

## Uber Driver Arbitration Playbook — 1-Page Guide

What the clause means, how to opt out, and options if you missed the window

### 1) What the arbitration clause does (plain English)

- Most disputes must go to individual arbitration (JAMS).
- No jury and no class/collective actions.
- You can still file with government agencies (EEOC, NLRB, etc.).
- Sexual assault/harassment claims may be filed in court if you choose.

### 2) How to OPT OUT (official method) — 30-day deadline

- Within 30 days of accepting the agreement, send ONE email from the SAME email on your driver account to:

optout-portier@uber.com

Include: Full name, phone number on account, city/state of residence.

State clearly: "I am opting out of the Arbitration Provision in Uber's Platform Access Agreement."

Note: Third parties (even lawyers) can't send it for you.

Copy-paste email template

Subject: Arbitration Opt-Out

I am opting out of the Arbitration Provision in Uber's Platform Access Agreement.

Name: <Your Name>

Phone on account: <Your Number>

City and state of residence: <Your City, State>

Sent from the email associated with my Uber driver account.

### 3) If you're PAST 30 days

- California: Ask a CA employment/wage attorney about PAGA standing after Adolph v. Uber; some aspects can remain in court.
- Statutory carve-outs: SA/harassment claims in court; agency filings are allowed.
- Challenge enforceability (clickwrap, scope, unconscionability): fact-specific; varies by state.

### 4) Practical steps NOW

- Screenshot/save: odometer uploads, support chat transcripts, timestamps, license photos, deactivation notices.
- Keep a chronology (dates + outcomes) for any JAMS filing or lawyer review.
- If still within 30 days for the CURRENT agreement, send the opt-out email today.

### Notes

- Opting out now doesn't void any older arbitration agreements for earlier disputes.
- JAMS rules apply unless the PAA overrides a point.
- This is general information, not legal advice. For specific cases, consult a qualified attorney in your state.