

I paid extra cash (or) cash directly to the driver

This article is for reporting cases where you paid extra cash on your **cash** trip.

If the driver is asking for the correct fare amount as mentioned on your app, but the fare itself was higher than expected, click on the link below

NON-CASH TRIP:

If you paid cash on a trip with the default payment method as non-cash (digital), let us know by clicking on the link below:

CASH TRIP:

Your Uber app shows the final fare and amount a driver should collect. If you paid more cash than the amount displayed on your app, let us know using the form below.

Example for a cash trip - Your final fare was 100 but your driver asked for 120, then mention you paid 20.00 extra cash

Someone else took this trip

If someone else took the trip you requested but you were charged for the trip, you can let us know on this page.

Before contacting us, it's a good idea to check with friends or family members who have access to your Uber account or the payment method.

If you believe you were incorrectly charged a cancellation fee, go

back in your trip history and select the trip in question. Under the trip select "Review my cancellation fee" and we'll look into it.

My final fare was higher than the initial estimate

Before you request a trip, an upfront fare is calculated using the expected time and distance of the trip and local traffic, as well as how many riders and nearby drivers are using Uber at that moment. You may be charged a different amount than your upfront fare in case the route deviates from the predicted route. We are happy to review these cases if you feel you were overcharged. Please toggle the option below that best describes your issue.

Paid cash on a digital trip

This article is for reporting cases where you paid cash on your digital/online paid trip. If you have an outstanding balance or cancellation fee from a previous trip, this charge will be added to your account as payable on your next trip.

If you feel that the fare was higher than expected, click on the link below:

A driver-partner should never ask for cash on a digitally paid trip. If the driver asked you for cash during or after the trip, let us know using the form below.

Note: For non-cash trips, mention the total amount paid to your driver. Example If your driver asked for INR 100 in cash beyond the trip fare, then mention you paid INR 100 as extra cash.

How was my fare calculated?

To understand what fare you should have been charged on this trip, go to your receipt and check the fare break-up.

Refer to the following steps to get your receipt:

1. Tap on the **Account** tab in the bottom right corner of the app.
2. Tap on the **Trips** and choose the trip you think you were overcharged.
3. Scroll down and tap on the **Receipt** icon.

Check for any previous trip outstanding amount that might have been added to your current fare.

If this wasn't the case, please cross-check the driver's app to ensure you are not paying extra. A GREEN SCREEN on the driver's app will show the amount of cash the driver is supposed to collect.

If the driver is demanding any extra cash than shown on his app, please refer to the following steps:

1. Select **Help with a trip**.
2. Select the trip of your choice.
3. Scroll down and tap on **Get Trip Help**.
4. Tap on I paid extra cash (or) cash directly to the driver to share the trip details.

Please go back and select, Paid cash on a digital trip if the driver asked for cash when your mode of payment for the trip was non-cash.

If the amount shown on the driver's app matches the amount shown on your app, please go back and select, My fare was too high.

I paid extra cash

When you request an Intercity Trip on Uber, please note -

1. Toll and State taxes are to be paid by you over and above the fare shown on the app when you requested the trip.

2. Some vehicles might have FASTtag enabled. The toll for such vehicles will be paid automatically through the driver's account. It should still be paid by the rider in cash to the driver.

FASTag is an electronic toll collection system in India, operated by the National Highway Authority of India. It employs Radio Frequency Identification technology(RFID) for making toll payments directly from the prepaid or savings account linked to it or directly toll owner.

Driver asked for extra cash on a Rentals trip

Your Uber app shows the final fare and amount a driver should collect:

1. If the trip was booked on an in-app payment method (Credit card, Amazon Pay, UPI, etc.), you need not pay any cash to driver.
2. If the trip was booked on "Cash" payment method, you should pay the driver only the amount displayed on your app.

When you request a Rentals trip on Uber, please note all toll charges applicable on the route will be added to the final fare. Please note that parking fee will not be included in the final fare. Parking fee will have to be paid to the driver-partner directly.

If the driver is asking for the correct fare amount as mentioned on your app, but the fare itself was higher than expected, click on the link below:

If you feel that the driver asked you for extra cash beyond the fare shown on the app, please let us know by starting a '**chat with us**', and mention the extra amount paid.

Report fraud cash screen shown

Use this screen to report if a Driver showed a fake or modified screen to collect extra cash from you. For such cases, the fare shown on the Driver app would be different from the fare shown on your app at the end of the trip.

In case the Driver didn't show a fraud screen and still demanded extra cash than the amount reflected on the app, click on the link below.

Please fill the below details only in case the driver showed a fake or modified screen which was different from the final fare for your trip.

