

LITTLE CAB

FAQs



Little

ride a little better...

APP POWERED BY



1. What the product is?

Little Cab is a fully owned taxi hailing technology of Craft Silicon Ltd, a Kenyan company based in Westlands, Nairobi. It is a mobile phone app automated transport solution offered on the go for consumers and corporate clients. Safaricom is partnering with Little Cab to provide the technology platform on which the app operates. It has registered taxi operators within the country with initial roll out in Nairobi in the coming weeks.

2. Who can use Little Cab?

This service will be available for use by consumers, corporate clients who have signed up for the service from July 2016. Little Cab can be used by all customers who have a smartphone.

3. How does the service work?

- Customers will need to have downloaded the Little Cab application on Playstore for Android, Windows and iOS.
- Once downloaded, the customer will be prompted to register on the service by sharing their personal details.
- They will receive a notification SMS that verifies the registration details.
- Customer will then be able to access/request for the service and a Little Cab will arrive at their location.
- Customer will enter the Little Cab and inform the driver of their destination.
- Driver will commence the journey and stop on arrival.
- Driver will end the journey on the application and the customer will receive the final fare breakdown to make payment.
- Customer will rate the driver.

4. How much will the service cost?

Little Cab base cost is 270KES, 55 KES per kilometer and 4 KES per minute.

5. What are the benefits of customers using Little Cab?

- No surge and it's permanent
- Most affordable cab app solution in Kenya
- Car ride options available as Basic, Comfort and Lady Bug
- Free WiFi for customers while on journey
- Secure cashless payments via Lipa Na Mpesa
- Fare estimate before journey
- Preferred FM station to listen to while on journey
- Live fare while on journey

6. How does a driver join Little Cab?

Please call Little Cab Customer Care No: 0792-800-526 From 8:00am to 5:00pm on Mondays to Wednesdays or visit the Little Cab offices at Craft Silicon Campus, off Waiyaki Highway along Musa Gitau Road near Deloitte Offices.

7. If I have a concern or a complaint to address with Little Cab, how can I communicate with them?

Please send an email to support@little.bz

