

Jacob Gemma

From: [REDACTED]
Sent: 07 September 2018 12:14
To: [REDACTED]@mytaxi.com
Subject: RE: Driver Nomination Request - mytaxi

Hi Van,

Thank you for this information.

I will forward the information onto my line manager and also [REDACTED] from investigations.

We are happy for your team to contact the passengers with regards to this job.

Kind regards

[REDACTED]
Compliance Officer

From: Vandana Prashar
Sent: 7 Sep 2018 12:00
To: [REDACTED]
Subject: Driver Nomination Request - mytaxi

Hi [REDACTED]

Sorry that you did not receive the details.

Looking into this a little bit more, this job was not booked as an account job it was cash. Also, there was no fixed price applied - sometimes when using the app, passengers mistakenly believe they've booked fixed price but with airport journeys you cannot input the postcode as it will not apply

For this, we would like to get in touch with the passenger and talk it through and offer a credit voucher. Are you okay for my team to pick this up and call the passenger?

Thanks,
Van

SEP 06, 2018 | 03:58PM UTC

Daniel emailed:

Hi [REDACTED]

Daniel from mytaxi here, I hope this email finds you well.

I understand you met with my colleague Vandana earlier today.

The driver's badge number of the requested journey is: [REDACTED]

The vehicle registration is: [REDACTED]

I hope this information is of use.

Kind regards

--

Vandana Prashar
Senior Operations Manager



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