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| Hello %%first\_name%%,  Thank you for partnering with us in Chicago. Due to the dedication of partners like you and the innovation of Uber's technology, we truly believe the Uber platform is the safest way to get a ride in the city of Chicago and 260+ cities around the world.  We want to take this opportunity to remind you of the steps you can take to make the Uber experience as smooth, comfortable, and efficient as possible for both you and the rider:   * **Account sharing is strictly prohibited.**  Please remember that ONLY YOU may use your username and device to accept requests for transportation services. Allowing someone else to use your username or device constitutes a material breach of your partnership agreement. * **Accepting street hails will not be tolerated and will result in deactivation.** As you know, the Uber system does not enable partners to accept street hails, and picking up passengers who haven't requested through the app is both illegal and dangerous for riders and drivers. Again,partners observed accepting a street hail will have their account *immediately and permanently deactivated* *.* * **Confirm that the correct rider is getting into your car**. Ask the rider to confirm his or her name before beginning a trip, especially in high-traffic areas. * **Need to contact your rider?** Call or text the rider through the app using an anonymized phone number, without ever sharing any personal information. * **Provide feedback.** We are constantly reviewing post-ride feedback and quickly take appropriate action.   Uber's Quality Assurance Team will continue checking the safety standards of partners on an ongoing basis. Please remember, while you are signed onto the Uber app, all information is stored and readily available so that any incident can be acted upon immediately. This feature is in place to ensure both riders and driver partners remain safe and allows us to react quickly to any law enforcement inquiries.  Thank you again for your help in making Uber the safest ride on the road. If you have any questions about vehicle and trip safety standards, including compliance with local laws, please e-mail  [partnerschicago@uber.com](https://mail.google.com/mail/?view=cm&fs=1&tf=1&to=partnerschicago@uber.com).  Uber Chicago Team |