Faras Ride-Hailing App

Introduction

- **Faras** is a Kenyan-based ride-hailing and logistics app offering taxi, boda-boda, courier, and mass transport services.
- The platform aims to simplify everyday transportation and logistics by combining multiple services into a single app, often referred to as a **"super app."**
- It is developed locally and targets affordability, convenience, and trust for both riders and drivers.

Key Features

- On-demand taxi and boda-boda rides

- Courier and parcel delivery services

- Bus and mass transport booking

- In-app wallet (**Faras Wallet**) for cashless transactions

- Loyalty program (**Faras Miles**) to earn rewards

- Easy sign-up process for riders and drivers

- Location tracking and route optimization

Availability

Faras is available in major Kenyan cities, particularly **Nairobi**. The app can be downloaded and used on both **Android** and **iOS** platforms.

Download Links

- **Android (Riders)**: [Faras Rider on Play Store](#)

- **Android (Drivers)**: [Faras Captain on Play Store](#)

- **iOS (Riders)**: [Faras on Apple Store](#)

Faras Wallet and Payments

The **Faras Wallet** enables secure and cashless transactions through in-app deposits. Users can:

- Top up their wallets using **M-PESA**

- Automatically pay for trips at the end of the ride

- Avoid fare disputes and the need for change

- See clear transport expenses and trip history

- Enjoy automated commission deductions (for drivers)

This feature also helps users better plan and manage their daily transport budget.

Faras Miles Loyalty Program

Faras Miles is the app's built-in loyalty program. Riders earn points based on the **distance traveled** during trips. These points (miles) can be:

- Converted to **airtime**

- Redeemed as **cash value**

This rewards frequent users with tangible benefits and incentives to keep using the platform.

User Reviews and Known Issues

- Riders praise the app for its clean design and convenient wallet system.

- Some users have reported bugs with pickup or drop-off location accuracy.

- Drivers (especially using the **Faras Captain** app) sometimes experience:

  o Delayed or short trip notifications

  o Unstable ride matching

- Faras actively rolls out app updates to improve performance and user experience.

Quick Summary Table

Feature	Details
Main Services	Taxi, Boda-boda, Delivery, Bus Booking
Availability	Kenya (especially Nairobi)
Platforms	Android and iOS
Payment Methods	Faras Wallet, M-PESA
Rewards	Faras Miles – redeemable for airtime or cash

What Makes FARAS Different?

1. **Convert to Mobile Cards:** This feature allows you to simply convert your Miles to mobile top-up/airtime
2. **Exchange for free tips**: You have 450 Miles. Guess what? Simply fire FARAS Application and ride for Free
3. **Cashout my miles:** This is a beautiful feature that allows for our customers to convert their Miles to cash
4. **Transfer My miles:** Transfer your Miles to friends/loved once
5. **Donate my miles:** helping others is hugely empowering and, in turn, can make you feel happier and more fulfilled.

How does it work?

1. **Download the Application and Register**

Simply download FARAS Application from google Play store or Apple store and register your self.

2. **Choose Pickup & Drop off Points & Confirm Order**

Choose Pickup & Drop off Points, Confirm Order, Specify where to go and your drop off location.

3. **Your Driver Immediately Arrives**

Immediately, your FARAS Driver will reach at your pickup point.

4. **At Drop off, Pay and Rate your Driver**

At the drop off point, please pay the fair displayed on the Application and rate your driver.

5. **Collect Points as FARASmiles**

Why you only pay while you can earn, collect points as FARASMiles on every cent you spent on our Platform.

Why drivers choose FARAS

a) **Low commission**

We, at FARAS company, have societal objectives. One of our main objectives is to promote our partners livelihood conditions by taking least commission in the industry.

b) **better relationship with drivers**

We listen to you and consider your advice. We corporate with you in different channels.

c) **On Time Support**

We have dedicated support team whose main task is to help our partners by 24/7.

Contact us:

Collaboration and Advertising

marketing@faras.com

Recruitment Department

recruitment@faras.com

Supporting and Customer Relations

support@faras.com

Vision

To be the premier and preferred land transportation and other related on Demand services.

Mission

Through Smart technology backup, we want to provide excellent services to all our clients to their satisfactions

About Us

FARAS is the internet platform improving our society's daily challenges. Our Main objective is to be a pioneer of the continent's ride-hailing economy and on demand services
FARAS is expanding services across its platform to include mass transportation, courier services, Bus Booking and E-payments to become the continent's everyday Super App.