Has Obike taken your $49 deposit without informing you?

Description

If youâ??ve ever used Obike before, open your app and check NOW.

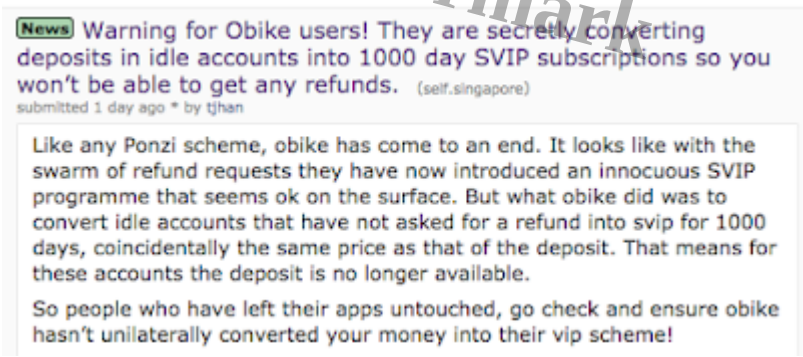
Because the chances are, your $49 deposit is probably gone.

Thereâ??s a high probability that Obike has sneakily, without your consent, taken your $49 deposit to purchase their â??Super VIP planâ?• for 1095 days.

According to a reader of mine, X, who tipped me off about this, this happened to her earlier this year in Aprilâ?¦and she only discovered it today, two months later. Mind you, there was no notification to inform her that her deposit was gone.

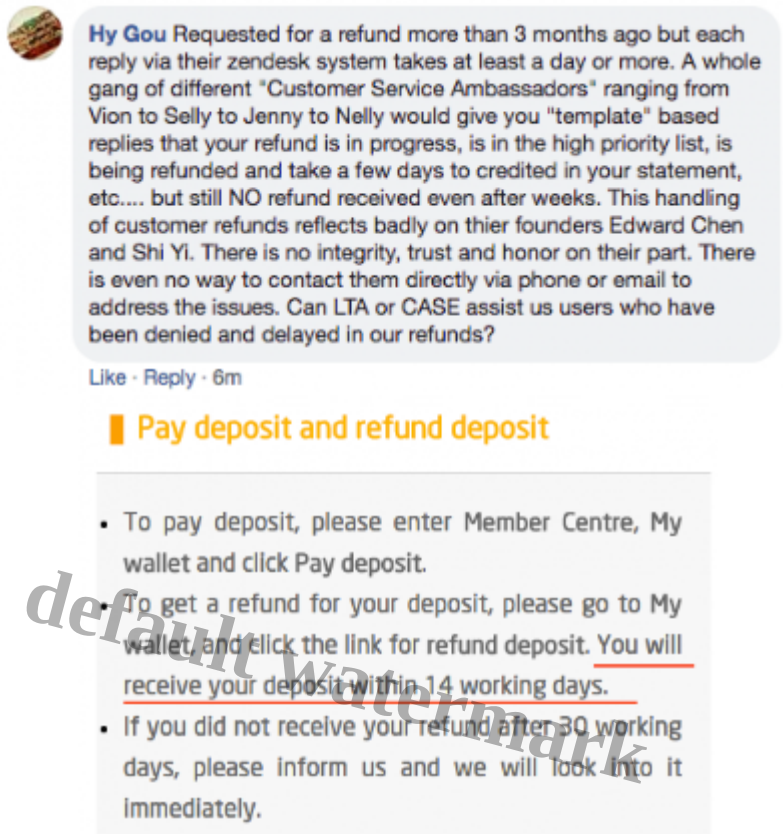
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A quick glance at Facebook and Reddit shows that sheâ??s not the only affected victim.



Iâ??m not among the affected users because a few months ago, I had already sent in a request for the refund of my $49 deposit. And nope, I STILL havenâ??t seen the refund credited back to my account. Neither am I the only one, if you simply head over to Obikeâ??s Facebook page here to see how many people are complaining that it has been months and they arenâ??t receiving their refunds either.





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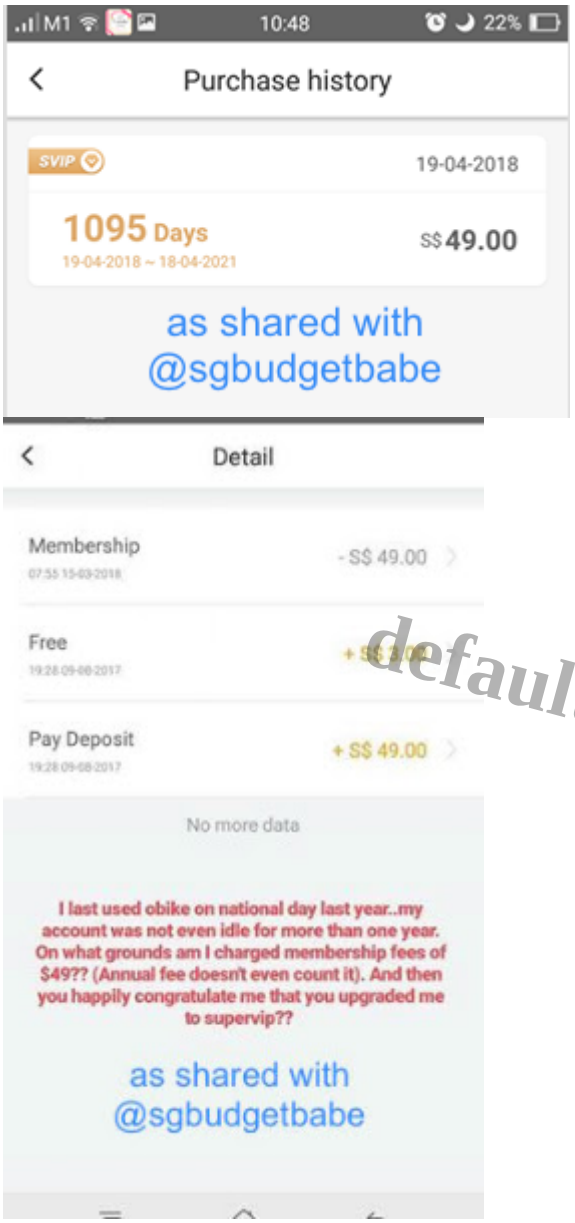
14 days my ass. LOL.

X opened her app today and was greeted by the mobile version of their SVIP membership announcement, similar to the one below:



I LOL-ed at â??No deposits neededâ?• because clearly, Obike has taken the deposits sitting in idle accounts to purchase the SVIP on her behalf, that is.

A further look into her accountâ??s purchase history revealed this:



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Here are some snippets of my conversation with X this morning:

They will tell you that you are â??upgradedâ?? to supervip when you first log in. And only when you check your transaction statement you can see that they actually took your deposit to buy that plan without your knowledge.

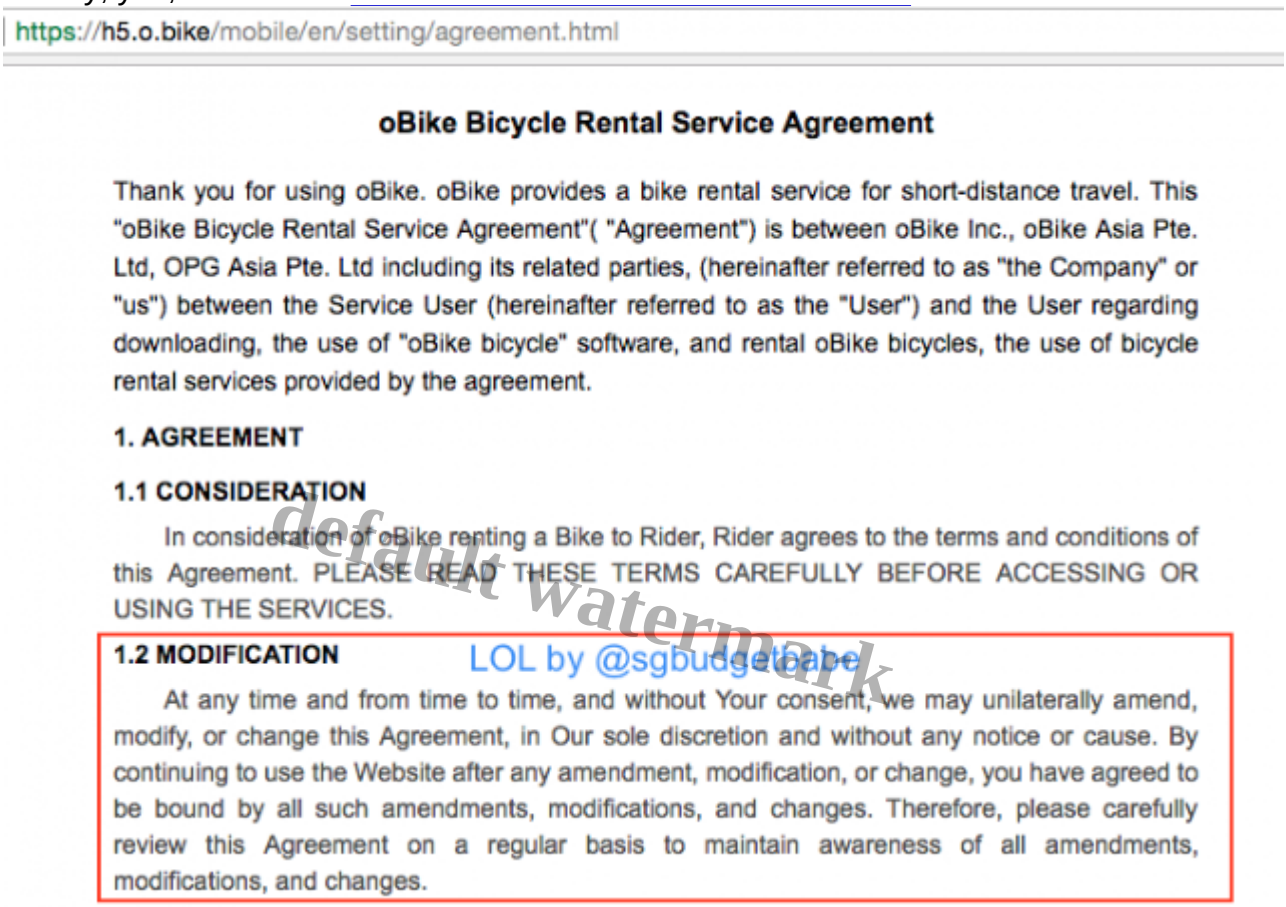
How can you have a refundable deposit then a auto membership thing??

bership thing.

Thus, if you look through your account, you might realise that Obike didnâ??t â??automaticallyâ?• upgrade you to Super VIP (like what they claim when you open the app and log in)â?¦what they did was to use YOUR deposit to purchase it. Without your consent. Without notifying you.

Is this even legal?!?!

Unfortunately, yes, because of this clause in their terms and conditions:



https://h5.o.bike/mobile/en/setting/agreement.html

oBike Bicycle Rental Service Agreement

Thank you for using oBike. oBike provides a bike rental service for short-distance travel. This "oBike Bicycle Rental Service Agreement"("Agreement") is between oBike Inc., oBike Asia Pte. Ltd, OPG Asia Pte. Ltd including its related parties, (hereinafter referred to as "the Company" or "us") between the Service User (hereinafter referred to as the "User") and the User regarding downloading, the use of "oBike bicycle" software, and rental oBike bicycles, the use of bicycle rental services provided by the agreement.

1. AGREEMENT

1.1 CONSIDERATION

In consideration of oBike renting a Bike to Rider, Rider agrees to the terms and conditions of this Agreement. PLEASE READ THESE TERMS CAREFULLY BEFORE ACCESSING OR USING THE SERVICES.

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LOL by @sgbudgetbabe

1.2 MODIFICATION

At any time and from time to time, and without Your consent, we may unilaterally amend, modify, or change this Agreement, in Our sole discretion and without any notice or cause. By continuing to use the Website after any amendment, modification, or change, you have agreed to be bound by all such amendments, modifications, and changes. Therefore, please carefully review this Agreement on a regular basis to maintain awareness of all amendments, modifications, and changes.

It may be legal, but it most definitely is unethical (in my view).

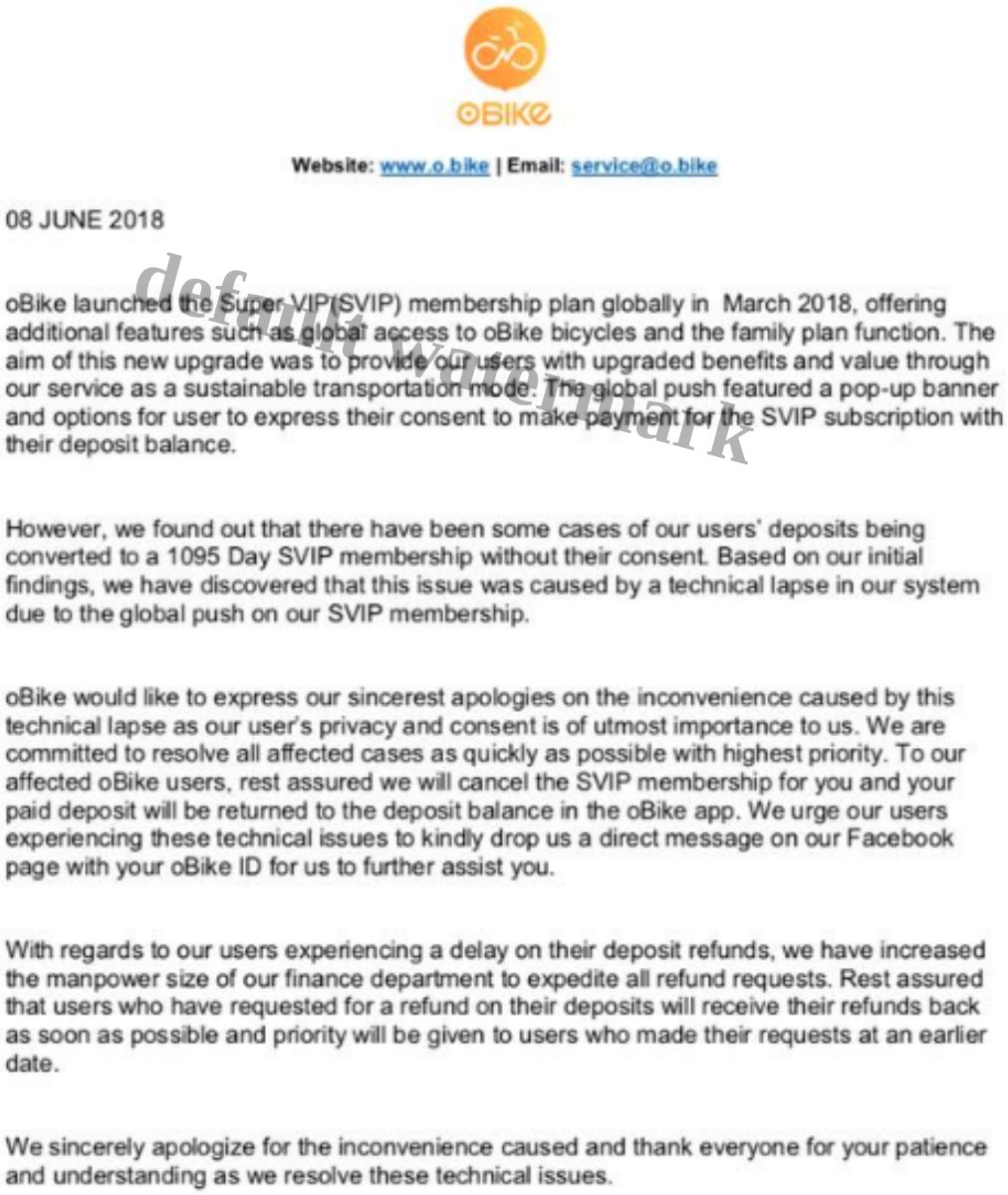
But hey, there are ethical and unethical businesses around. There are also transparent and not-so-transparent businesses around.
At the end of the day, **it is up to us consumers to call out businesses who carry out such unethical / non-transparent practices, so that theyâ??ll be held accountable** for what theyâ??ve done. Hopefully, as more people do this, over time, businesses with better and more transparent business practices will then prevail.
Let businesses know that they donâ??t get to do things like this and get away with it.

What should I do if Iâ??ve been affected?

Iâ??m not sure if emailing Obike will work, but someone I know who made a fuss on Obikeâ??s Facebook page about how dishonest this whole thing is has successfully gotten a response from the team and her SVIP membership cancelled, with her $49 going back into deposit mode. She has since requested for the refund of the deposit as well, but like I shared with her, who knows how long that will take, considering my own personal experience and that of many others who are still waiting for our refunds after MONTHS.
So hereâ??s what I would suggest:

- Leave a comment or private message on Obikeâ??s Facebook page stating youâ??re against this practice too since you never consented to such a purchase, nor were you even informed of it.
- Request for the cancellation of your SVIP membership and for your $49 to be returned as deposit
- It is up to you whether you want to then, in addition, ask for your $49 â??refundable depositâ?• to be returned to your account.

Update: Hereâ??s Obikeâ??s response.



oBIKE

Website: www.o.bike | **Email:** service@o.bike

08 JUNE 2018

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oBike launched the Super VIP(SVIP) membership plan globally in March 2018, offering additional features such as global access to oBike bicycles and the family plan function. The aim of this new upgrade was to provide our users with upgraded benefits and value through our service as a sustainable transportation mode. The global push featured a pop-up banner and options for user to express their consent to make payment for the SVIP subscription with their deposit balance.

However, we found out that there have been some cases of our users' deposits being converted to a 1095 Day SVIP membership without their consent. Based on our initial findings, we have discovered that this issue was caused by a technical lapse in our system due to the global push on our SVIP membership.

oBike would like to express our sincerest apologies on the inconvenience caused by this technical lapse as our user's privacy and consent is of utmost importance to us. We are committed to resolve all affected cases as quickly as possible with highest priority. To our affected oBike users, rest assured we will cancel the SVIP membership for you and your paid deposit will be returned to the deposit balance in the oBike app. We urge our users experiencing these technical issues to kindly drop us a direct message on our Facebook page with your oBike ID for us to further assist you.

With regards to our users experiencing a delay on their deposit refunds, we have increased the manpower size of our finance department to expedite all refund requests. Rest assured that users who have requested for a refund on their deposits will receive their refunds back as soon as possible and priority will be given to users who made their requests at an earlier date.

We sincerely apologize for the inconvenience caused and thank everyone for your patience and understanding as we resolve these technical issues.

Considering how the â??technical lapseâ?• occurred from as early as April 2018 and Obike is only coming out to apologise today after the whole thing blew out of proportion on Reddit and on their Facebookâ?¦is it *really* a sincere apology or more like a *Iâ??m sorry we got caught?* Because thatâ??s what it sounds like to me.
Moreover, this has been going on for quite some time now. A few of my friends just found that they were also affected, and their app history show that the purchase was made at different times from April till now. Soâ?¦was this technical lapse persistent for months, and only discovered now? I find that hard

to believe, frankly.
In fact, Obikeâ??s â??apologyâ?• sounds just about as sincere as this recent apology by another local Singapore influencer, who went on to write an entire â??apologyâ?• letter *(only after she received over 100 comments slamming her for her original post cyber-bullying which she has since removed, but you can still have a gist of what she did that was so wrong when you look at the comments)* while tagging the whole world except the person she claimed to be apologising to. Lol.
If youâ??re interested, I also broke down another poor example of an apology which Breadtalk issued back in 2015 after their soya bean milk saga here.
Businesses (and folks), this is NOT how you do an apology.
With love,
Budget Babe
Category

1. Family

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