



Rachel Reeves MP
House of Commons
London SW1A 0AA

30 March 2020

Dear Ms Reeves,

Your work to ensure that freelancers and the self-employed get the financial support they need is hugely important during this critical period.

We take the health and wellbeing of drivers and couriers very seriously. We are committed to working directly with them - and with others, including the Government - to ensure they get what they need to provide for themselves and their families if they are affected by coronavirus.

This will help to protect them, as well as to help slow the spread of the virus by reducing the incentive for drivers and couriers to continue working if they are unwell or need to self-isolate.

This is why Uber and Uber Eats have put in place a policy to provide our partners with financial assistance if they are restricted from working during the COVID-19 outbreak. I set this out below, along with a brief overview of what else we are doing to support drivers, couriers and restaurant partners.

Financial support in case of self-isolation or sickness

We are offering active drivers that are diagnosed with COVID-19, or asked to self-isolate by a public health authority, £100 a week for up to two weeks. For couriers, who tend to work fewer hours than drivers, the amount of assistance received will be based on average daily earnings over the last six months, up to £100 per week. To access this, affected drivers and couriers simply need to provide an NHS 111 fit note obtained through the new automated system.

This is in addition to our free AXA insurance protection, which covers sickness, injury, maternity and paternity payments for Uber drivers and couriers in the UK. The vast majority of drivers and couriers are eligible for this additional insurance, which provides £75 a day cover for drivers and £30 a day for couriers, for sickness. This means drivers can receive up to £1,225 and couriers up to £550, across a 22-day period. More information on the policy can be found [here](#).

Reducing costs for drivers

In addition to the financial assistance package outlined above, we are working with our preferred vehicle partners to ask that they support drivers in need by reducing the overall cost of their vehicles. A number of them have already agreed to remove or relax their return or cancellation fees, and have reduced the weekly charges by up to 50%.



We have also worked with our insurance partners, who insure over half of UK drivers, to find flexible solutions to reduce their insurance costs during this period.

Helping drivers and couriers to continue to work safely

In addition to financial support for those who are unable to work, we have also taken a number of other measures to help combat the spread of the virus, including:

- Introducing a new "leave at door" policy so that Uber Eats couriers can continue to deliver food while respecting the guidance on social distancing;
- Sourcing and distributing free hand sanitiser and cleaning products for drivers and couriers;
- Removing the delivery fee for many independent restaurants, and waiving the activation fees for all new restaurants, to make it easier and cheaper for them to continue operating takeaway services and deliver food to people as they self-isolate and respect social distancing measures; and
- Begun offering daily payments, rather than weekly, so that restaurants can better manage their finances and cash flow at this uncertain period.

Supporting the NHS

We are exploring a number of other projects to provide support to those in need during this period.

So far we have committed to supporting the NHS with:

- 200,000 free Uber rides for NHS staff across the UK;
- 100,000 free Uber Eats meals for NHS staff across the UK; and
- free JUMP electric bike rides for NHS staff in London.

We continue to talk to the Government about other ways we can support the country through this crisis.

Clearly this is a rapidly evolving situation, and we are keeping this all under constant review to ensure our policies remain appropriate given the wider circumstances.

Our top priority is the wellbeing of our partners, alongside doing everything we can to help keep the country moving and support the most vulnerable.

We would be very happy to discuss this in more detail.

Yours sincerely,

Benjamin Bell
Head of Public Policy
Uber UK & Ireland