

Change driver rating

You can change the star rating you gave a driver from the receipt emailed to you after your trip.

From the email, select **Rate or tip**. You'll be redirected to your account at uber.com, where you can update the rating. If a trip was cancelled, you won't see the option to rate the driver.

Resending the receipt email

1. Open your app and select **Account**
2. Select **Trips**
3. Select the trip then select **Receipt**
4. Scroll down and select **Resend email**

If you rate a driver 1 star, we'll try not to match you with that driver in the future.

Ratings are designed to support both riders and drivers. By providing an accurate rating and sharing your feedback, you're helping us ensure ride quality for everyone on the Uber platform. You can learn more about ratings from our [Ratings](#) help article.

The vehicle had fewer seats than I requested

Uber offers an array of vehicle options in many cities. When using your app to request a ride, the slider at the bottom of your screen lets you choose the ride you want, from lower cost options to larger

size vehicles. If you need more room or more seats, be sure to select the vehicle option that's right for your ride.

Occasionally, a driver may arrive in a vehicle smaller or less equipped than what you were expecting. For example, if a vehicle that only seats four riders arrives for an UberXL request, this vehicle is not qualified for an UberXL ride.

This may be the result of a vehicle classification error. If you feel that your driver's vehicle did not match what you were expecting, please let us know [here](#).

I want to share feedback for my driver

Drivers who partner with Uber agree to maintain a high standard of professional service that includes being respectful and polite. We're sorry that the same level of professionalism was not maintained on this trip.

Please let us know what happened by selecting the appropriate toggle and we will make a note of the incident and take corrective action, if appropriate.

Please note that owing to our privacy policy, we would not be able to share specifics of the action taken

If you have other trip related issues, please click on the most relevant link below:

- [Cancellation fees](#): If you have any questions about our cancellation policy

- My driver started the trip without me
- Someone else took this trip
- Driver asked to book directly outside of Uber: If your driver asked you to cancel the trip booked from the Uber app and to directly take the trip with them
- My driver made me feel unsafe: If your driver's behaviour involved inappropriate physical contact or verbal aggression

My driver refused my destination

Driver-partners who accept your trip requests are expected to bring you to your preferred destination if they're able to. We understand how frustrating it is if you cannot reliably get a ride where you need it with Uber.

If your driver for this trip refused your destination, please let us know what happened.

My driver was rude

Drivers who partner with Uber agree to maintain a high standard of professional service that includes being respectful and polite. If that was not your experience, please share the details with us on this page.

You can help us improve trip quality by providing a rating for your driver. If you haven't rated your driver yet, select the trip from the "Trips" section in your Uber app to provide a rating.

If you have other trip related issues, please click on the most relevant link below:

Someone else took this trip: If someone else took the trip you requested but you were charged for the trip

Driver asked to book directly outside of Uber: If your driver asked you to cancel the trip booked from the Uber app and to directly take the trip with them

Report inappropriate driver behaviour: Please use this link for reporting threatening or aggressive language, inappropriate personal questions, sexually suggestive gestures, or comments from the driver

My driver didn't switch on the AC

This form is for reporting issues where the driver did not turn on the vehicle AC during the trip.

If you feel that you faced this problem during your recent ride, please share your experience related to the AC on this trip by selecting the relevant option below:

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IMPORTANT: If your driver's behaviour/ driving made you feel unsafe, please let us know by selecting the link below.

[Report more severe driver behaviour](#)

If you have any questions about our cancellation policy, please click on the link below

[Cancellation fees](#)

I want to share feedback for my vehicle

Our aim is to connect riders with high-quality driver-partners that have odour free and well-maintained vehicles. If this wasn't the case, please share the details below.

If your driver arrived in a vehicle that was different from what the Uber app confirmed, please select the link below.

My vehicle broke down during the trip

Our aim is to connect riders with high-quality driver-partners with well-maintained vehicles. If the vehicle on your intercity trip broke down mid-way, please share details below.

Driver asked to book directly outside of Uber

This form is for reporting cases when your driver asks you to take a trip outside of Uber's platform i.e. the driver asked you to cancel the trip booked from the Uber app and directly take the trip with them.

If you feel you have faced this problem during your recent ride, please let us know by filling out the form below:

To better assist you with other trip related issues, please click on the link below:

Review my cancellation fee: Please use this link if you have been charged a cancellation fee, however, the driver did not ask to book outside of Uber app

Thank you for taking the time to report this incident.

For more information on Safety, you can head over to our Community Guidelines.

I want to share feedback for my vehicle

Our aim is to connect riders with high-quality driver-partners that have odour free and well-maintained vehicle. If this wasn't the case, please share the details below.

Concerns regarding rear seat belt

What is the policy on wearing rear seat belt?

As per the law, riders are required to wear the rear seat belt at all times while travelling in a car. If found not to be wearing one, a fine may be imposed by the law enforcement authorities.

I did not find the seat belt in the car (or) I was charged a fine by the police for not wearing rear seat belt, but the car didn't have one

Please share this feedback with us by selecting the option '*Seatbelt was damaged or missing*' through the link below.

[My Driver's vehicle was unsafe](#)

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.

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

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.