just sales / marketing talk?

Sometime last year, I had actually sent an email to Grab in response to one of their emailers proclaiming their security features including driver background checks.

My suspicions were that it might not be true, given how easy the drivers I know get approved. Some even boasted to me that it was a one-day affair.

I don't see how that fits into "all our drivers undergo strict background checks" story.

Surprise surprise, Grab never did reply me when I asked what kind of checks they do exactly.

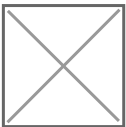
Why ah?

Is it something to hide or just poor customer service?



I ride Grab frequently. In fact, I support them so much that I don't even bother with Uber.

But it bothers me if the brands I support lie to me.



Such as this scandal which went viral and was reported in the Straits Times. Did you know that a background check on the guilty driver could have revealed he was formerly a loan shark runner who went around threatening people to pay up and had major credit problems too?

How do I know this? By checking, of course. The information is all out there. But did Grab even bother checking before they approved him to ferry their passengers?

I don't know, but I highly doubt they did.



What I found in answer to the How long does it take for Uber to do background checks on their drivers?

Remember that list? Seriously, they could check everything within just one day? With all the incoming driver sign-ups?

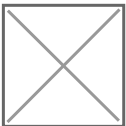


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So do they check on all of these? Really? How feasible is that?



If that's all the information Grab is asking from their drivers, then how do they even conduct the background checks?



How "strict" are their self-proclaimed checks if they can finish all the background checks in 1 day?

All these questions but I don't have the answers.

What do you guys think?

Category

- 1. Family

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