



## EXHIBIT B

**FILED**

01-29-13

04:59 PM

- **Ryan Fujiu @fujiubear**  
Used to be a huge fan of @lyft ...until last night, when one of their drivers desperately tried to bang my girlfriend.
- **Matt Cauble @thecauble**  
@lyft I'm looking to loan out my Cherokee to a lyft driver in sf. Is this possible?!
- **Matt Cauble @thecauble**  
@lyft I'm looking to loan out my Cherokee to a lyft driver in sf. Is this possible?!
- **15 Jan lyft @lyft**  
@thecauble Hmm. Only if you are willing to add the driver to your insurance policy; that's a requirement.
- **15 Jan Matt Cauble @thecauble**  
@lyft we could go through @getaround ...they include insurance for the driver
- **15 Jan Avery Lewis @averylewis**  
@thecauble @lyft @getaround Driving for Lyft qualifies as "personal usage" because you're just ridesharing, right? Should work, then.  
15 Jan lyft @lyft  
@averylewis Unfortunately our insurer doesn't allow rental vehicles. :( Maybe in the future! This would be a great #collcons mashup.
- .@lyft I was just assaulted by one of your drivers. Please contact me immediately before I contact the police.
- **13 Jan lyft @lyft**  
@Drewcab415 Kezar, that sounds like an awful experience. I am so sorry. We are following - can you DM us the details of what happened?
- **13 Jan Kezar Söze @KezarSoze**  
@lyft here is another photo of the vehicle [pic.twitter.com/MT3ZkNle](http://pic.twitter.com/MT3ZkNle)

5:23 PM - 13 Jan 13 [from Bayview, San Francisco](#) · [Details](#) [Flag media](#)  
Flagged ([learn more](#))

2. [@Drewcab415](#) Got your DM. Can you follow so we can DM back? Would appreciate knowing all the details of what happened so we can follow up.

- [Justin Kan @justinkan](#)

Just saw a Lyft that was a Zipcar. That's got to be against someone's terms of service.

- 11 Jan [lyft @lyft](#)

[@justinkan](#) Always let us know if your driver arrives in a different car than the one pictured. Thanks for the heads up!

- 11 Jan [Justin Kan @justinkan](#)

[@lyft](#) wasn't my ride!

- 12 Jan [lyft @lyft](#)

[@justinkan](#) Gotcha. Pink 'staches are available to anyone via [@Carstache](#), so it might not have been a Lyft – but we're keeping an eye out.

- 12 Jan [Justin Kan @justinkan](#)

[@lyft](#) looked like he had a passenger and iPhone on the dash...

12 Jan [lyft @lyft](#)

[@justinkan](#) OK. Wish we could ID! Thanks for looking out and we'll reiterate to drivers that rentals are a no-go.

- [Jason Evanish @Evanish](#)

First [@lyft](#) ride with [@EricJorgenson](#) ...

- 12 Jan [lyft @lyft](#)

[@Evanish @EricJorgenson](#) Ah, you're learning from the best. :) How was it?

- 12 Jan [Jason Evanish @Evanish](#)

[@lyft @ericjorgenson](#) good except our poor driver's car lost its steering a mile from the destination. He took care of us tho.

1. [lyft @lyft](#)

@Evanish @EricJorgenson Ooh - bummer! Glad he handled it well, but sorry to hear about the glitch.

1. **Jaime @jausto**

@lyft I wish you made it harder to dial a ride. Got home yesterday, then noticed I called another one right after. Got charged 5 bucks :/

1. **lyft @lyft**

@denise ileen Yep, Lyft drivers can pick you up anywhere in SF and drop off anywhere within 60 miles!

o **AJ @AGonzalezJunior**

@lyft I had a driver yesterday that took a ridiculously longer route than I normally take which spiked my fare. Help?

8 Jan **lyft @lyft**

@AGonzalezJunior Sorry about that! Our support team is happy to make it right. You can ping support at lyft dot me with details.

o **Micki Krimmel @Mickipedia**

My cab from SFO to Facebook is costing more than my flight to SFO. Hey @lyft where are you?

11 Jan **lyft @lyft**

@Mickipedia Hey Micki! Would love to help. All rides originate in SF proper, so pickups at SFO are rare (if a driver is nearby).

**lyft @lyft** 11 Jan

@GinaMelani Drivers are always happy to drive wherever life takes you! Glad you had a great experience. :)

1. **Megan @LyftMeUp**

Like to drive to random places and meet new faces? Join the @lyft driving crew in sharing the ride: <http://bit.ly/10iAsRE>

1. **Mary Sunshine Luna @electrotear**

**@lyft** \$200 suggested donation from Presidio to SOMA? That can't be right. Hope donating 10% of that won't mess my stats [pic.twitter.com/LgZNExyI](http://pic.twitter.com/LgZNExyI)

- **Embed Tweet**

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**lyft @lyft** 11 Jan

**@electrotear** That definitely sounds like a glitch! We'll have the support team investigate and get in touch to fix it.

o **Jeany Ngo @gojeany**

**@lyft** what are your guys' hours again? Lookin' for a ride to the airport on Fridizzles

8 Jan **lyft @lyft**

**@gojeany** Drivers start at 7am on weekdays and go until 3am. Will that do the trick? :)

1. **Jeanna Barrett @jeannabarrett**

**@lyft** Lyft! How come all our apps are crashing? Four of us can't call a Lyft - it just crashes right away.

**lyft @lyft** 6 Jan

**@jeannabarrett** It only affected rides Saturday, though, so it is all good now.

**@jeannabarrett** Sorry, Jeanna! There's a bug in the new version. The app crashes when you make a request, but driver is still coming.

**Chelsea Pearl @chelseapearl** 6 Nov

**@lyft** is dishing out \$10 for your next ride if you share a photo of yourself voting. Use hashtag **#lyftthevote** <http://bit.ly/QkMgOx>

o **Jesper Noehr @jespern**

Think I may have gotten banned from **@Lyft**. There are never any drivers available now. **#sadface**

o 2 Jan **Eric Florenzano @ericflo**

**@jespern** I've had the same experience lately.

3 Jan **lyft @lyft**

**@ericflo @jespern** Sorry about that, guys. We added a little Lyft Credit love to both of your accounts. Hope you can enjoy another Lyft soon!

1. **lyft @lyft**

**@jespern** Definitely not banned, Jesper! You have five stars. :) Sorry it's been hard to get a driver during these busy weeks.

1. **iTimR @iTimR**

**@lyft** BIG time FAIL! Driver was totally lost and said his GPS was not wrkng. Cancelled his srvc! SF taxi's are better than **@lyft**

**lyft @lyft** 2 Jan

**@iTimR** We'll have the support team look into it. Apologies for the frustration!

o **Graham Harbison @grahamharbison**

**@lyft** How do you report a safety concern? Bad driving?

3 Jan **lyft @lyft**

**@pwndscum** Sorry to hear that! You can email support**@lyft.me** and we'll follow up.

o **Julie Thai @thai julie**

had an **@lyft** driver ask me to close out in the car so he could see his donation. kinda rude. **#disappointed #sourtasteinmymouth**

3 Jan **lyft @lyft**

**@thai julie** Definitely not cool. We'll follow up right away. Thanks for letting us know!

o **Jensen Luther @jnsntylr**

Dear **@lyft**, deleted my fb acct & had to reinstall your app and now can't access my account. Help please!

o 31 Dec **lyft @lyft**

**@jnsntylr** Hey Jensen - all Lyft users sign in through Facebook. Did you create a new FB account? You'll need one to log in.

o 31 Dec **Jensen Luther @jnsntylr**

@lyft no plans to create a new one, looks like I won't be using your service anymore then.

31 Dec lyft @lyft

@jnsntylr Sorry, Jensen. We'll miss you. :(

1. lyft @lyft

@thekenyeung Tried DMing from lyft but can't until you're following. :) Thx!

1. lyft @lyft

@Clifeoflife Sorry Cliff, all rides start in the city of SF, so no airport pickups unless a driver happens to be nearby.

1. John Gearhart @rekav0k

@lyft Do you offer a flat suggested donation to the San Francisco airport?

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lyft @lyft 22 Dec

@rekav0k Nope, there's no flat donation, but it averages about \$30-35 from central SF.

o Rachel Cohen @rcohen89

@lyft Can drivers take people into East Bay or do they only drive in SF?

22 Dec lyft @lyft

@rcohen89 Yep, no problem. All rides originate in SF, but drivers can take you anywhere within 60 miles.

1. d3L1\$\$@ @LeDharmaBum

@lyft there was a glitch with the app and it never gave me an opportunity to donate my driver Benoit!? I don't want him to think I skipped!

lyft @lyft 21 Dec

@LeDharmaBum Don't worry, it will automatically process the suggested donation after 24 hours. Or support @ lyft.me can adjust as you like!

- **Eric Jorgenson @EricJorgenson**

**@lyft** what happens when a drivers phone dies during a Lyft?

19 Dec **lyft @lyft**

**@EricJorgenson** The universe collapses.

1. **ft @lyft**

**@tAcTweets** Lyft donations are 80-90% the cost of a cab. However, Lyft drivers don't do pickups at SFO. All rides originate in the city.

- **Emily Sklar @emilysklar**

Hey **@lyft** do you do airport rides?

19 Dec **lyft @lyft**

**@emilysklar** Yes ma'am! We can take you from SF to any area airport.

1. **deadlyicon @DeadlyCoN**

hey **@lyft** get some more drivers! please!

**lyft @lyft** 18 Dec

**@DeadlyCoN** We hear 'ya! We're cranking hard onboarding new drivers daily and using a waitlist to manage demand. Still tough at peak times.

- **Kevin Burke @ekrubnivek**

**@lyft** do you have login options besides facebook? I don't have one

13 Dec **lyft @lyft**

**@ekrubnivek** Hey Kevin - we use FB sign-in for all users right now, since it helps us maintain a trusted P2P community and reduce fraud.

- **Laurence Berland @laurenceb**

**@lyft** just got into the beta. What's the formula for suggested donations?

12 Dec **lyft @lyft**

**@laurenceb** Welcome! We're fully launched (no longer in beta). Suggested amount is based on time/distance, usually a little less than a cab.

1. **lyft @lyft**

**@Joelle writes @JaxSweet** Sorry, Joelle! We'd love to Lyft you, but we require FB sign-in to prevent fraudulent accounts and maintain trust.

o **Lara Taylor @malkaholic**

I love **@lyft** but I just almost got hit by one of their drivers while driving home tonight. **#sadtimes**

8 Dec **lyft @lyft**

**@malkaholic** Sorry to hear that, Lara. If you recall any details about the driver, send them to us at support**@lyft**.me so we can investigate.

1. **Jason Shah @jasonyogeshshah**

**@lyft** just randomly called a car for me and then charged me for canceling it. What?

2. 8 Dec **lyft @lyft**

**@jasonyogeshshah** Could it have been a "pocket lyft"? (When you tap the request button by accident before screen locks.)

3. 9 Dec **Jason Shah @jasonyogeshshah**

**@lyft** Surely it's possible - you must hear about this often. Do you refund these or is the requester stuck?

**lyft @lyft** 9 Dec

**@jasonyogeshshah** It does happen often. The driver gets stuck with no reimbursement, so the fee is a reminder to be careful in the future.

1. **Micah Gantman @thatmicah**

**@lyft** 3 rides today, all whack. Even drivers aren't happy following Waze. Can you see my routes? Would love to help if I can.

**Details from Russian Hill, San Francisco Collapse**

▪

▪ **Embed Tweet**

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**lyft @lyft** 5 Dec



@thatmicalh Support is happy to listen and refund excess charges when a ride is longer than it should have been, so keep us posted.

1. 4 Dec Xavier Damman @xdamman

First time a @lyft driver (Dino) doesn't show up :- ( @Uber\_SF to the rescue.

2. 4 Dec lyft @lyft

@xdamman Sorry to hear that, Xavier! We always want Lyft drivers to be reliable. Can you DM details so we can follow up with Dino?

3. 4 Dec Xavier Damman @xdamman

@lyft I don't much more details than what you have in your logs. Was 3mn away then cancelled.

4. 4 Dec lyft @lyft

@xdamman OK, got it. And he did not call to provide an explanation?

5. 4 Dec Xavier Damman @xdamman

@lyft the fact that your interface didn't allow me to rate this driver frustrated me. Hence my tweet.

6. 4 Dec lyft @lyft

@xdamman Very sorry about the frustration! I added a \$10 credit to your account to apologize for the glitch and thank you for your patience.

7. 4 Dec Xavier Damman @xdamman

@lyft thanks. Much appreciated. To me, the interaction starts when a driver is accepting the request.

lyft @lyft 4 Dec

@xdamman Good feedback; thanks. We definitely want to know when issues like this arise. Thanks for using the service!

o Annie J. Chang @anniejchang

Just deleted my @lyft app. Prices keep going up the way they make people compete for cars to pick them up

o 11h lyft @lyft

@anniejchang That definitely sounds like a technical issue; a ride of that length would never cost \$60. Our support team is looking into it.

- o 11h Annie J. Chang @anniejchang

@lyft I was encouraged to give even more to get a better rating to be picked up faster in the future

11h lyft @lyft

@anniejchang That's not how Lyft works; we're so sorry for the misinformation. Thanks for reaching out so we can follow up with the driver.

1. Jeremia Kimelman @jeremiak

Hey @lyft - I only cancelled the call because the app told him I was on Howard yet I'm in the Dogpatch on Tennessee & I got charged. #lame

lyft @lyft 5 Dec

@jeremiak Hey Jeremia - sorry there was an issue with request location. Support is happy to help if a glitch caused the cancel charge.