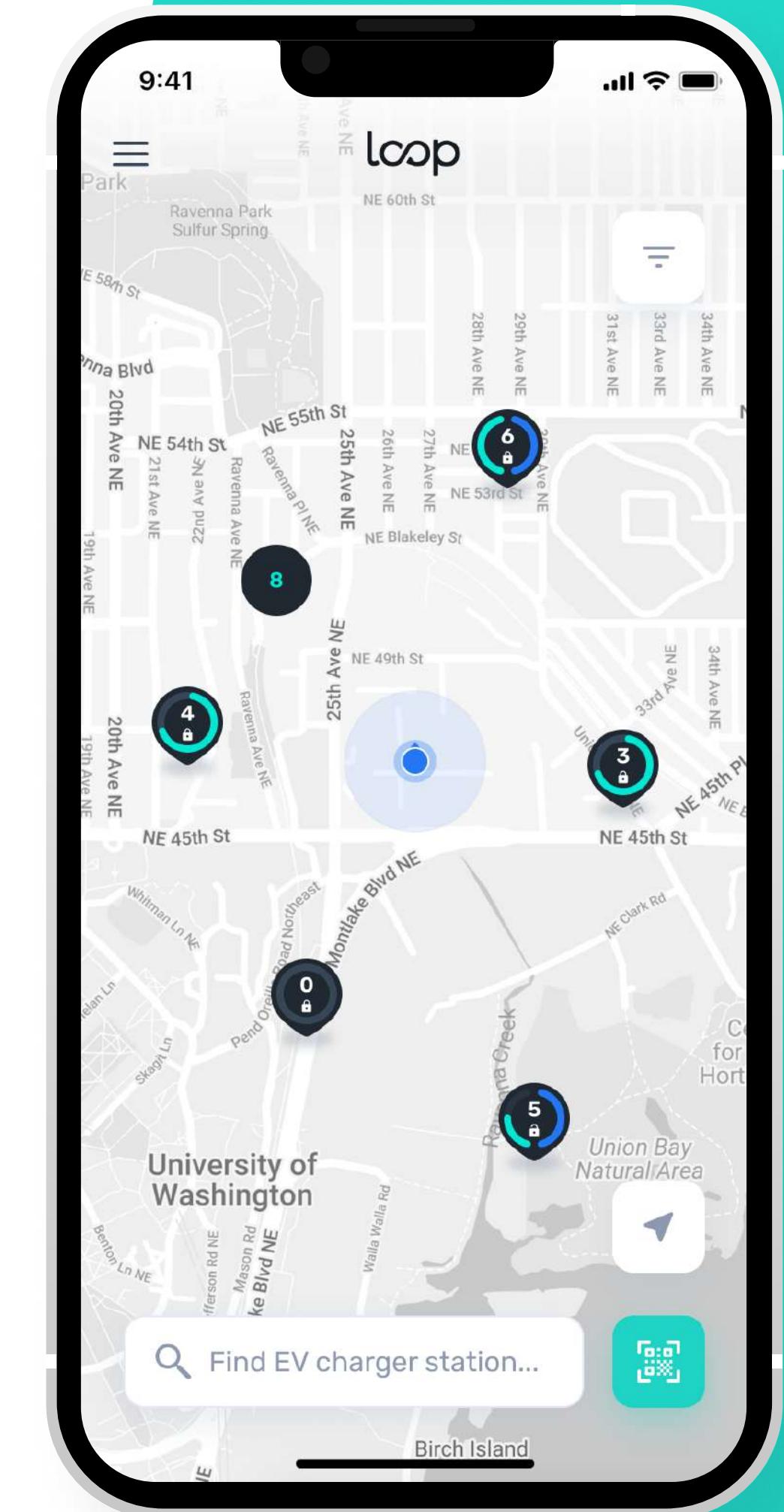


loop
EV Charging Network

Loop app v.2.22 user guide



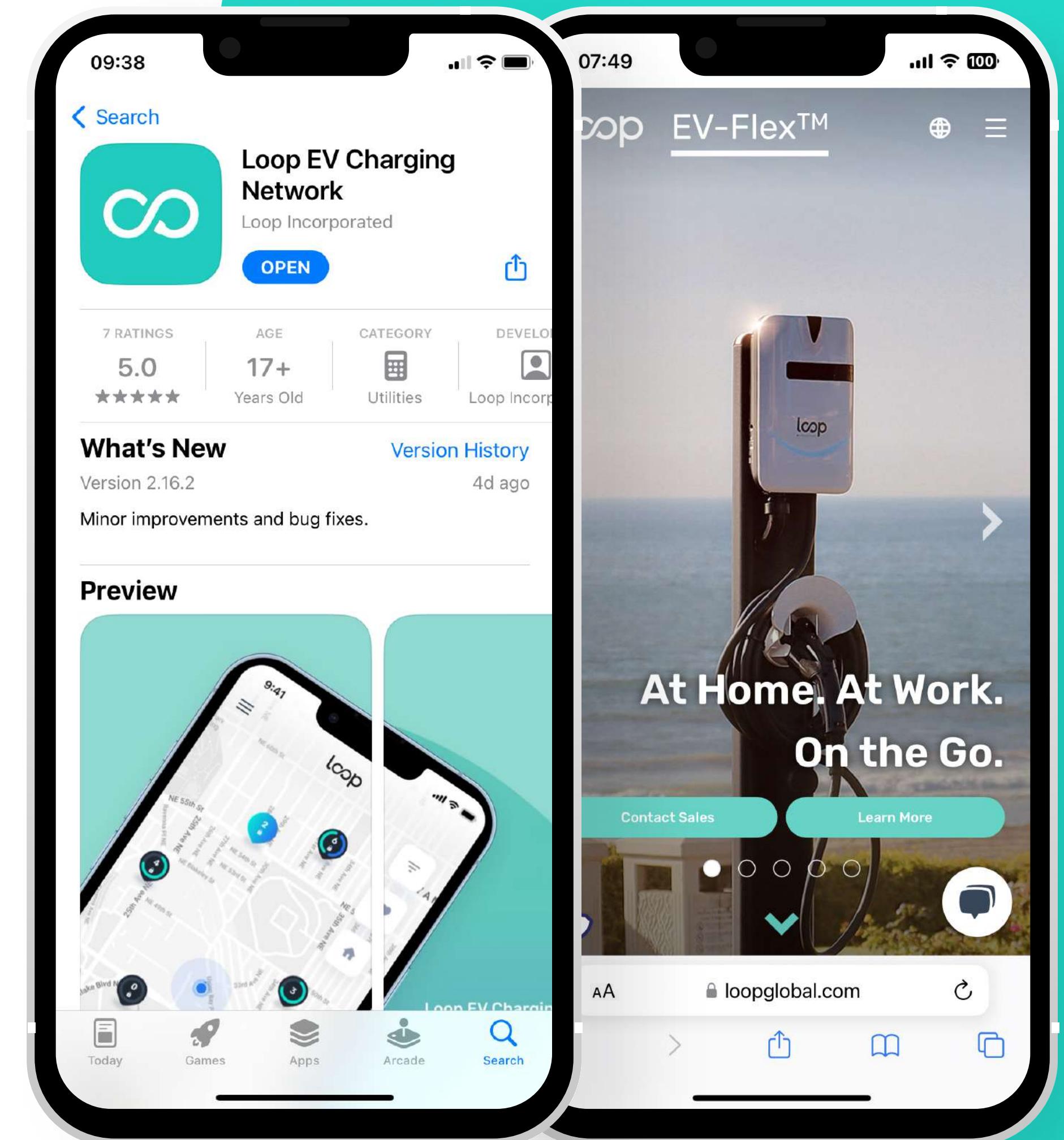
Step 1: Download the App

On your smartphone, visit www.loopglobal.com or search for "Loop EV Charging Network" in your Apple App Store, Google Play Store or Amazon Web Store.

You may also scan the QR code below.



For downloading mobile app,
please scan QR-Code



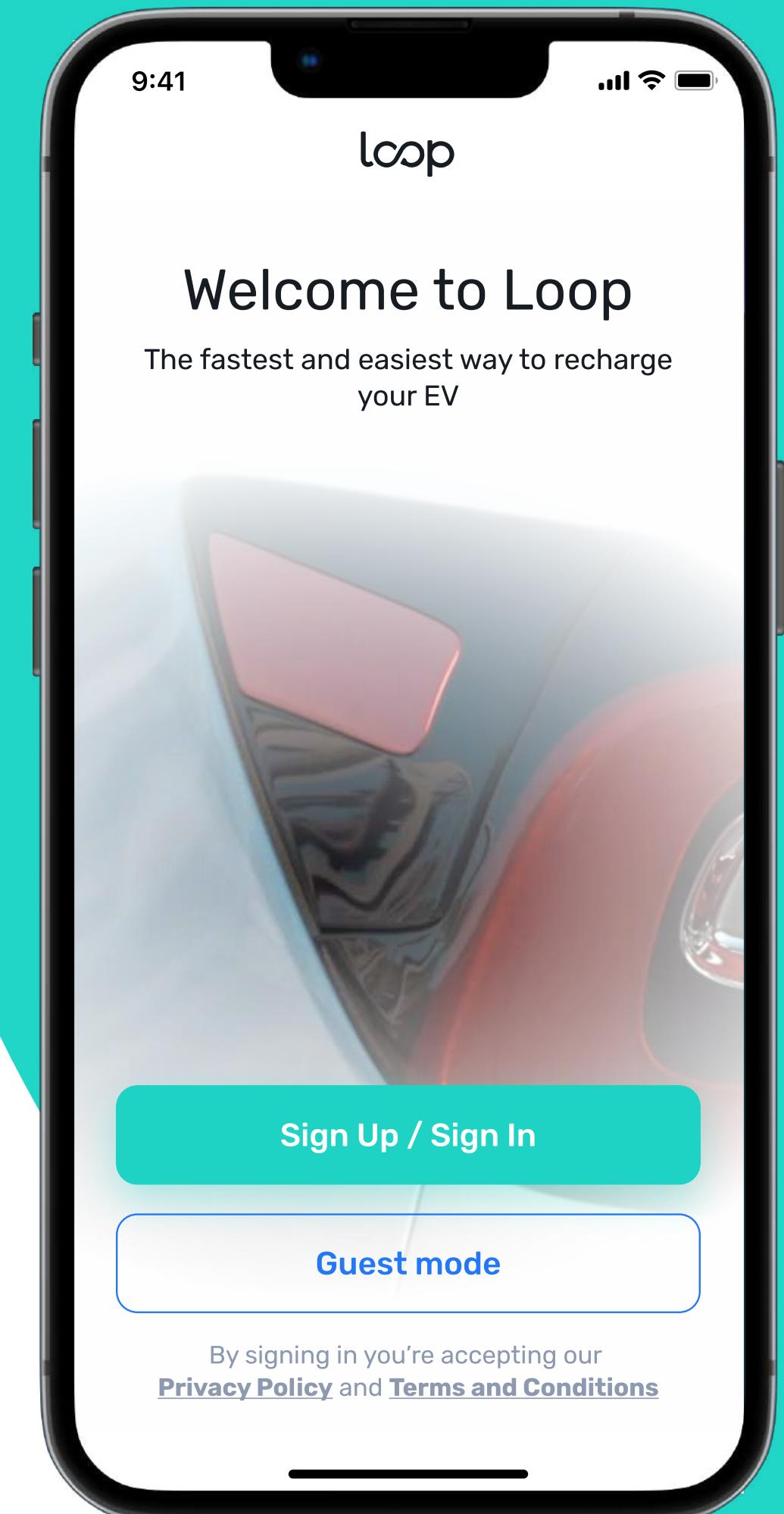
Step 2: Welcome screen

Upon opening the application, you will be greeted with the Welcome screen.

If you wish to create an account or sign in with an existing one, tap on the "Sign Up / Sign In" option. You will be redirected to the Sign Up / Sign In screen where you can proceed with the relevant action.

If you prefer to use the application as a guest user, tap on the "Guest mode" option. Upon selection, you will be directed straight to the Map screen.

By selecting Sign Up / Sign In or Guest Mode option, you are agreeing to our Privacy Policy and Terms and Conditions.



Guest user



www.loopglobal.com

support@loopglobal.com

115 Eucalyptus Drive, El Segundo, CA 90245

Guest mode: Map

Find your charger and prepare for the charging

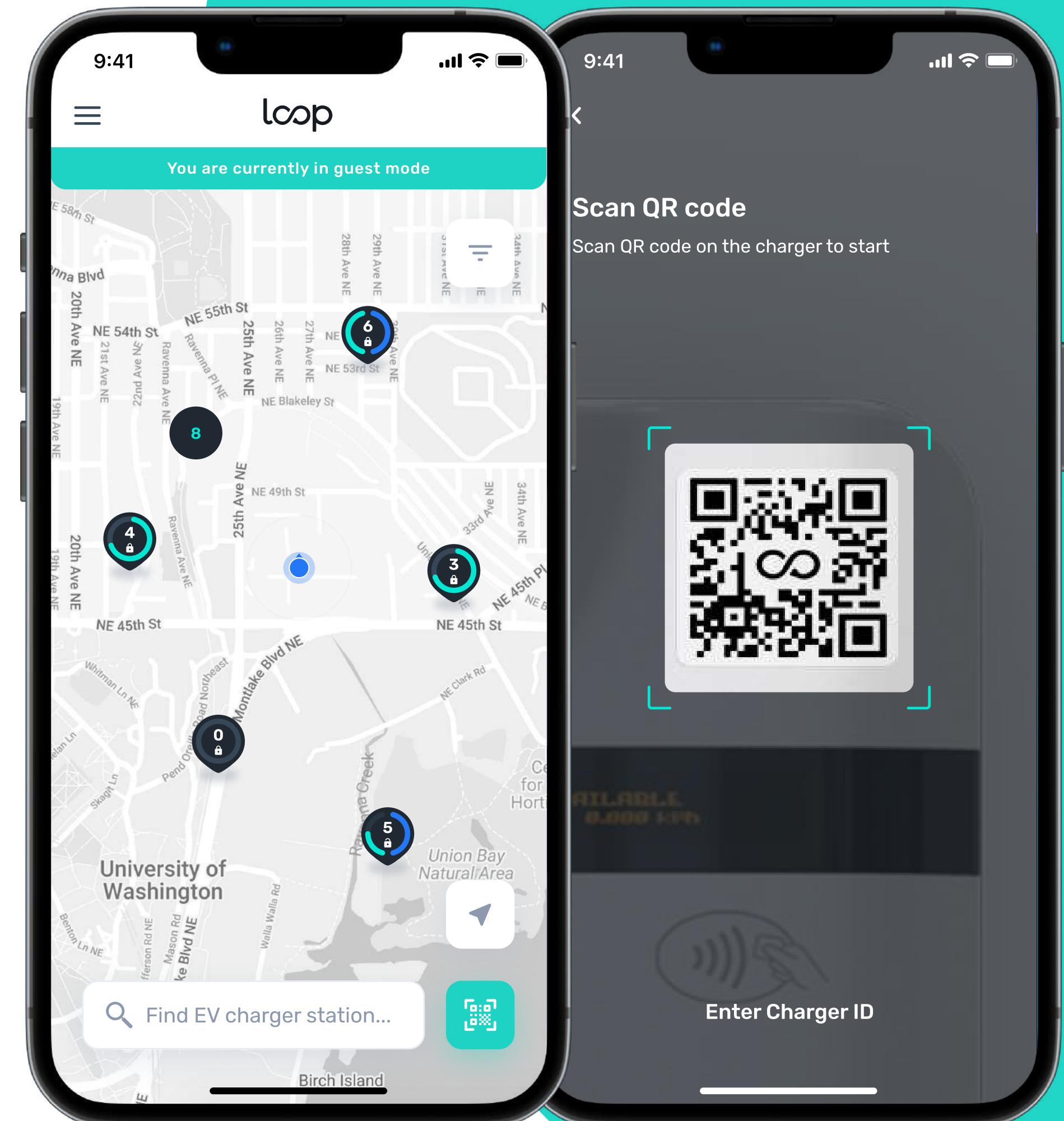


Scan QR code button

If you're already near the charging station you want to charge at - tap the scan QR code button on the bottom right of the Map screen, then use your phone's camera to scan the QR code on the front of the charger or type in its station ID (SID) manually to get to the charger details screen.

You can also use the map itself, search and filter to show the charging stations that meet your needs on the map and use the route guidance function to find the desired station

After scanning the QR code we recommend you to enter your email address that will be used for charging session receipt sending or contact with the support team in case of any questions or issues. You are also able to skip this step now and enter your email at the end of the charging session.



Guest mode: Charging options set up

Find out how to select the billing type and payment method

On the screen of charger details, in addition to its technical parameters and parking time cost (if applicable), you can see the following information:

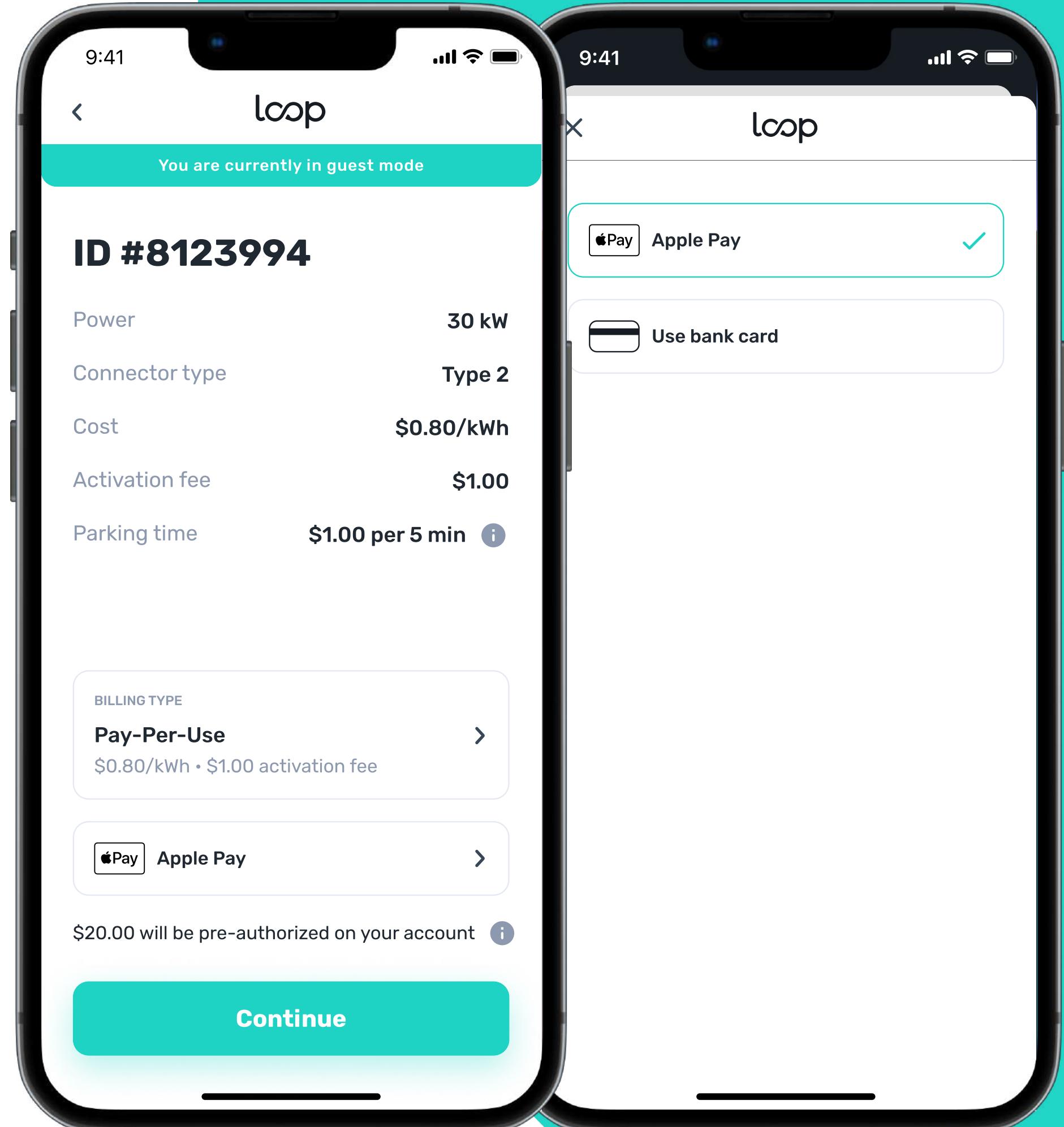
+ Selected Billing type option.

If there is more than one available, you can view the list of available ones by pressing on **Billing type** field and change to the most suitable for you.

+ Payment method.

Apple or Google Pay is preselected by default as the payment method for the future charging session.

If your device does not support these payment methods or you want to use a bank card, click the payment methods field and click "**Use bank card**" and go through the card addition flow. The card information will be deleted after the charging session is over or after you add another card.



Guest mode: Charging session start and stop

Find out how to start and stop charging

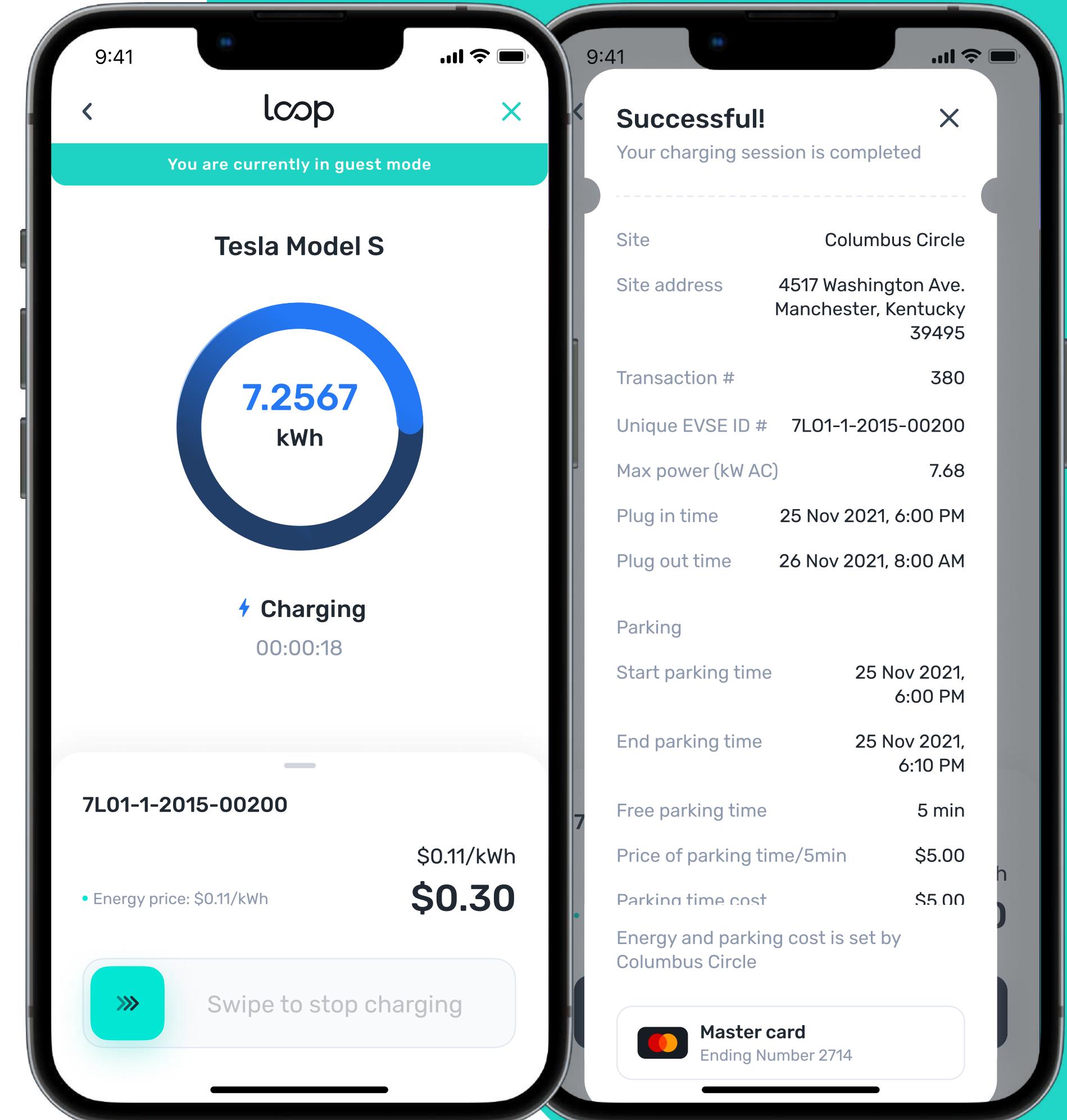
From the charger details screen, you can go to the charging session start screen by pressing "Continue".

To start the charging session, swipe "**Swipe to start charging**".

Your bank account will be pre-authorized with \$20.00 or the equivalent in another currency, depending on the country in which you are charging. The unused funds will be unlocked after receiving a receipt for the charge.

Your charging session will automatically stop based on your vehicle's maximum state of energy (SOE) setting. You can also manually stop your charging session by swiping "**Swipe to stop charging**" button or by disconnecting the charging connector from your vehicle.

After the plug out of the connector you will see the charging session receipt on the screen. You will be able to enter your email on this step for receiving the receipt if you skipped this after the QR code scanning.



Guest mode: Support

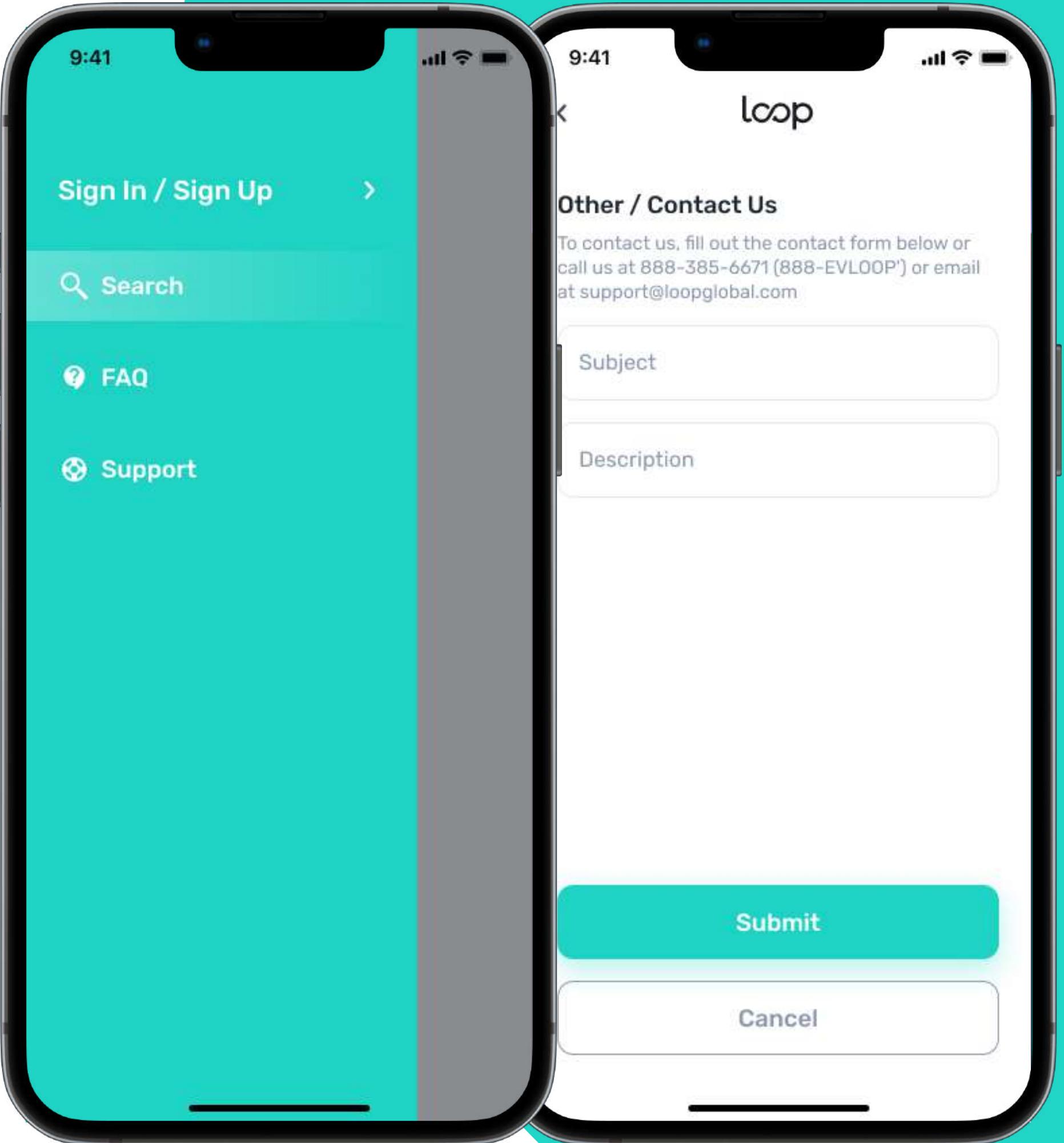
Find out how to receive support or report a problem

If you have any questions or problems, you can contact the support team at any time. To do this, go to the side menu by clicking the “**Menu**” button in the upper right corner of the Map screen and select the “**Support**” menu item

We will ask you to enter your email address so that we can contact you if you haven't already entered it before after scanning the QR code or receiving the receipt.

On the “**Support**” screen **you can**:

- Report an Issue
- Other / Contact Us
- check Individual Rights information
- set up Sale / Do not sell permissions



Registered user



www.loopglobal.com

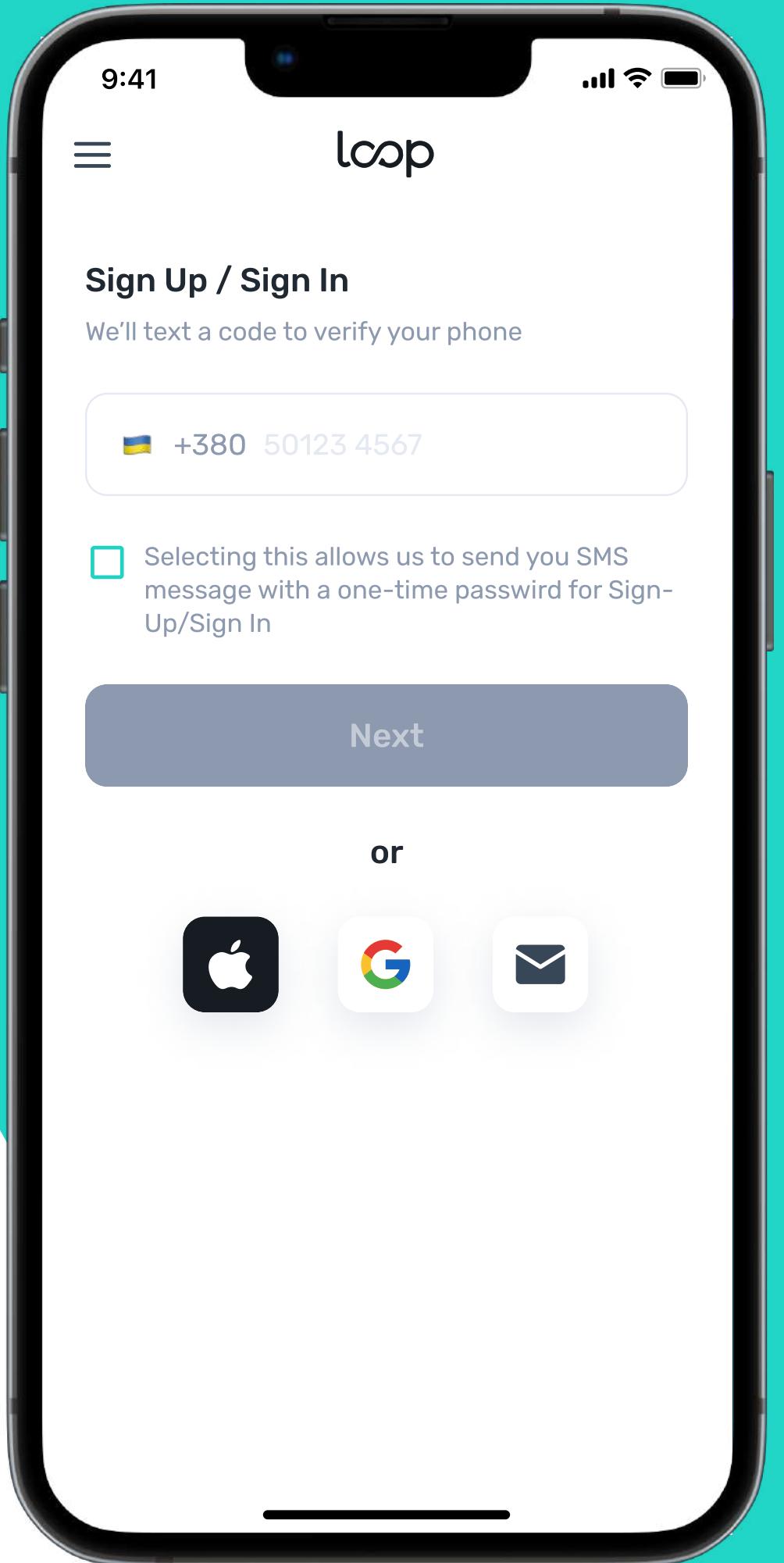
support@loopglobal.com

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Step 2.1: Sign Up / Sign In

Once you've downloaded the Loop App to your mobile device, open the application to begin registering your account.

You may sign up using your phone number, email, Apple ID or Gmail credentials.



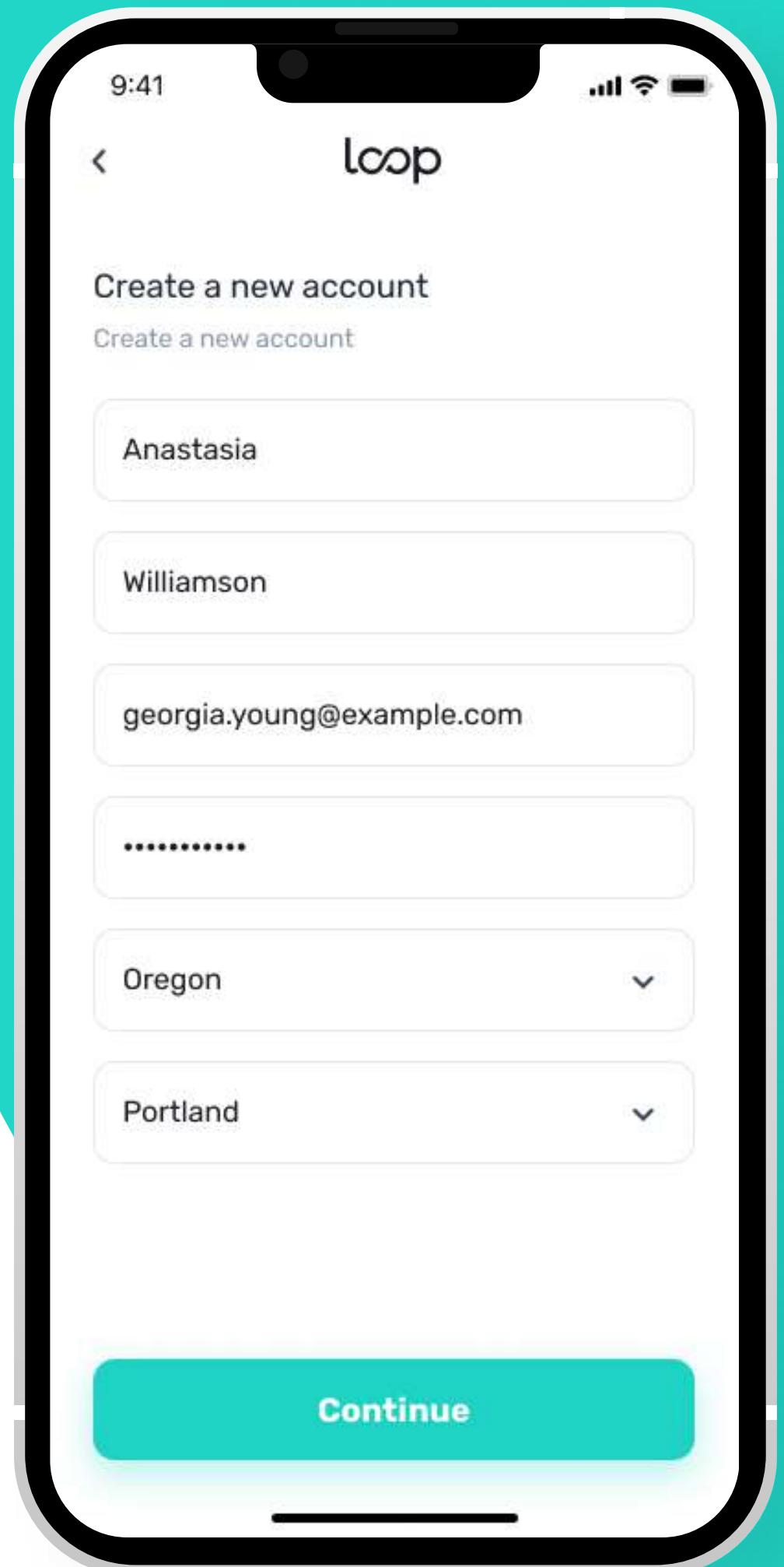
Step 2.2: Registration

Enter Personal & Address Information

Continue the registration process by filling out your personal contact details you'd like to associate with your account.

After registering your account, you will be asked for your preferred mailing address. This address will be where we will send your Loop All-Access RFID Card (when applicable).

If your residence has a unit number, please be sure to include it in your address to ensure proper delivery.

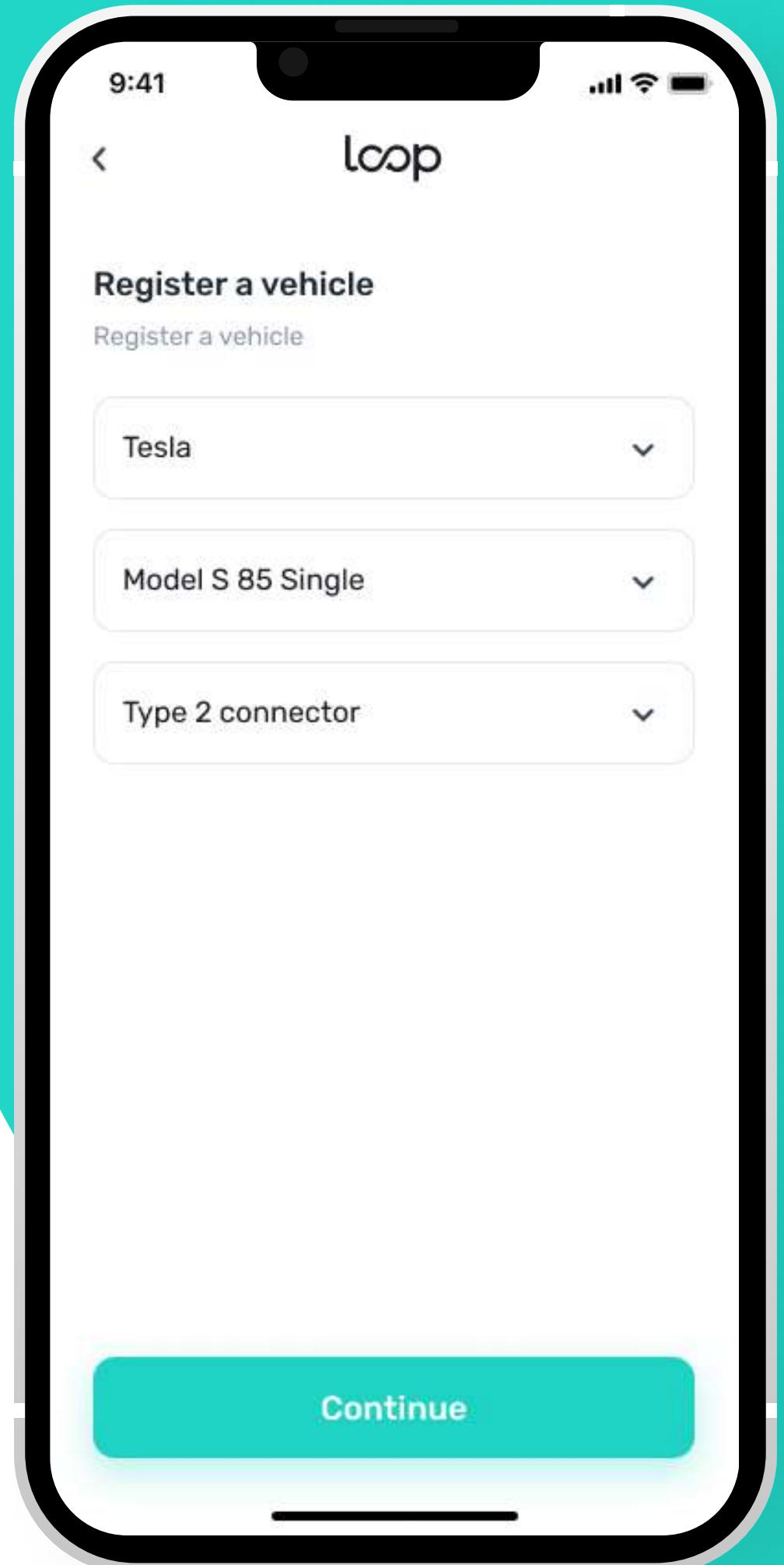


Step 2.3: Registration

Enter Vehicle Information

Next, enter the year, make, model and license plate of the electric vehicle you will be assigning to your Loop account.

Press the 'Continue' button to complete your user registration.



Step 2.4: The Menu

Manage Your Account

Click on the "Menu" button at the top left of your screen to access the main menu.

+ **Current Balance:** this shows the current credit balance within your Loop wallet. Pressing this will take you to your Loop Wallet screen.

+ **My Favorites:** you can add/remove your favorite locations and chargers in order to have an easy access for your mostly visited destinations.

+ **Search:** find a particular Loop site.

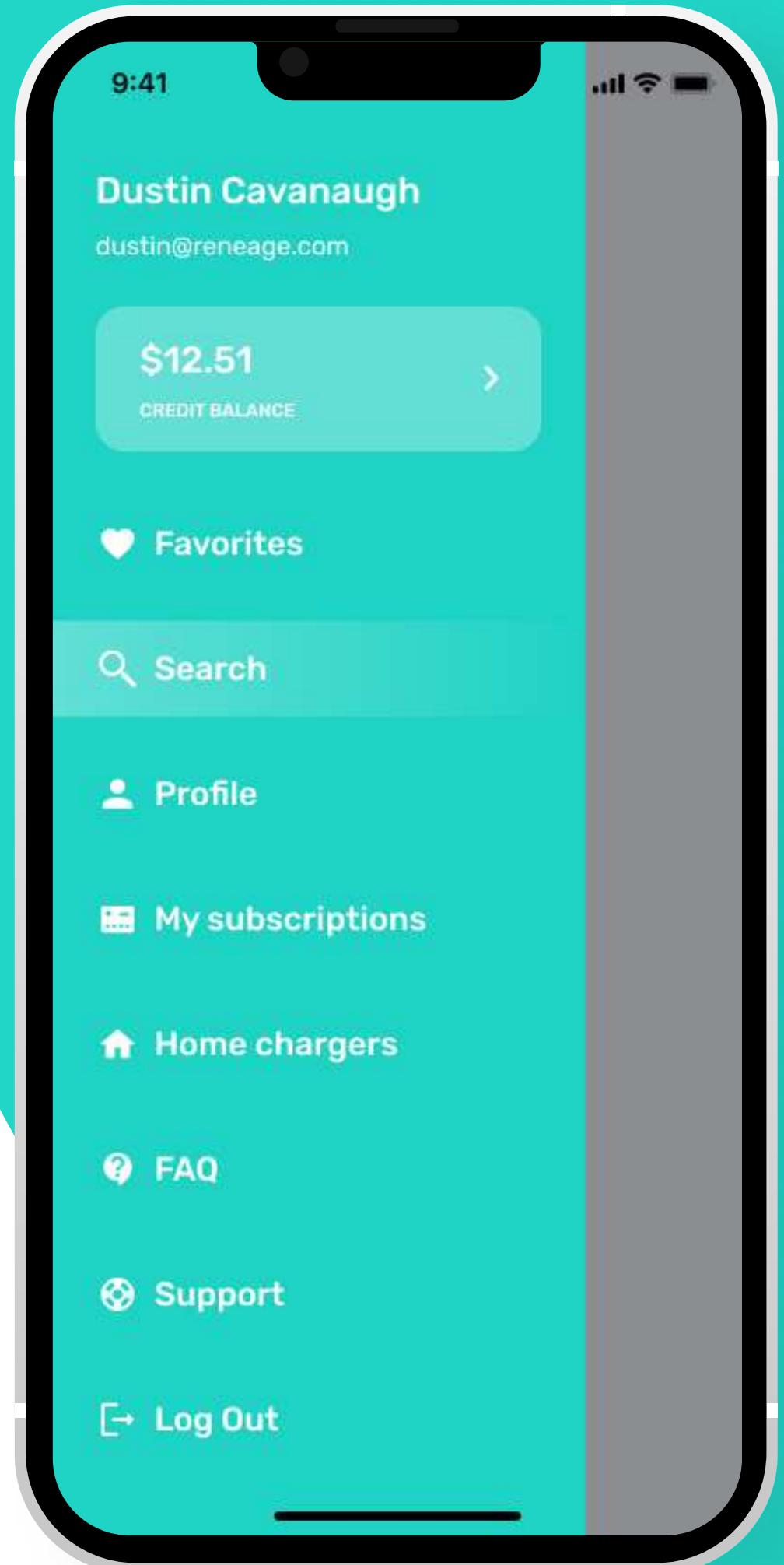
+ **My Profile:** view or edit your profile information.

+ **Subscriptions:** manage your Subscriptions.

+ **Home chargers:** manage Loop chargers installed at your home.

+ **FAQ:** read through the frequently asked questions and answers.

+ **Support:** request service for a particular charger, request a replacement Loop RFID card, or otherwise contact Loop's support team.

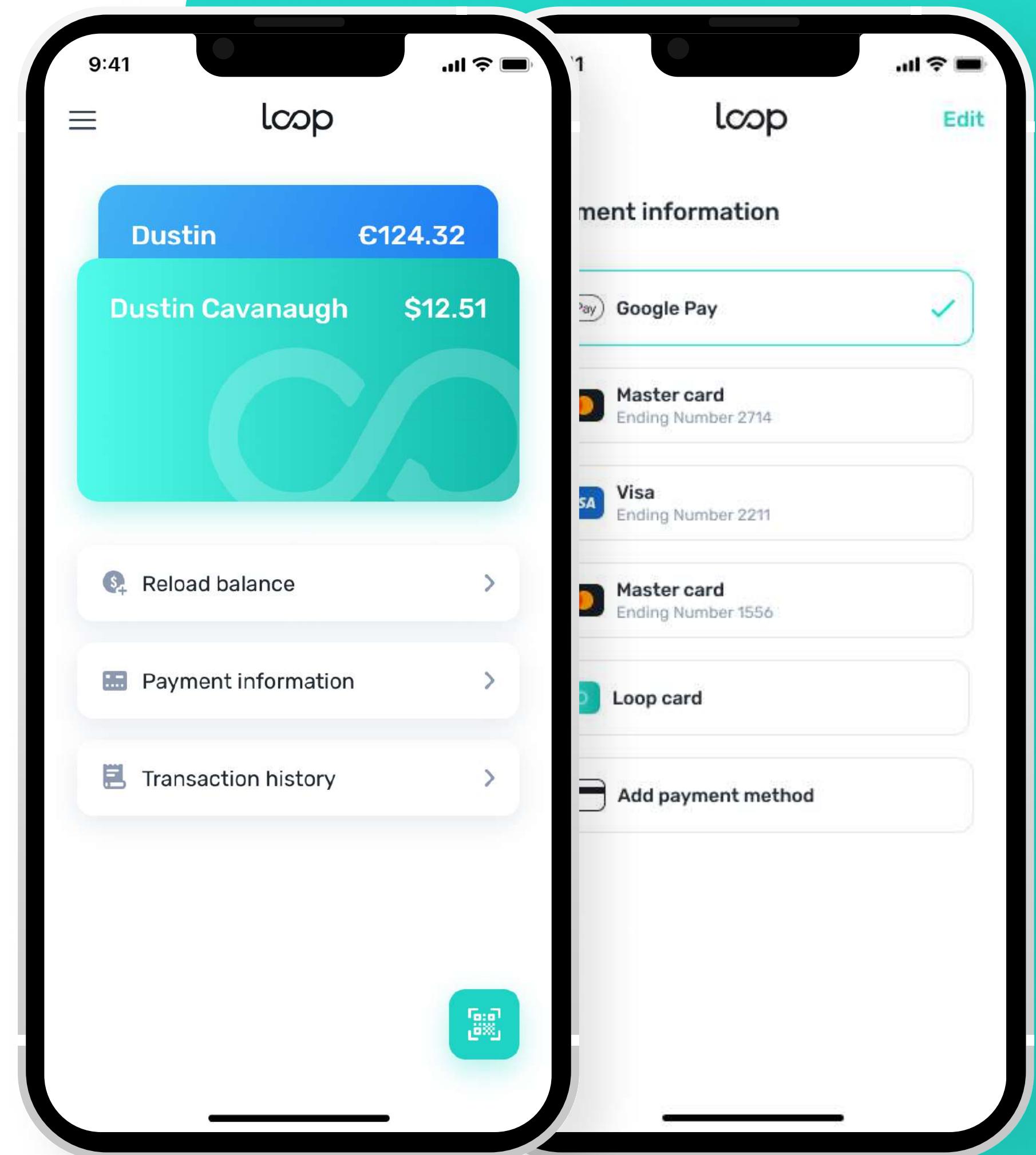


Step 2.5: Select payment method

Select or add payment method

By pressing on the “Payment Information” button on your Loop Wallet screen you can select one of the available by default payment methods - Loop card and Apple Pay for iOS or Google Pay for Android. Or add a bank card by pressing the “Add payment method” button to fill in your card information.

The selected payment method will be used for all payments, such as charging sessions, purchasing, renewing subscriptions and RFID activated charge session.

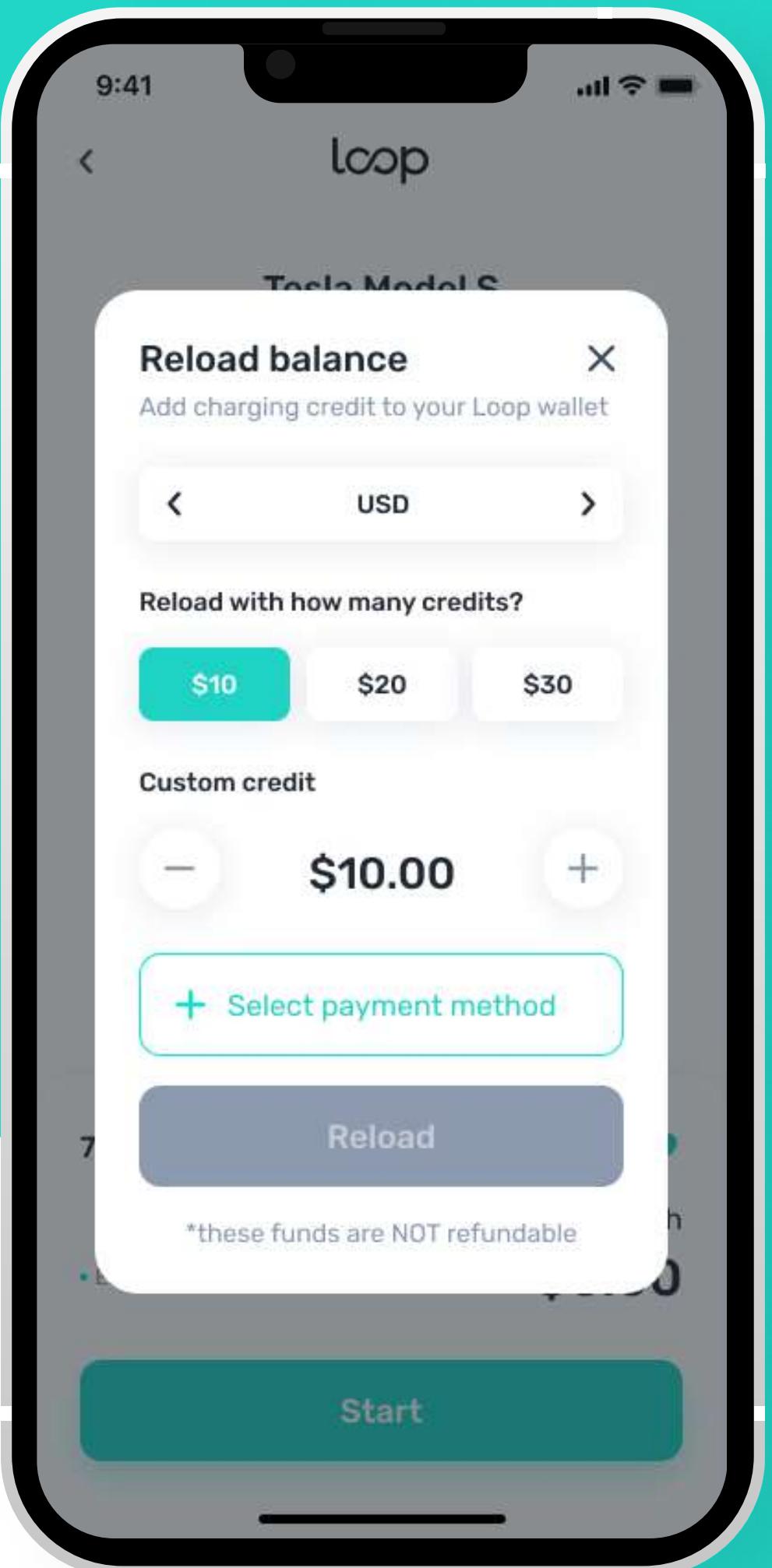


Step 2.6: Loop card

How to add money to your Loop card

If your default payment method is the Loop card, you will need to replenish it. You can do this by selecting the “Reload balance” button on your Loop Wallet screen. You can select the currency you want to replenish, specify the desired amount and select the payment method from which the money will be transferred.

Please note that money will be charged from the Loop card which currency corresponds to the currency of the country where you plan to charge or buy a subscription.



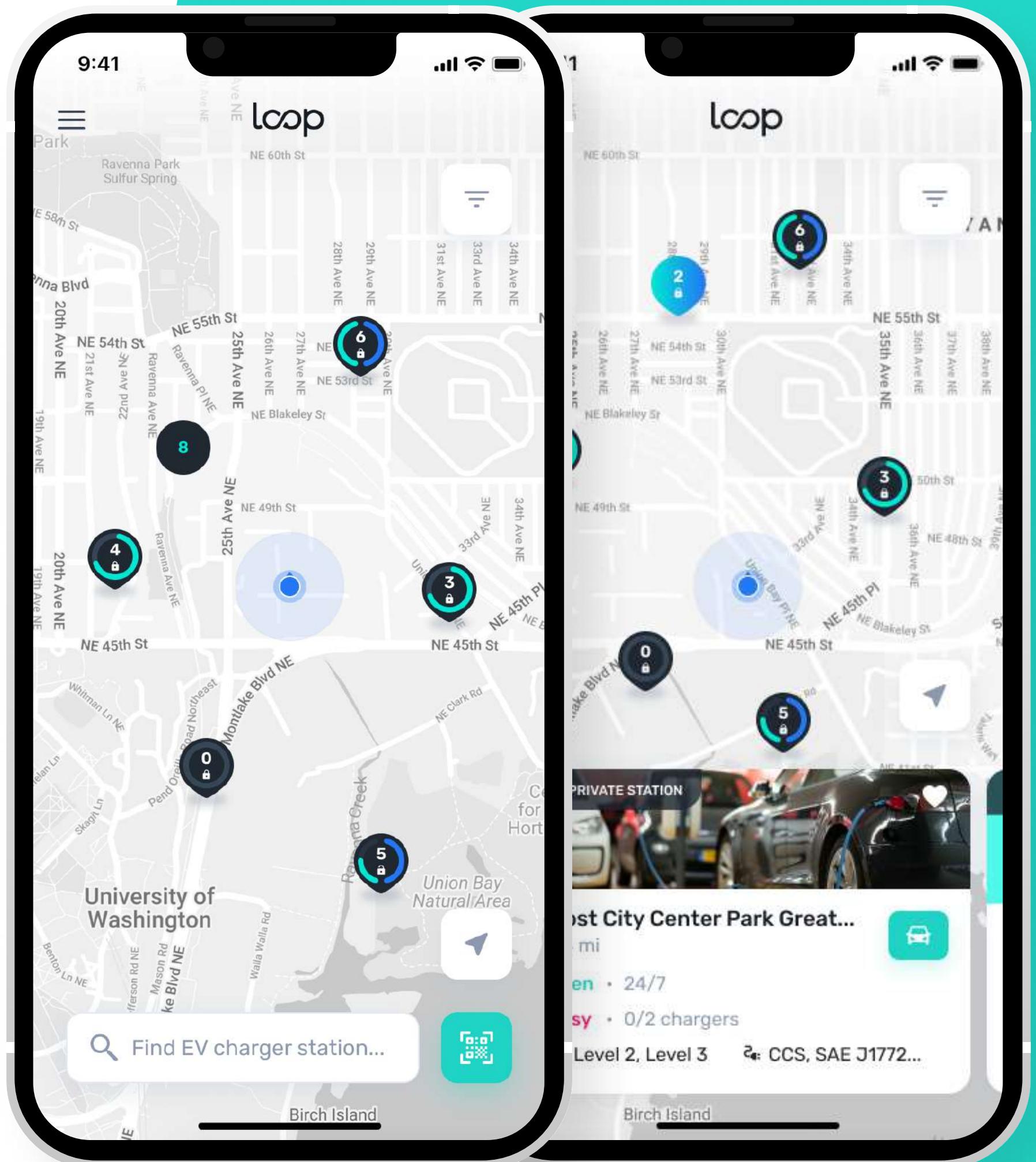
Step 3: Find Chargers

Search for Chargers on Map

You can use the map to easily locate all public and private chargers.

Click the 'filter' icon in the top right hand corner to filter your search criteria. If you activate the 'favorites' toggle inside the filter, only the sites and chargers that have been added to the favorites will be displayed on the map.

You can tap on each pin to see the available chargers at every location; you can start the charging session by tapping on the specific charger you want to use.



Step 4: Billing type option

Learn about billing type options

There are two billing type options.

(Not all options are available at a particular site)

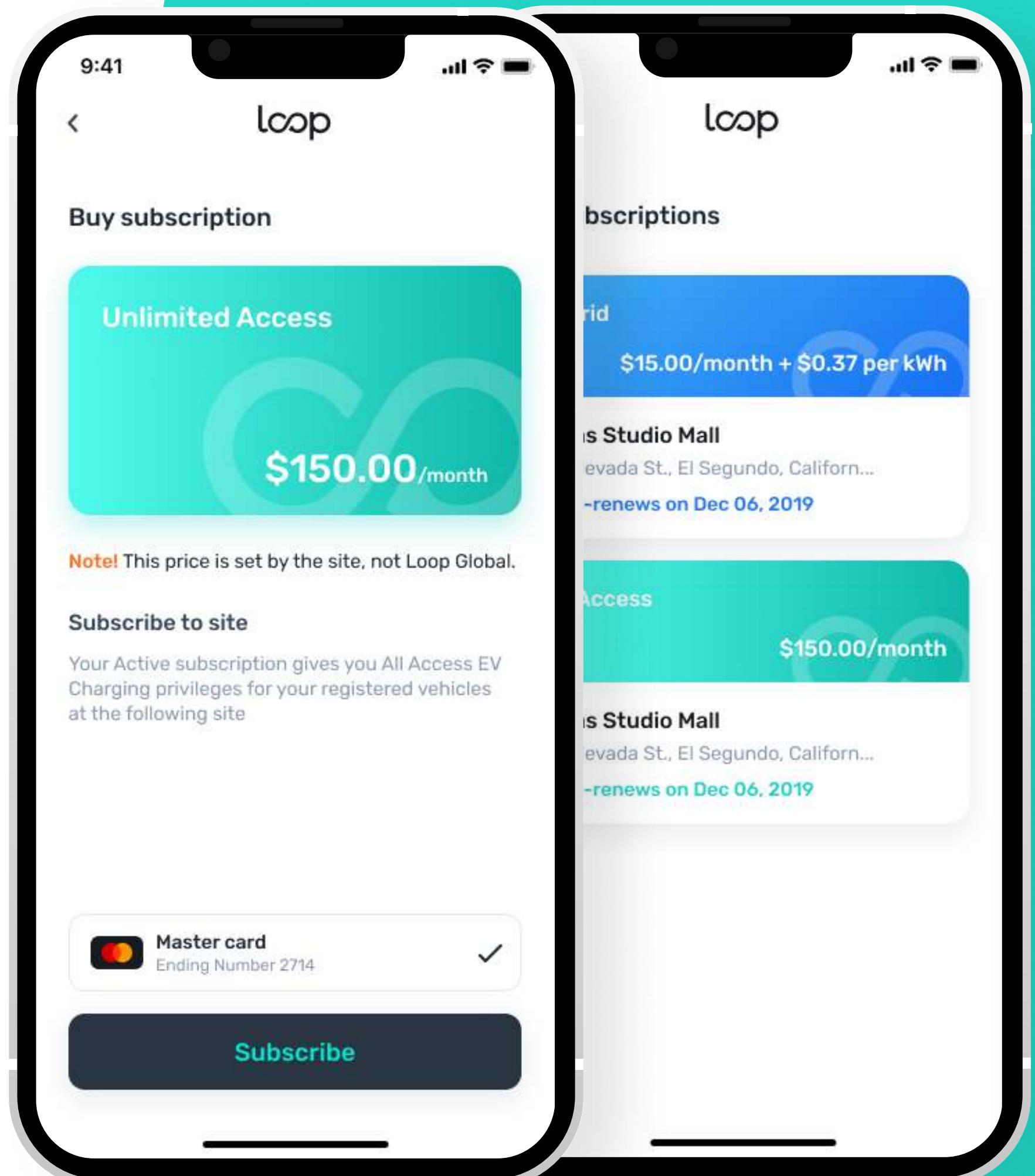
1. Subscriptions.

More favorable charging conditions with monthly subscription renewal.

2. Pay-Per-Use.

Pay for the amount of energy your car consumed.

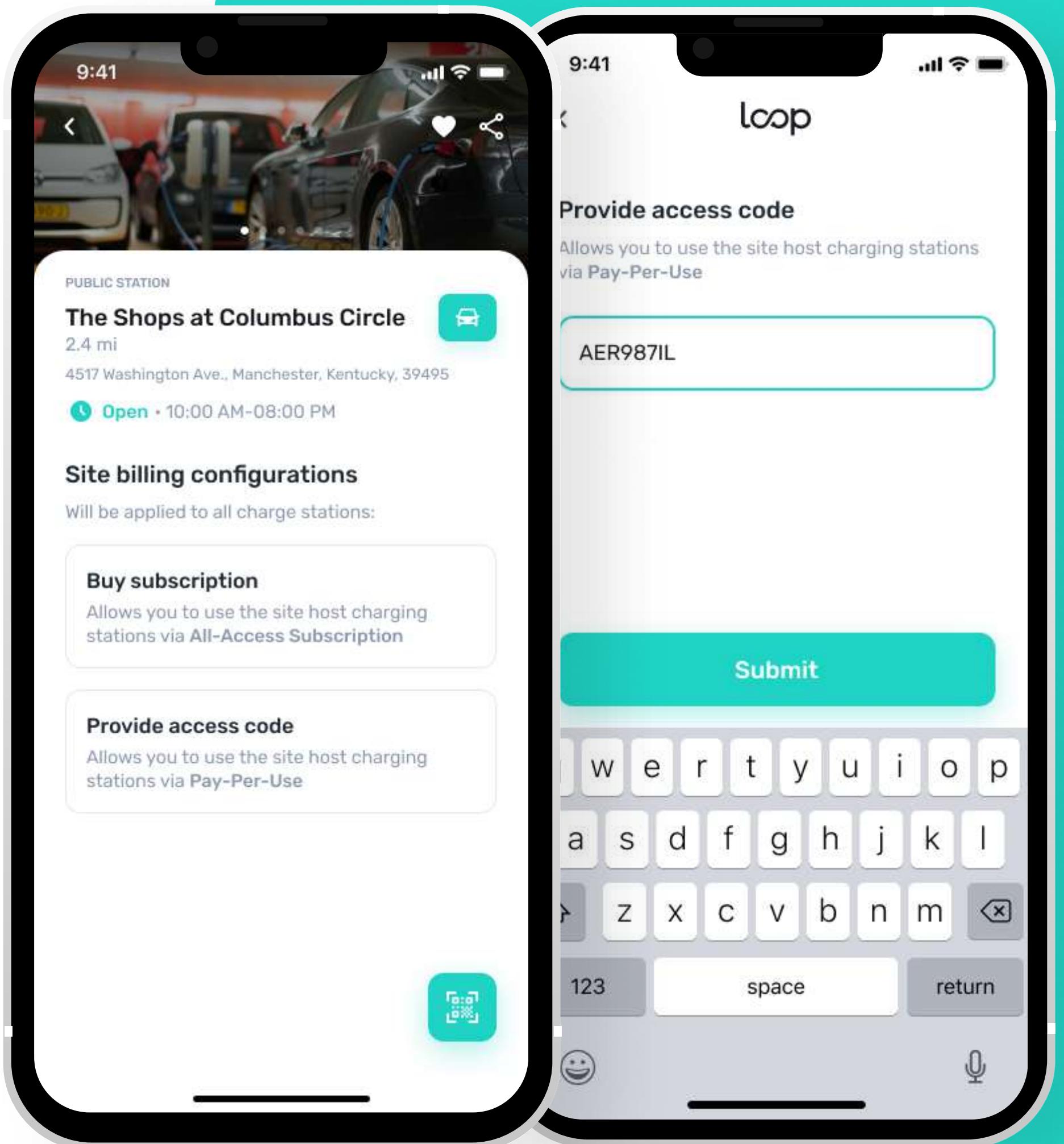
Note: in all billing types, except for All Access subscription, the payment for the consumed energy can be charged based on the amount of kilowatts consumed or the duration of the charging session. This information is indicated in the description of the billing type.



Step 5: Payment Options

Learn How to Provide Access Code

Some sites or specific chargers may have an option to provide an access code. Drivers who know the access code can provide it to gain unique access to the charger. If all chargers at one particular site require an access code, the site may be fully restricted.



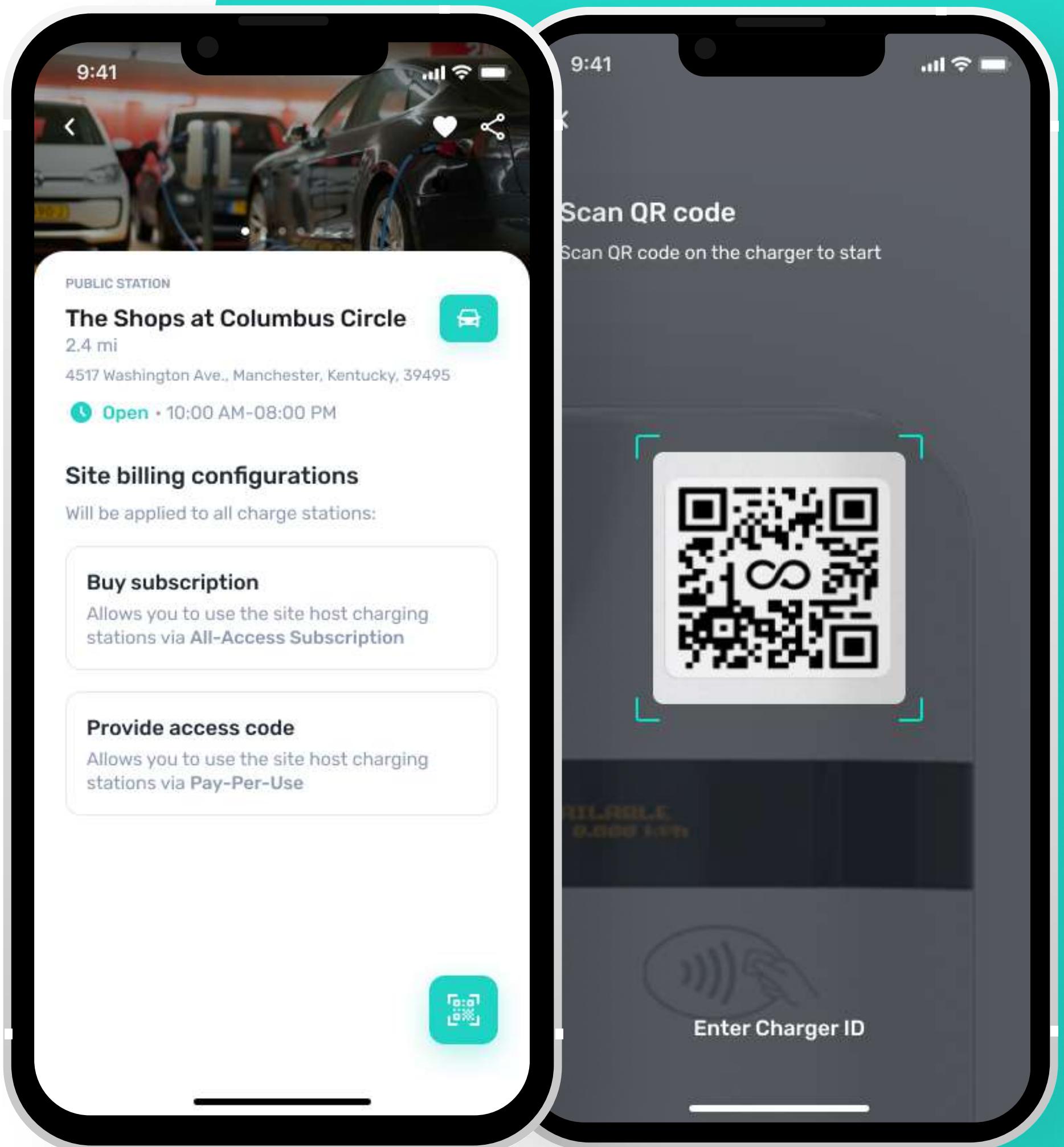
Step 6: Activate Charger

Select Charging Options



Scan QR code button

To start a charging session, tap the scan button on the bottom right of your Loop Wallet/Map screen then use your phone's camera to scan the QR code on the front of the charger or type in its station ID (SID) to activate a charge session. You may also use the search option in the main menu tab to locate a charger.



Step 7: Payment Options

Learn how to pay for a charging session

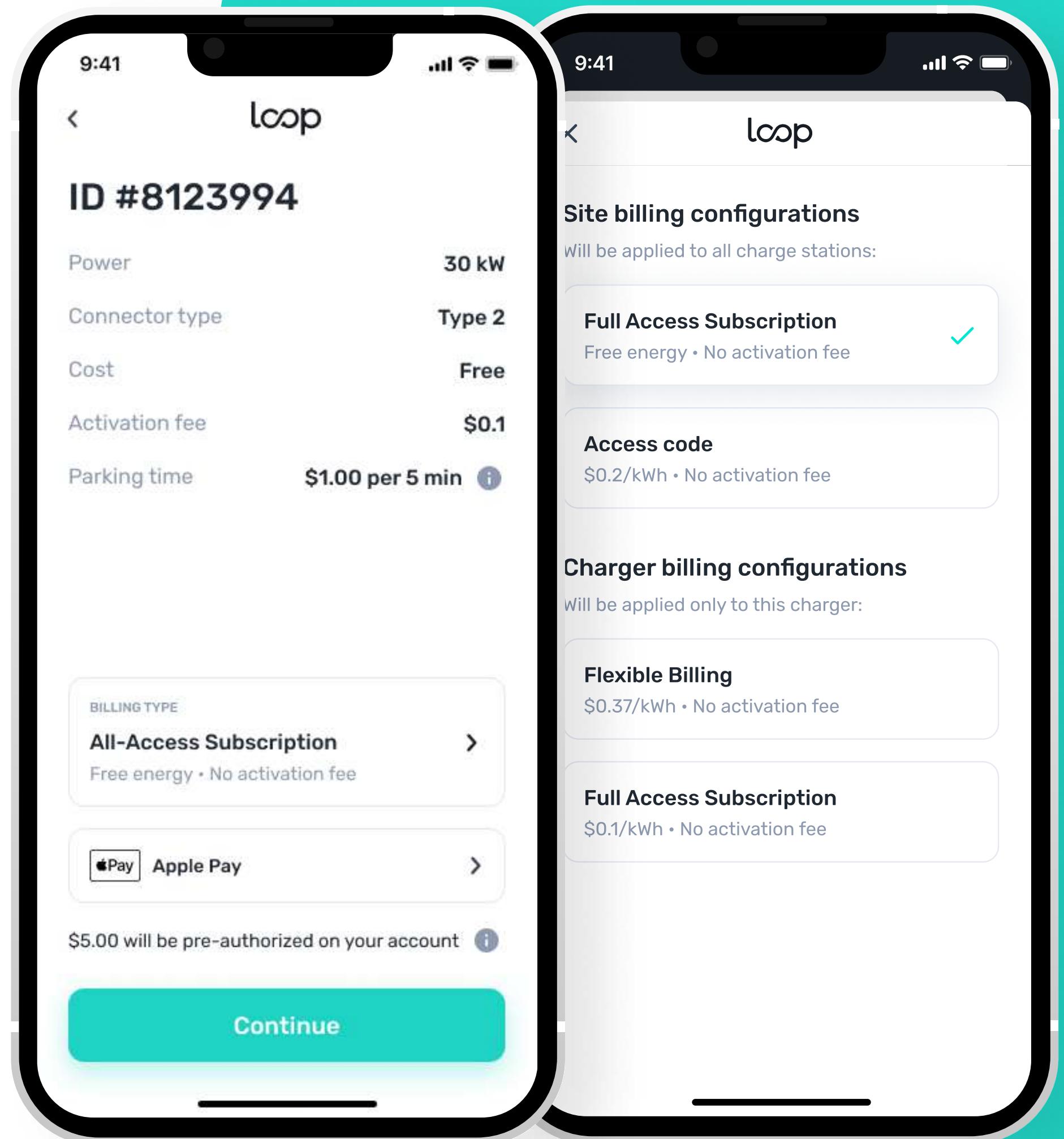
On the screen of charger details, in addition to its technical parameters and parking time cost (if applicable), you can see the following information:

+ Selected Billing type option.

If there is more than one available, you can view the list of available ones by pressing on Billing type and change to the most suitable for you.

+ Payment method.

If there is no default payment method or you wish to select a different method, you can do so by pressing the payment method button.



Step 8: Charging session start

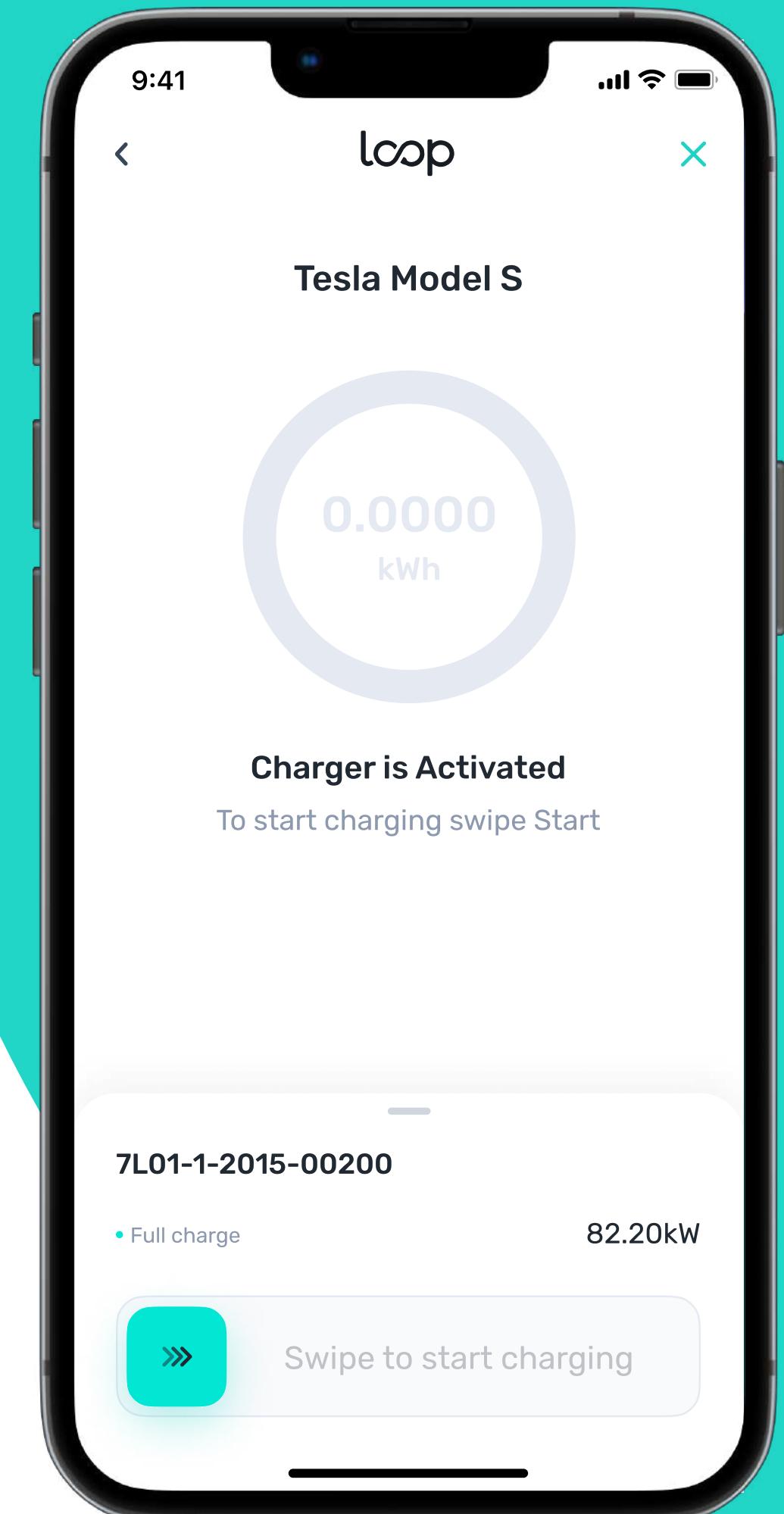
How to start charging

From the charger details screen, you can go to the charging session start screen by pressing "Continue".

To start the charging session swipe the "**Swipe to start charging**" button.

If your default payment method is a Loop card, the amount of the charging session will be charged to it upon completion.

If your default payment method is Apple Pay, Google Pay, or a bank card, first your method will be pre-authorized for \$5 or the equivalent in the appropriate currency to check the solvency of the selected payment method. Once the charge is complete, this pre-authorization will be released on your bank account.

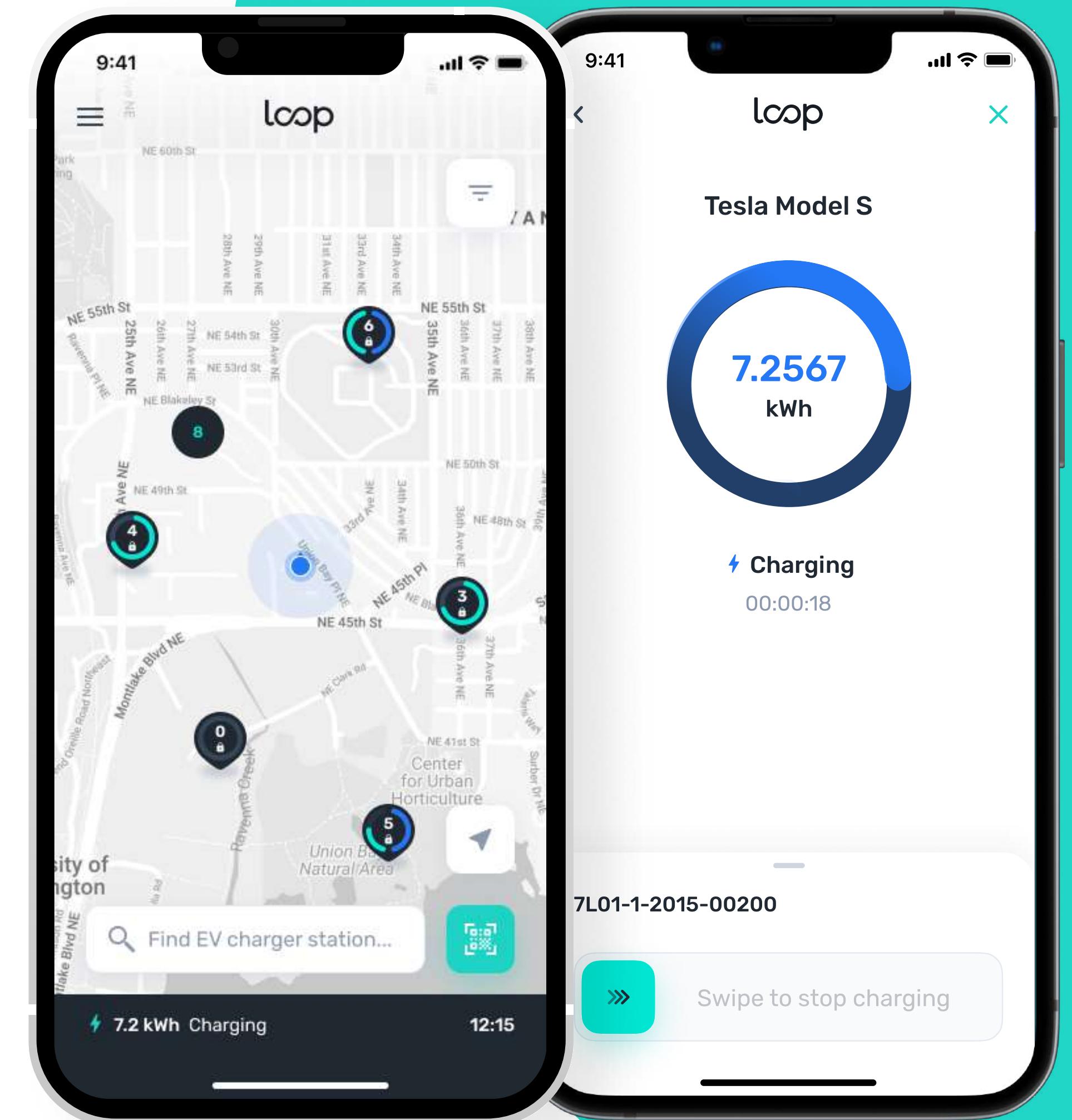


Step 8.1: Charging session stop

Multiple options to end charging

Your charging session will automatically stop based on your vehicle's maximum state of energy (SOE) setting. You can also manually stop your charging session by swiping the **"Swipe to stop charging"** button within the charging session screen in your Loop app or by disconnecting the charging connector from your vehicle.

Information about the duration of the active charging session and the amount of energy consumed will be available at the bottom of all application screens. You can go to the charging session screen by clicking on this information.

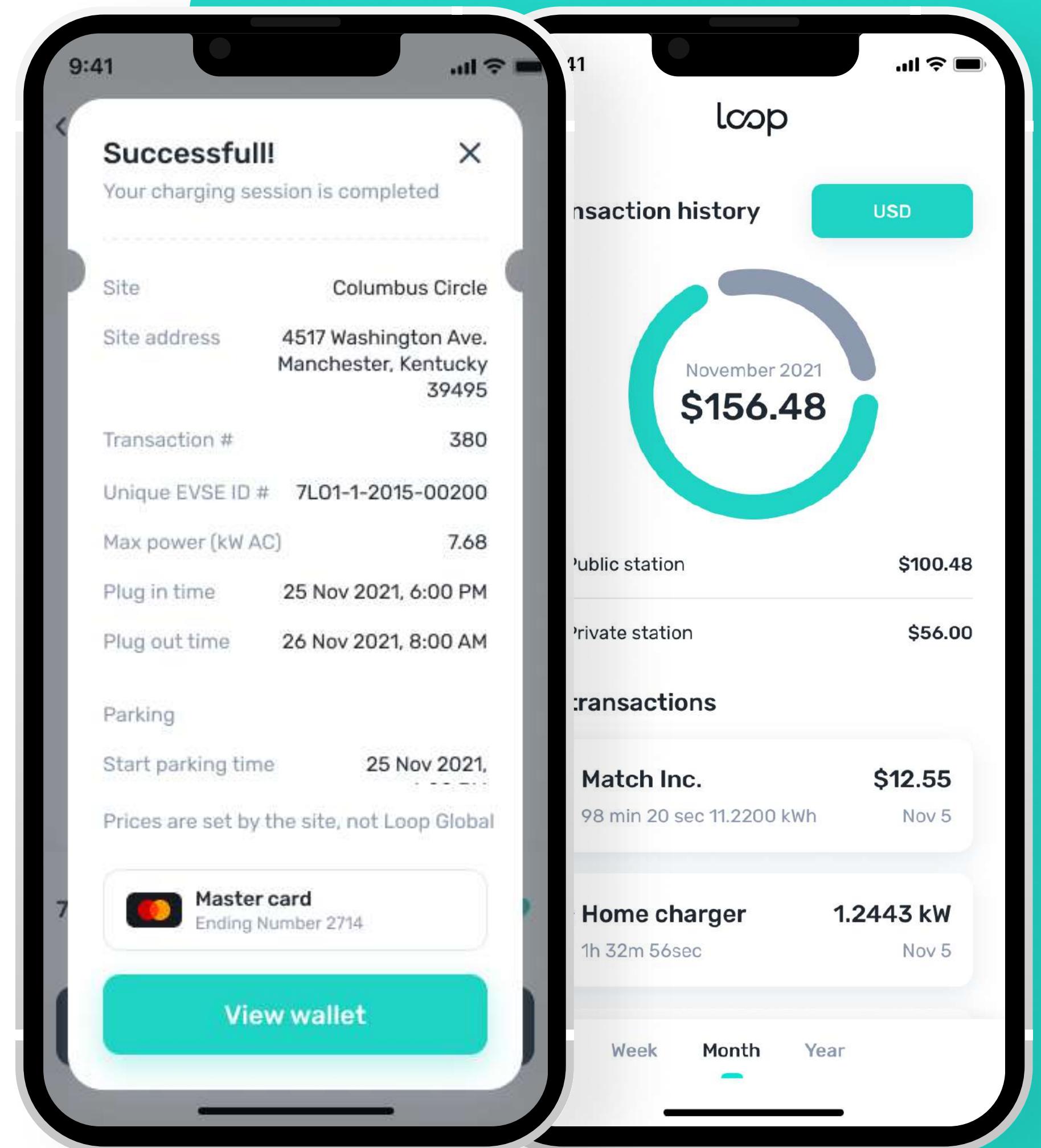


Step 9: Check Receipts & Transactions

Spending control

After each charging session, a receipt of your transaction will be sent to the email address associated with your account.

You can also check all past transactions by tapping [View Wallet > Transaction History](#).



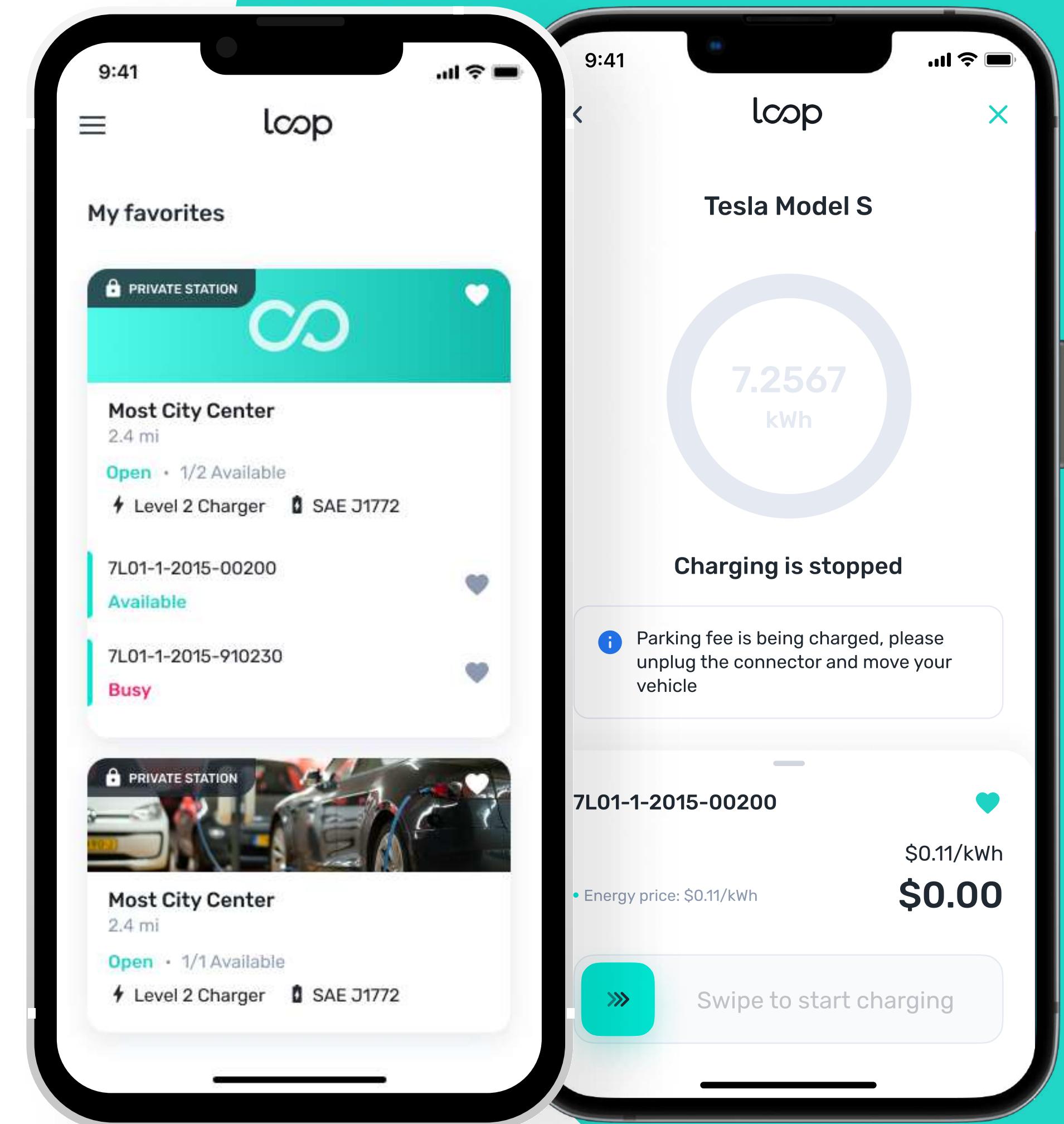
Activate Charger

Select charging options with My Favorites

Drivers can quickly start a charging session via the 'My Favorites' section.

You can add any single charger, or the whole charging site, as a favorite place by using the heart icon located inside the site or charging session screen. After you add the charger to your favorites, you can access and begin a charging session through the 'My Favorites' section.

To start a charging session, simply click on your favorite charger and you will be redirected to a charge session screen.

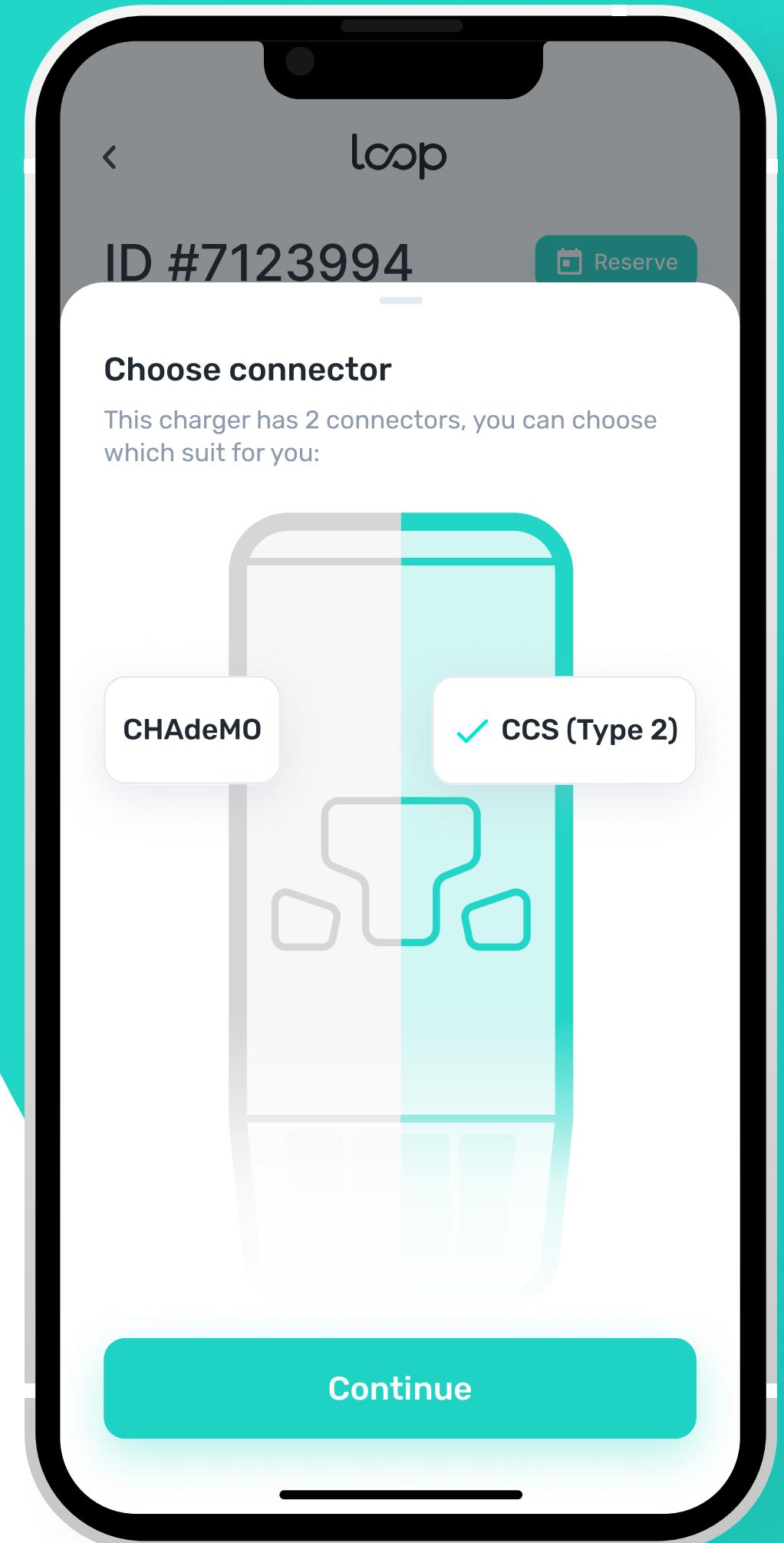


Additional activate charger options

Chargers with multiple connectors

Some chargers models have multiple connectors.

At these stations, you will be able to select the connector type that is appropriate for your EV before beginning the charging session.



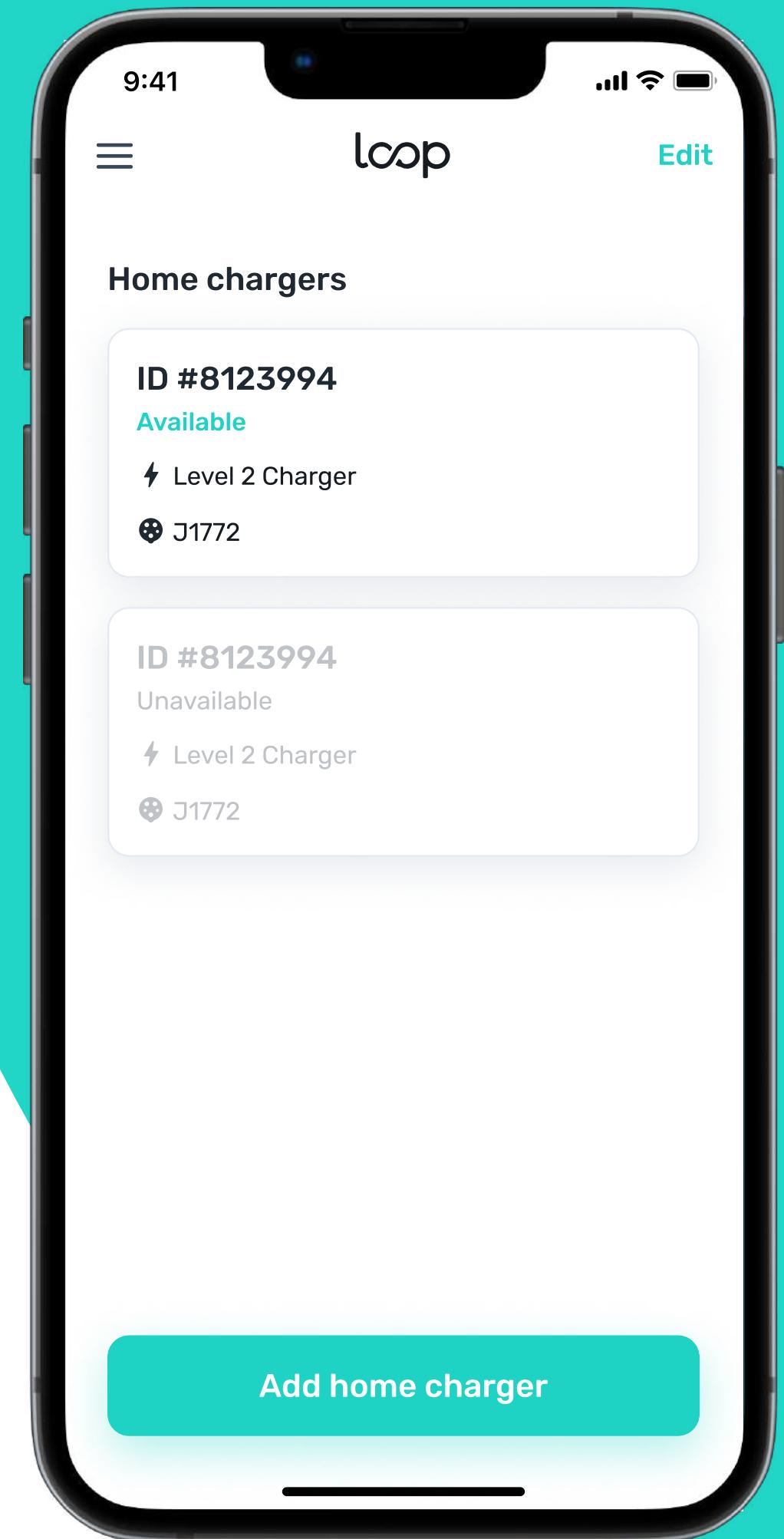
Home chargers

Add and manage your home chargers

If you own a home charger from Loop, you can add it to this menu and manage it at your convenience:

- see the charge session history,
- remotely stop charging if the connector is connected to the car,
- adjust the desired amount of energy the car will receive,
- add and remove additional chargers.

Note: that's only applies if Network Partners does the install or you can call Loop.



Profile

View and edit your profile information

The following tabs are available in your Profile:

+ Personal details

Add and edit your personal information like first and last name, email, phone etc

+ My vehicle

Add and edit your vehicle information.

+ Payment information

Add and manage your payment methods.

+ Notifications

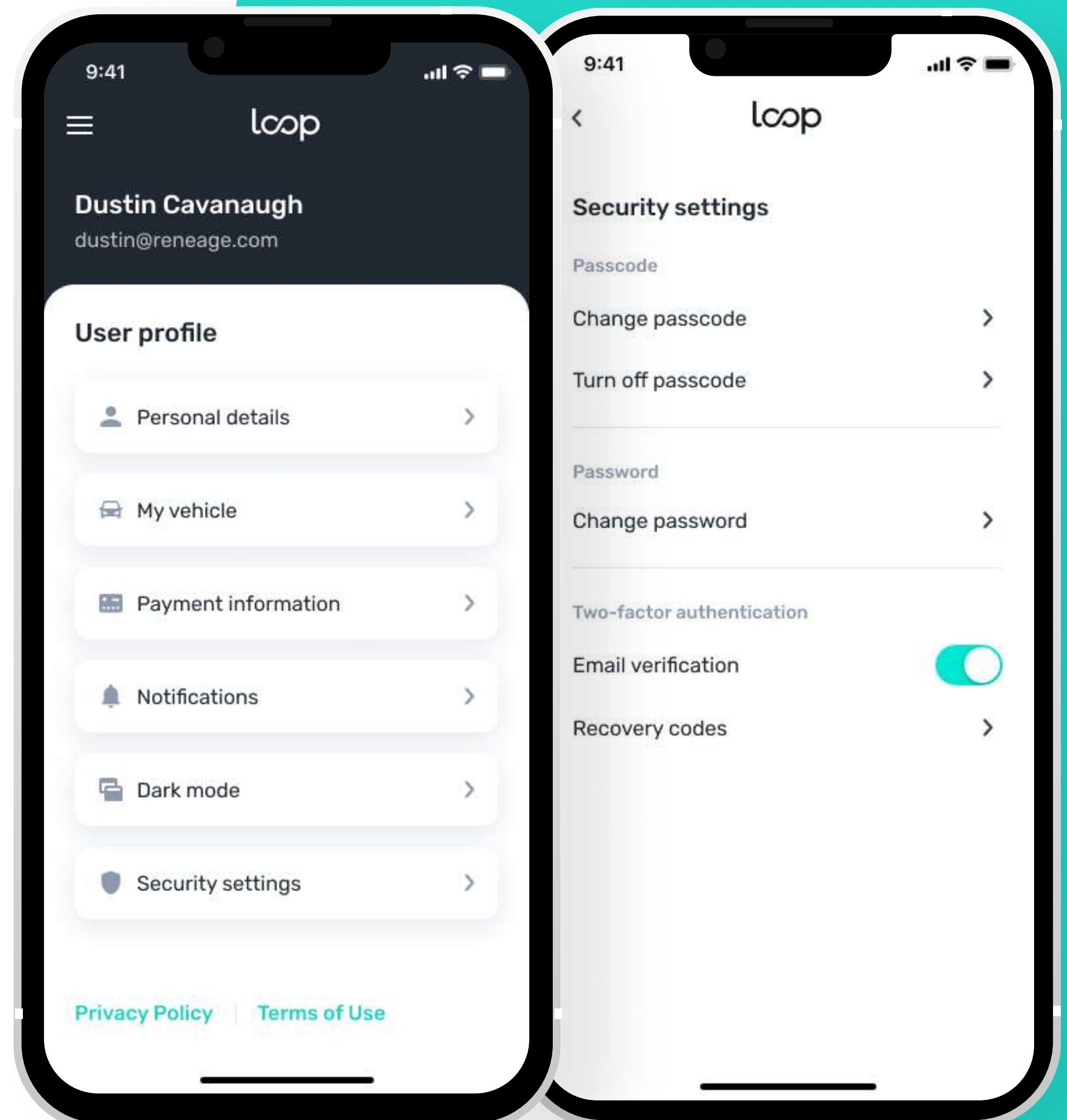
Manage your notifications.

+ Dark mode

Select the mode in your app - light or dark, or set automatic mode switching according to sunrise and sunset times.

+ Security settings

Set a passcode, change password to your account and turn on/off two-factor authentication.





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