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Uber's Unresponsiveness Forces Passengers to Take Grievances to Social Media

Company's Refusal to Provide Live Contact Could Worsen Emergency Situations

ROCKVILLE, Md. – Uber's lack of responsiveness to customers facing a variety of concerns has been well documented on social media. This unresponsiveness could easily turn into the company's next tragedy.

"@noitserin: @Uber I was assaulted by an uber driver this morning. Your app/website has no option to report drivers. Someone needs to contact me" [\(8/7/14\)](#)

Unlike licensed taxicab companies, which are required to have a physical base of operations staffed by employees answering phones around the clock, Uber does not have a site of operations or provide passengers with a phone number contact. Instead, Uber tells passengers with grievances to write to an email address—which, by many accounts, is inadequate.

"@CheyanneCGonzal: @Uber I got in an accident a month ago through Uber. I went to the hospital. I contacted Uber multiple times with no response. What do I do?" [\(4/2/14\)](#)

[When Uber passengers Tanya Sackler and her husband, Daniel, had thousands of dollars](#) in valuables stolen by an uberX driver, Tanya contacted Uber in a panic. She continued to email the company all night until she finally she realized she was not going to receive a response. The next morning, upset and furious, Sackler began tweeting at Uber "higher-ups" until she finally received an email response from the company. The Sacklers' valuables were never retrieved, and the couple was never compensated.

"Uber's lack of responsiveness involving assaults on passengers, drunk driving or worse could cause the company's next tragedy when a passenger in need of split-second aid tries to reach out to them for assistance," said Dave Sutton, spokesperson for 'Who's Driving You?' "Uber refuses to invest in infrastructure that most taxicab and limousine companies are required to possess —such as employees who answer phones in a local office. Uber's stubborn insistence that it is not a transportation company—and therefore not responsible for providing immediate passenger assistance—could cost an Uber passenger dearly."

The following is an official "Request for Information" authored by Illinois Police Detective Kevin Zelk:

"On 8/25 the Lake Forest Police Department took a delayed complaint of an Uber driver battering a victim. Officers learned the Uber driver made aggressive sexual advances toward the victim, including kissing/licking her neck, when they arrived at the victim's residence. Attempts locate contact information for Uber have been unsuccessful and they have not responded to

emails/telephone calls to their customer service department. If you have a Legal or Law Enforcement contact for Uber please contact: [Detective Kevin Zelk],” the police request stated.

Below are additional examples of Uber’s non-responsiveness that have appeared in social media:

“There is NO place to contact you [Uber] besides press@ - but let me tell you - you are going to want to respond to me quickly. I had two teenagers whom had arranged for your services on Saturday, March 15, 2014 - they said it was the scariest ride of their life. The driver was running red lights, and driving on the wrong side of the road. They stopped at one of the houses and I went to pick them up. Maybe your drivers need to have breathalyzers installed in their cars. LOVE the idea of 'calling a personal driver' - but I think you need some more security.”

--Leasa Sanders McIntosh on Facebook [\(3/17/2014\)](#)

“Beware- the Uber driver charged me \$96 for 7.7 miles in NYC. I have spent the past two days trying to get in touch with someone at the corporate level. They don't list a contact number as well as do not work directly over the phone with their consumers to resolve ANY issues/ situations with their drivers, etc. I have sent multiple emails asking for someone to call me and they will only respond through email hours later. It is extremely frustrating and alarming when you have an issue and you can't communicate through a phone conversation. Also- don't use Uber when it rains, they will charge you triple the amount.

--Leah Kasten on Facebook [\(9/22/2014\)](#)

“@uber I have sent your ‘help desk’ 4 emails re: my driver that feel asleep at the wheel. Do you really not want to refund me?”

-- Colin Sargent @colinsargent on Twitter [\(9/19/2014\)](#)

“@Uber has made it impossible to make any sort of complaint, especially one about a creepy driver late one night last week...Ugh”

-- Rosie Higgins @rosie_higgins on Twitter [\(7/19/2014\)](#)

“My account was hacked!!!! Getting charges on my credit card. Can't get in touch with support staff or even change my payment info! What kind of site is this?”

--Daniel Collins on Facebook [\(8/9/2014\)](#)

ABOUT US:

‘Who’s Driving You?’ is a public safety campaign designed to educate the public about the dangers of unlicensed transportation companies. It is an initiative of the Taxicab, Limousine & Paratransit Association, an international non-profit trade association whose membership consists of 1,100 licensed transportation companies. For more information, visit www.WhosDrivingYou.org, follow us on Twitter (@WhosDrivingYou) and follow us on Facebook (facebook.com/WhosDrivingYou)

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