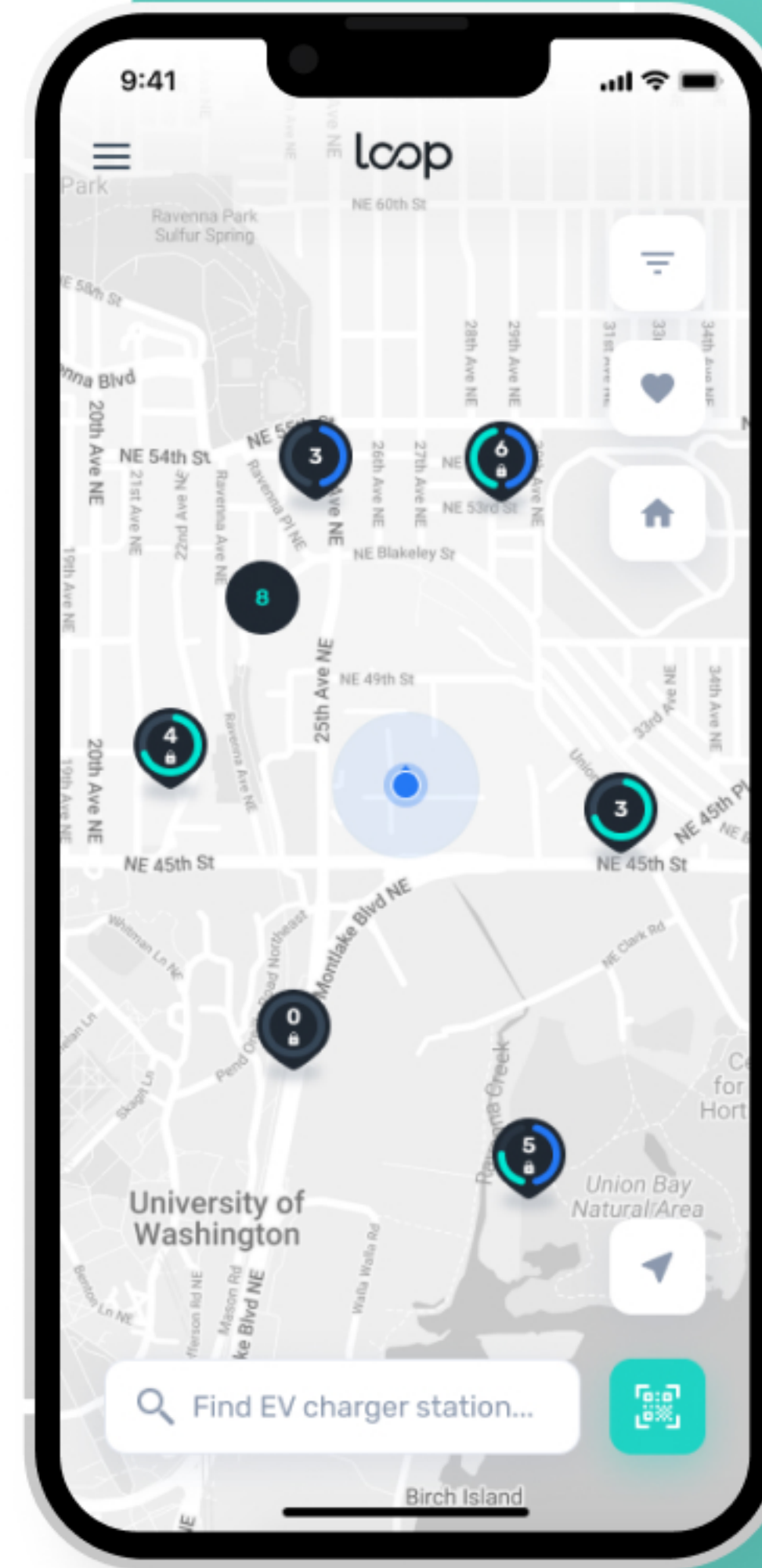




Loop App User Guide

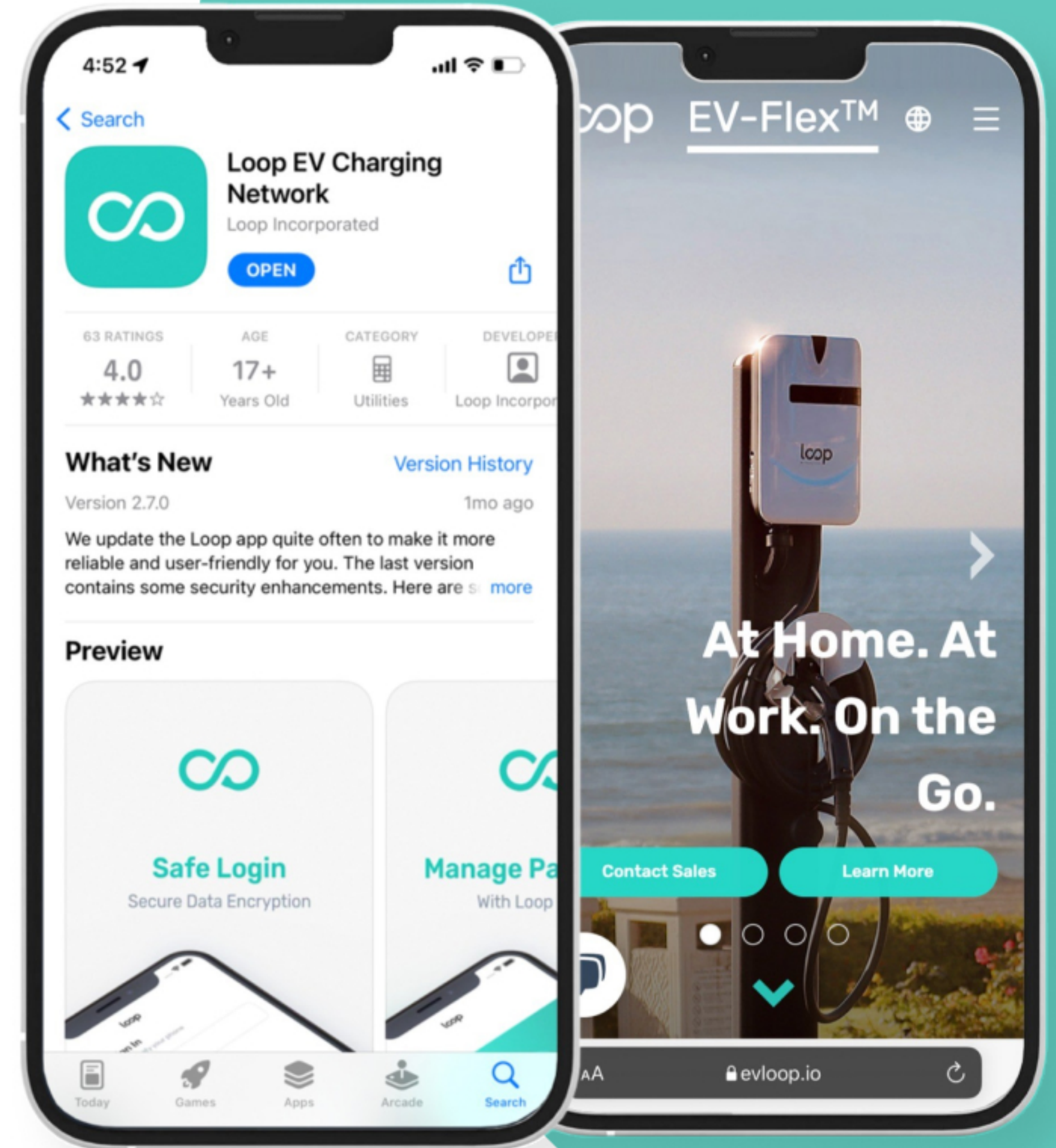


Step 1: Download the App

On your smartphone, visit www.evloop.io 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.

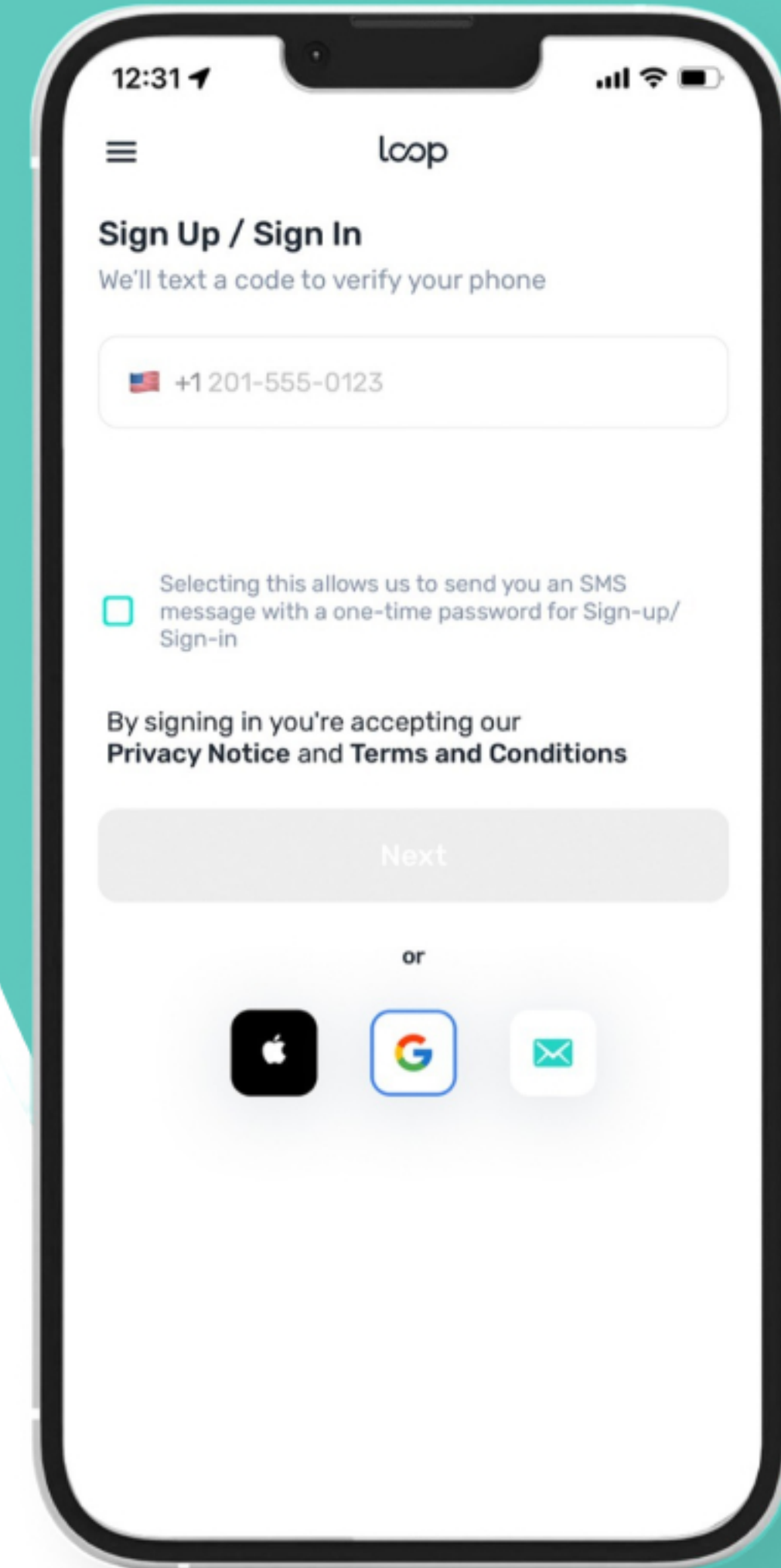


For downloading mobile app,
please scan QR code



Step 2: 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.

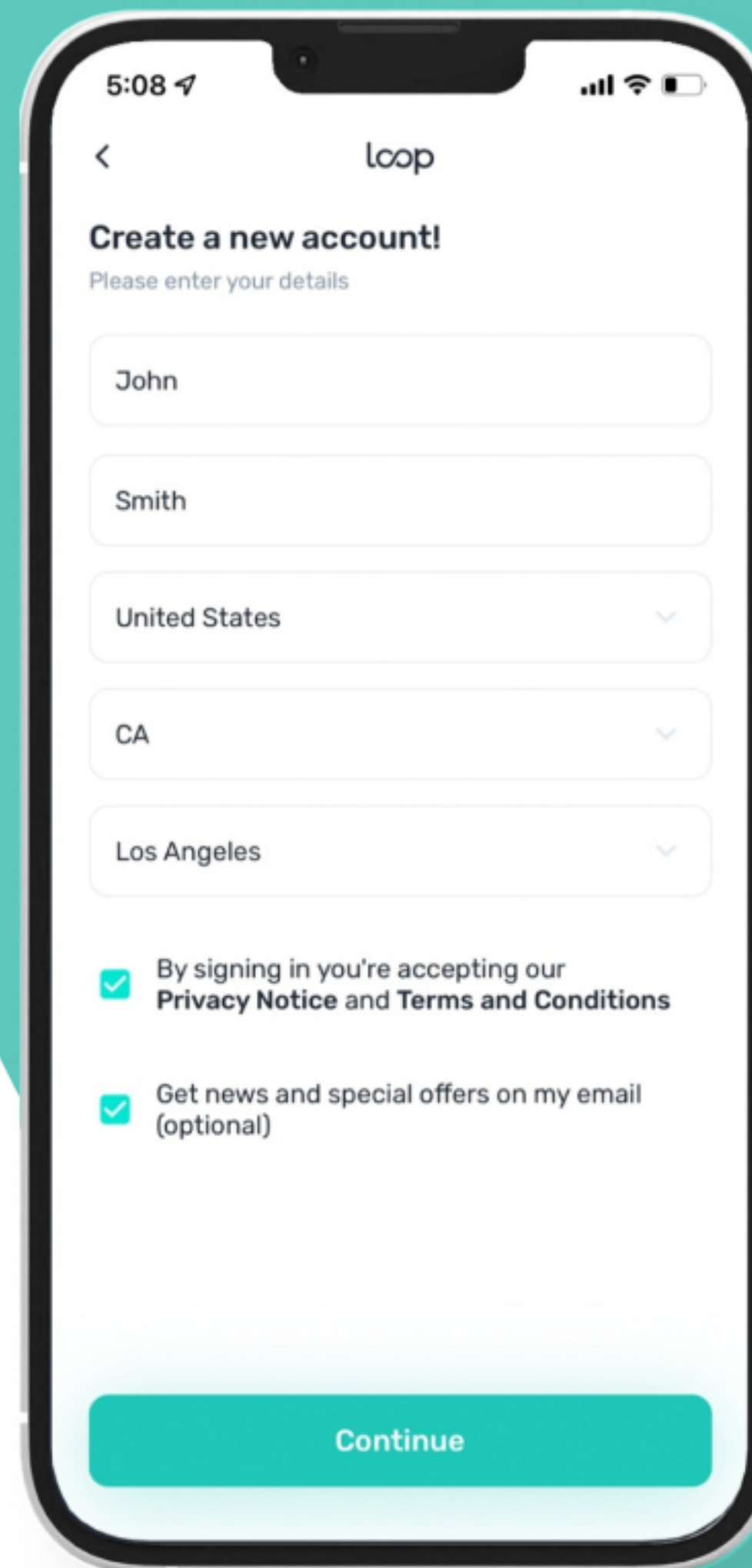


Step 2.1: Registration

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.



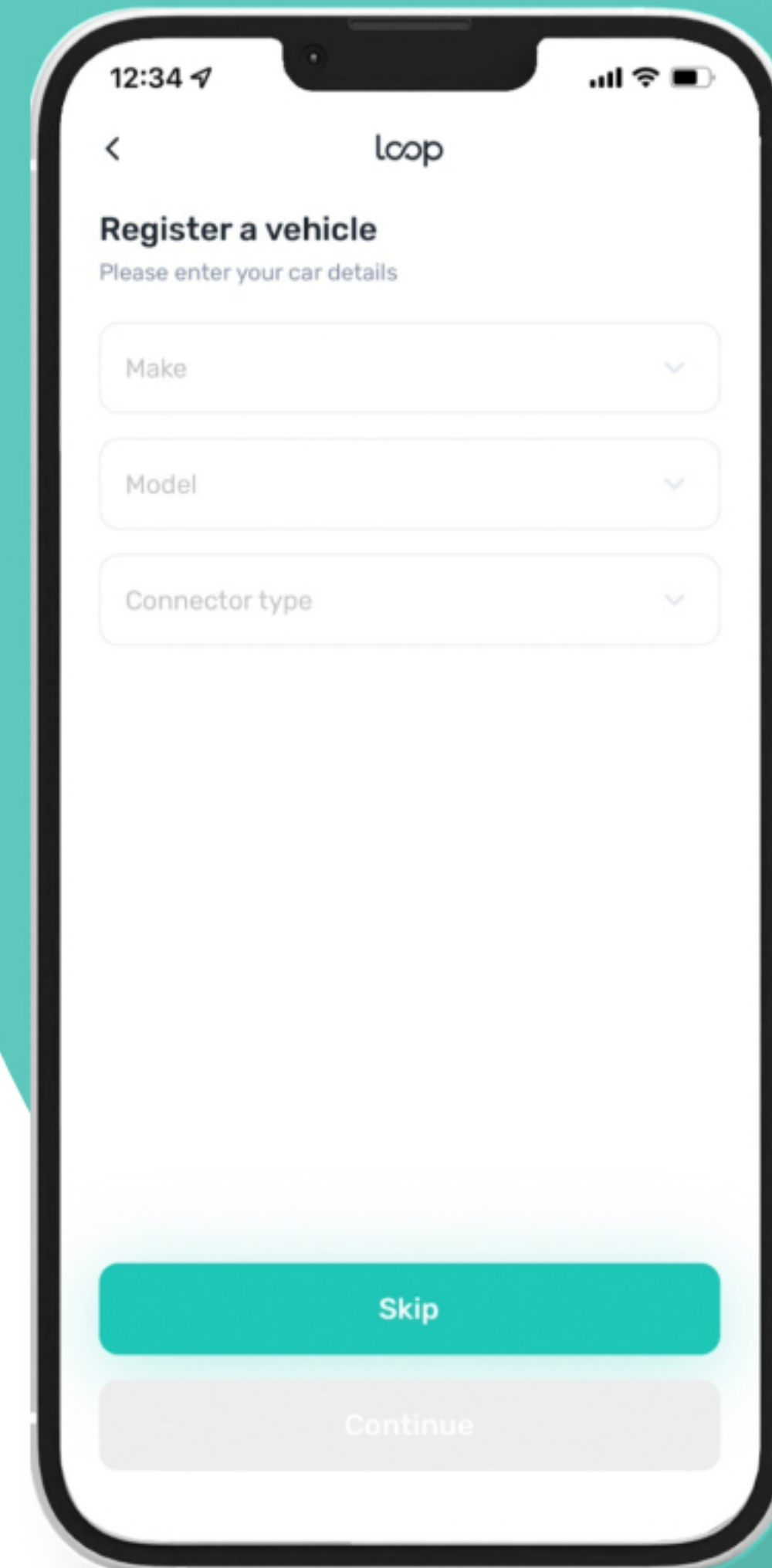
The screenshot shows the 'Create a new account!' screen in the Loop app. The status bar at the top shows the time as 5:08 and full signal strength. The app header includes a back arrow and the 'loop' logo. The form contains the following fields: a text input for 'John', a text input for 'Smith', a dropdown menu for 'United States', a dropdown menu for 'CA', and a dropdown menu for 'Los Angeles'. Below these fields are two checkboxes, both of which are checked: 'By signing in you're accepting our Privacy Notice and Terms and Conditions' and 'Get news and special offers on my email (optional)'. At the bottom of the screen is a large teal button labeled 'Continue'.

Step 2.2: 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.

Hit the 'Continue' button to complete your registration.



The image shows a smartphone screen displaying the 'Register a vehicle' screen in the Loop app. The status bar at the top shows the time 12:34 and signal strength. The app header includes a back arrow and the 'loop' logo. The title 'Register a vehicle' is followed by the instruction 'Please enter your car details'. There are three dropdown menus for 'Make', 'Model', and 'Connector type'. At the bottom, there are two buttons: a teal 'Skip' button and a grey 'Continue' button.

12:34

< loop

Register a vehicle
Please enter your car details

Make

Model

Connector type

Skip

Continue

Step 2.3: Add Payment Type

Enter Payment Information

Add a payment type by clicking on the “Payment Information” button on your **Loop Wallet screen**. Then click the “Add payment” button to fill in your payment information.



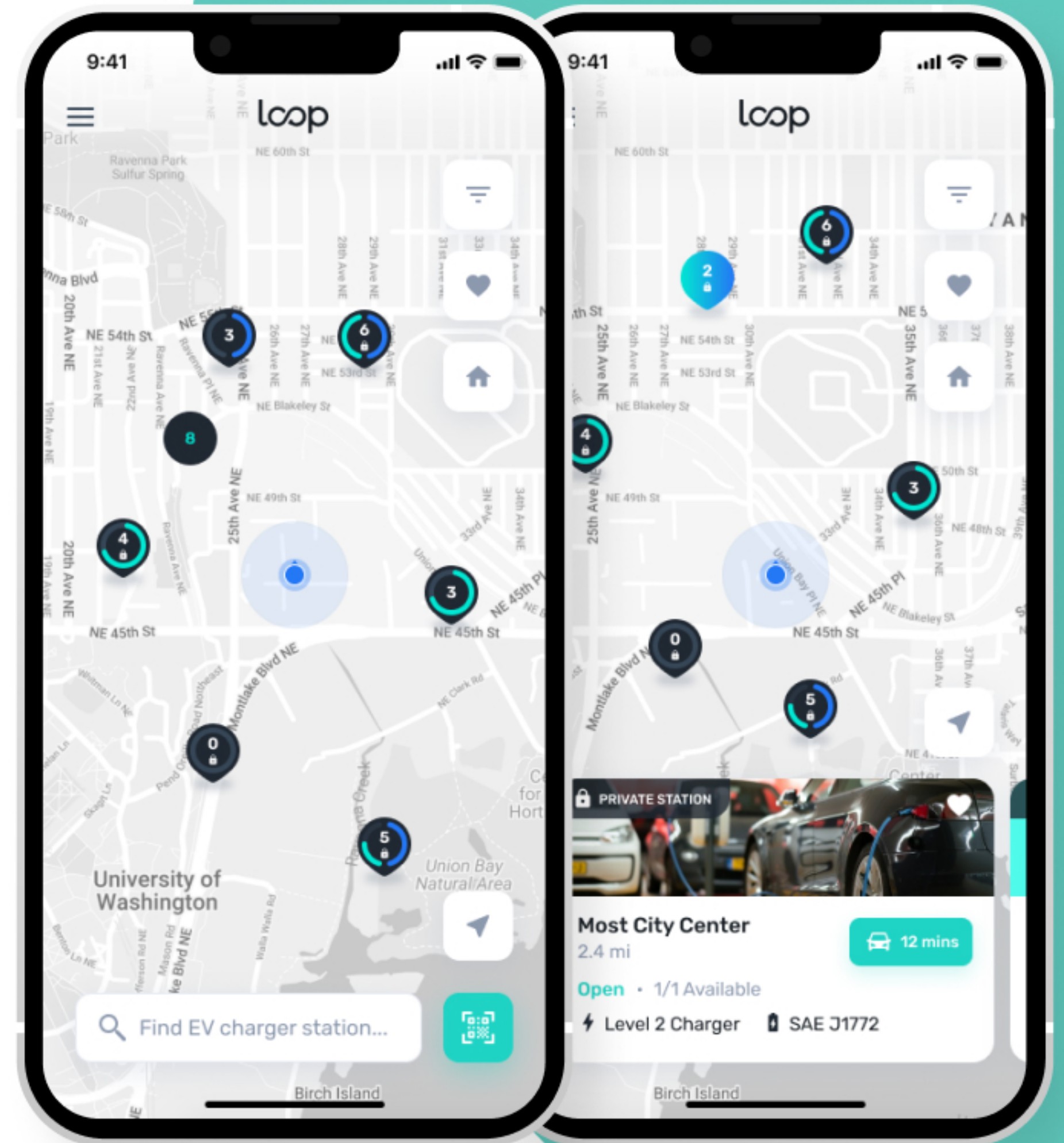
Step 3: Find Charging Stations

Search for Charging Stations on Map

You can use the map to easily locate all public and private charging stations that are nearby.

Click the 'filter' icon in the top right hand corner to filter your search criteria. Click the 'favorites' icon in the top right hand corner to only display your favorited charging station locations.

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.



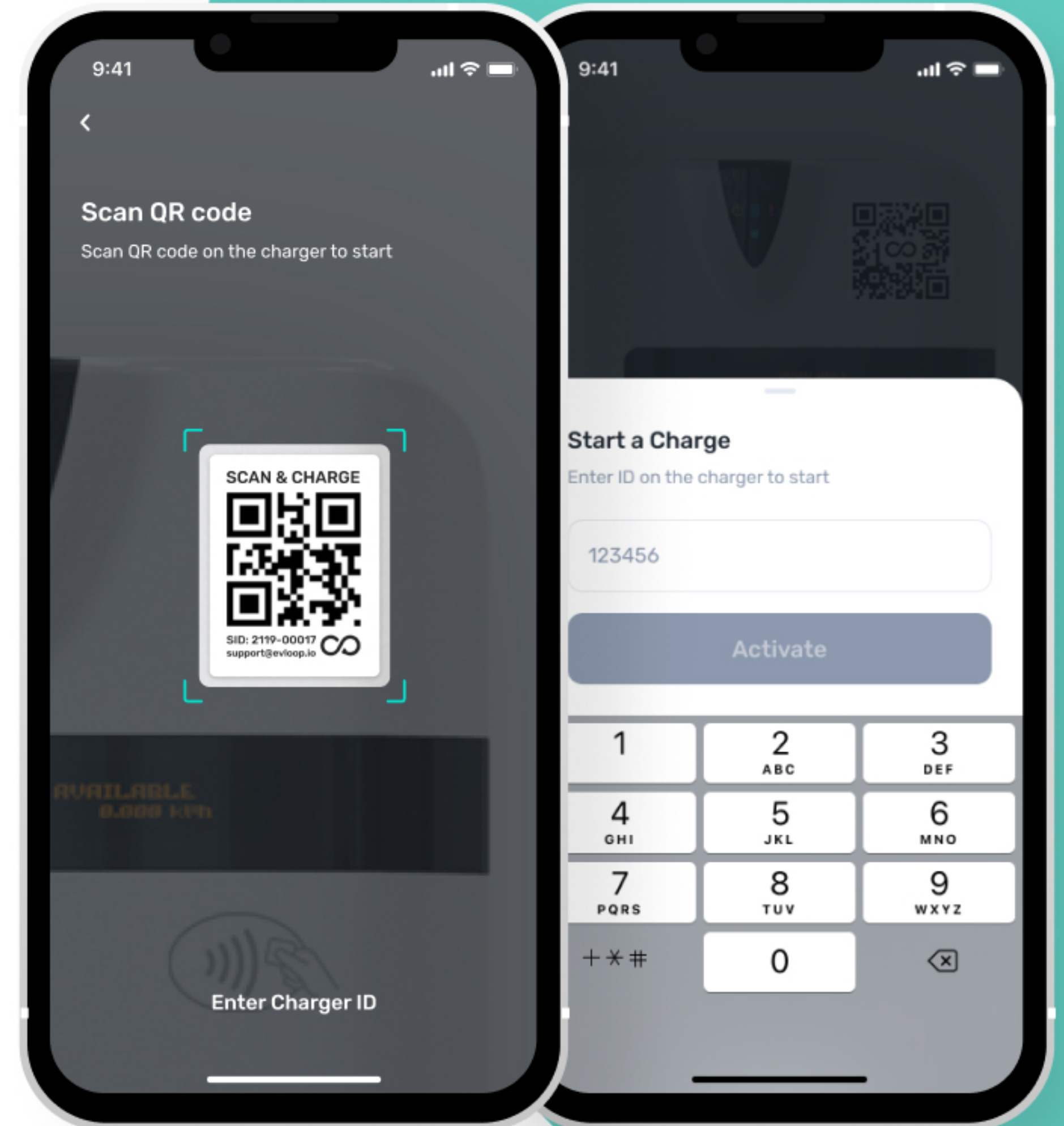
Step 4: Activate Charging Station

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 charging station 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 charging station.



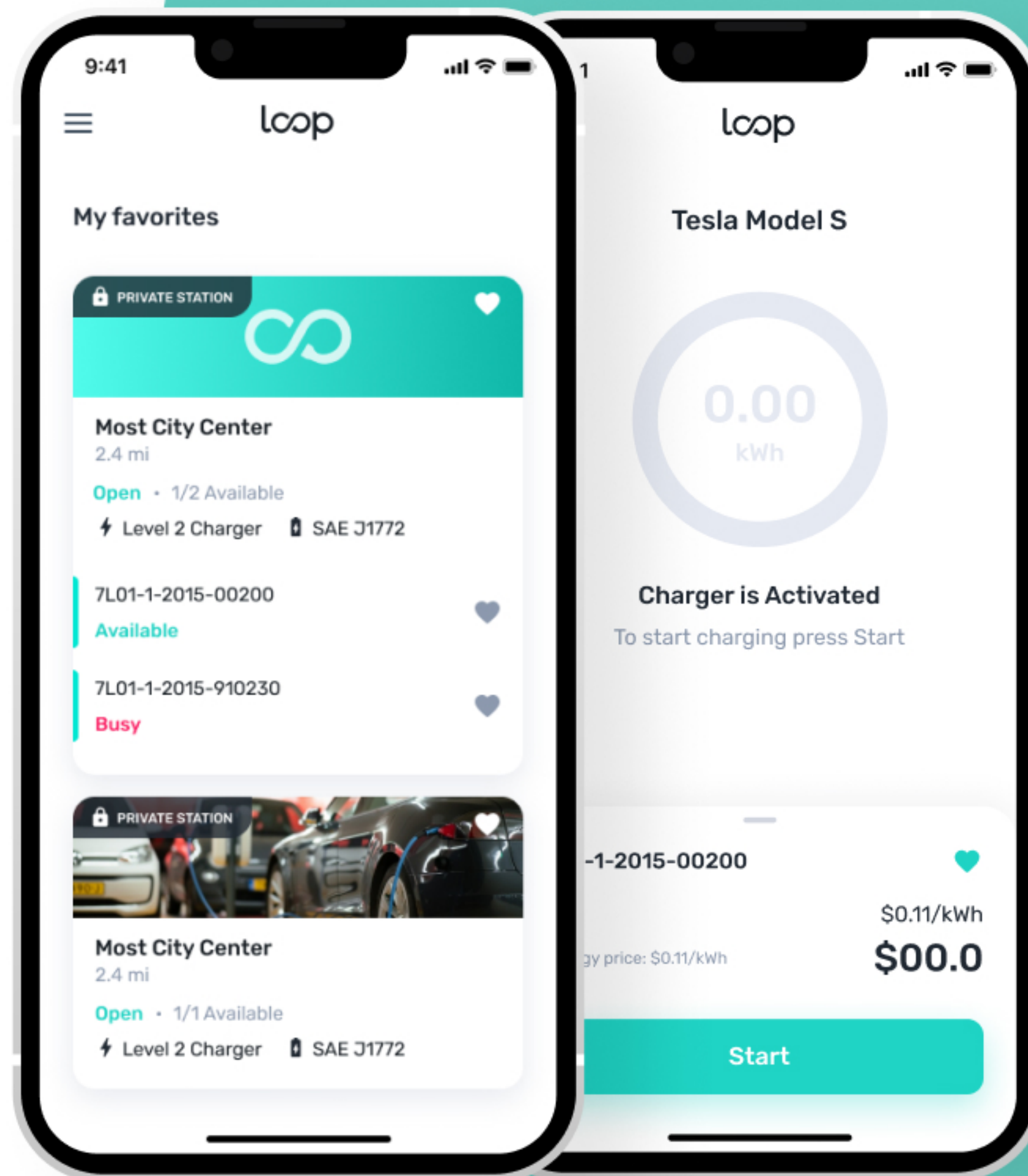
Step 4.1: Activate Charging Station

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.

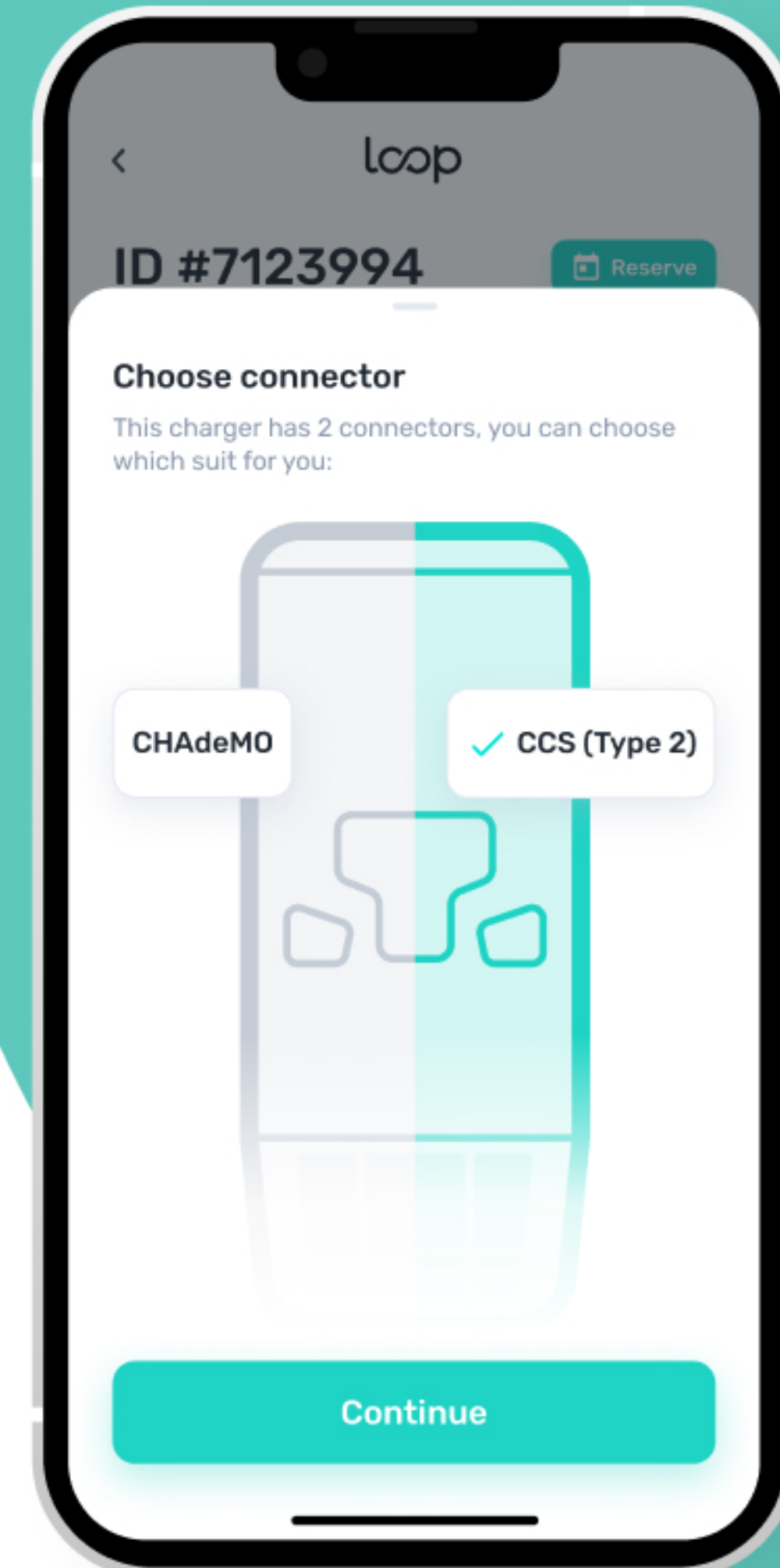
To start a charging session, simply click on your favorite charger and you will be redirected to a charge session screen.



Step 4.2: Activate Charging Station

Charging Stations with Multiple Connectors

Some charging station 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.



Step 5: Payment Options

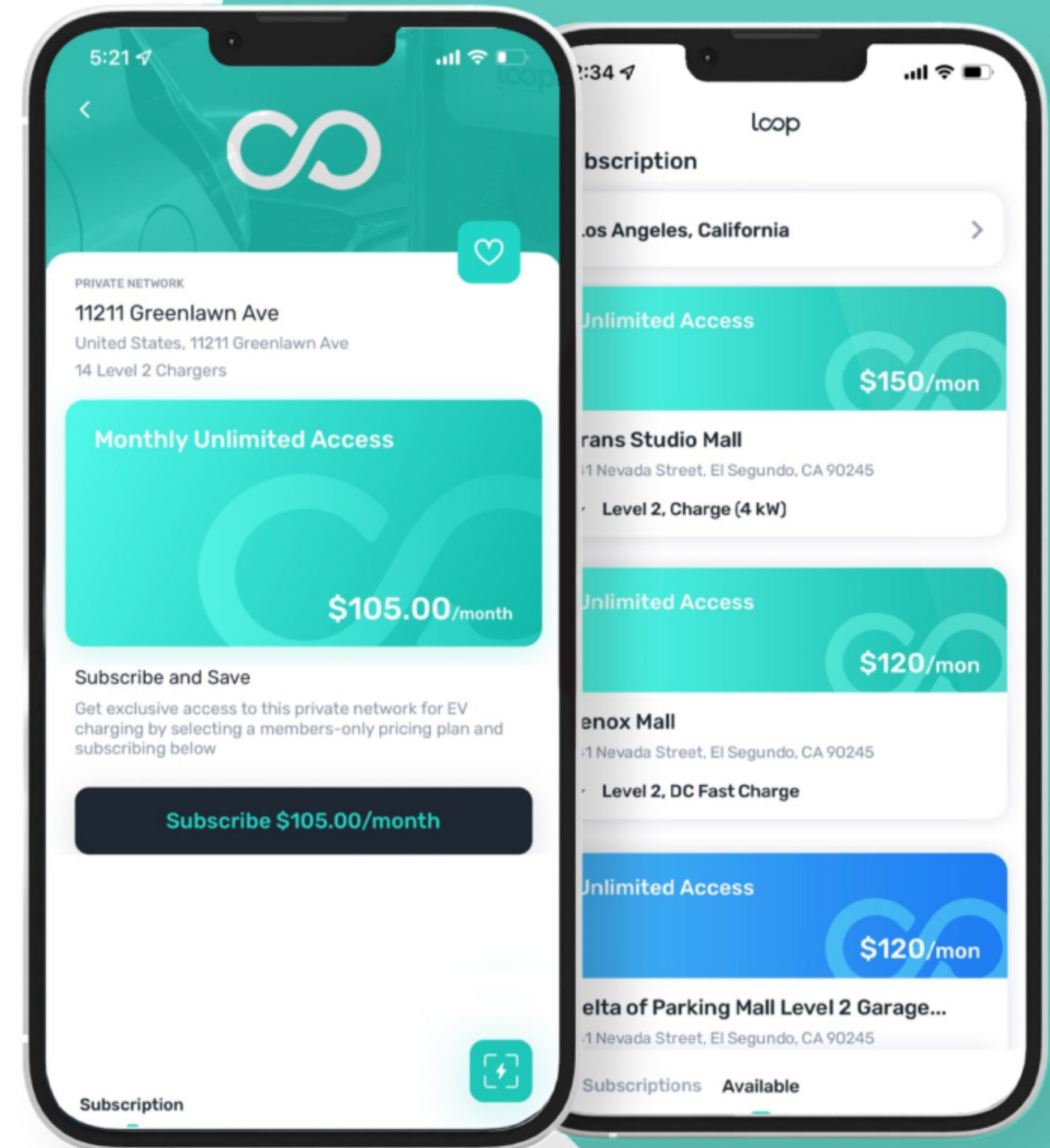
Learn About The Payment Options

There are two types of payment options.

(Not all options are available at a particular site)

1. Buy Subscription.

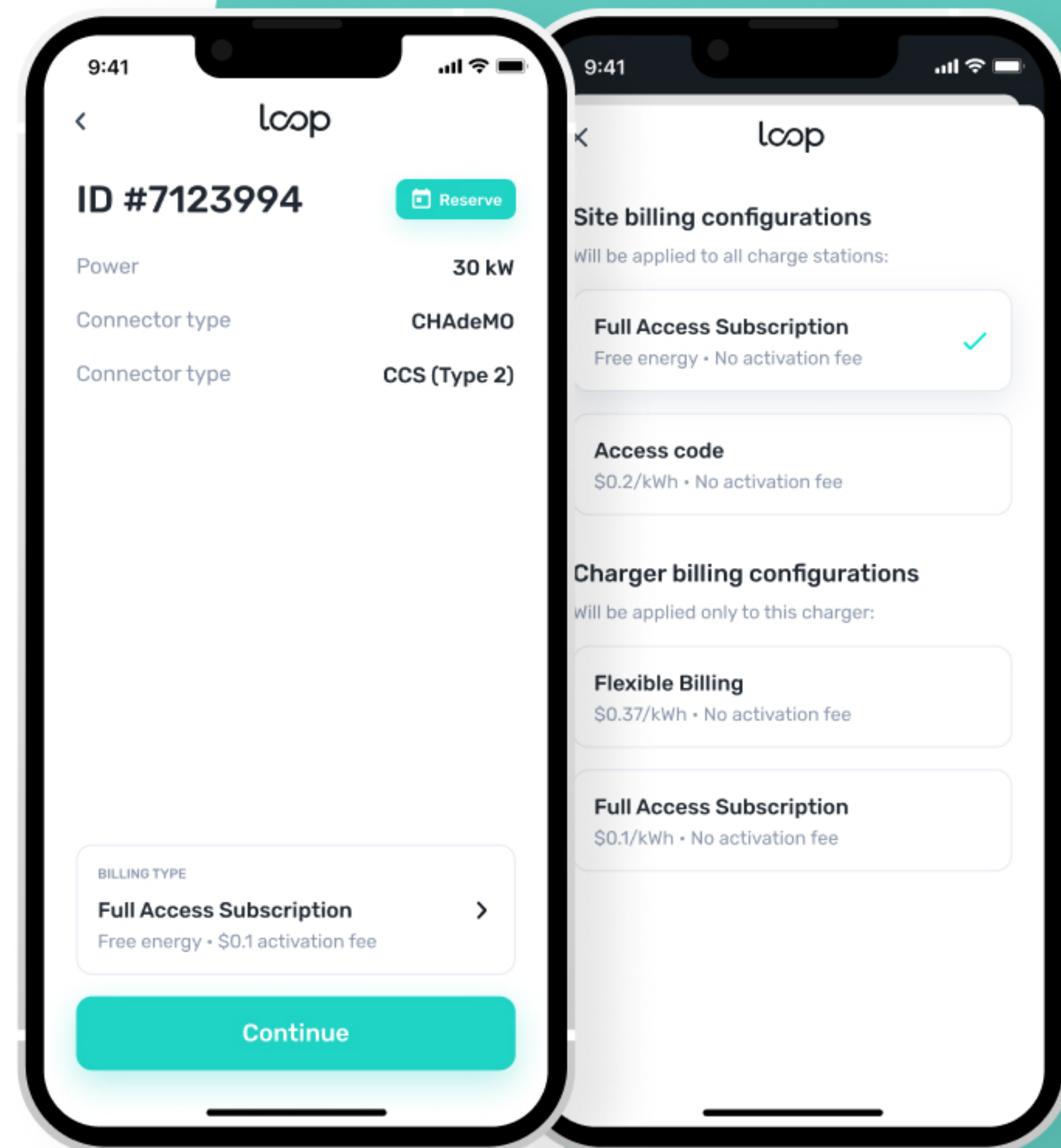
2. Pay Per Use.



Step 5.1: Payment Options

Learn How to Pay for a Charging Session

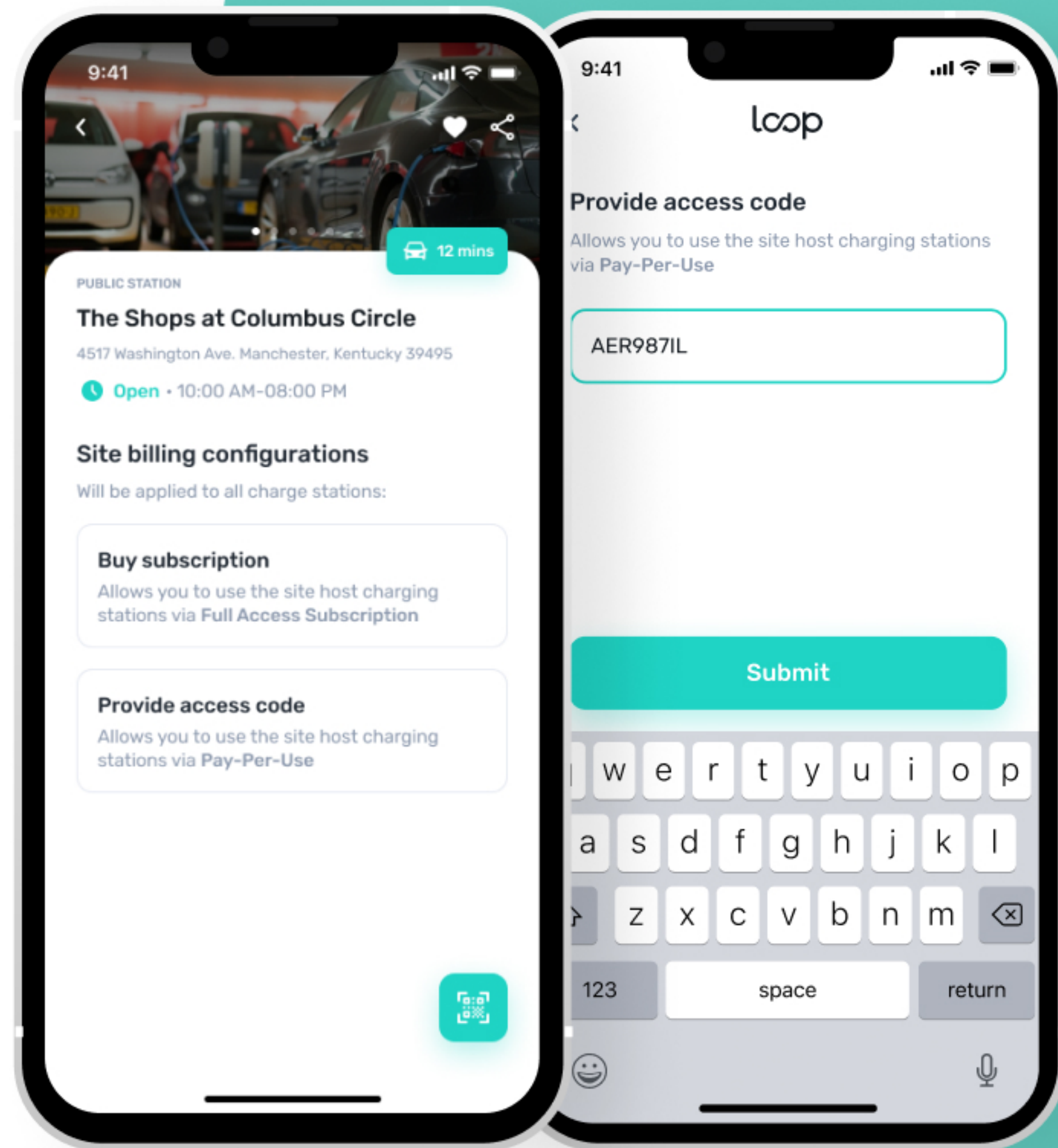
Most sites will offer a full access subscription, pay-per-use or an access code option to start a session.



Step 5.2: Payment Options

Learn How to Provide Access Code

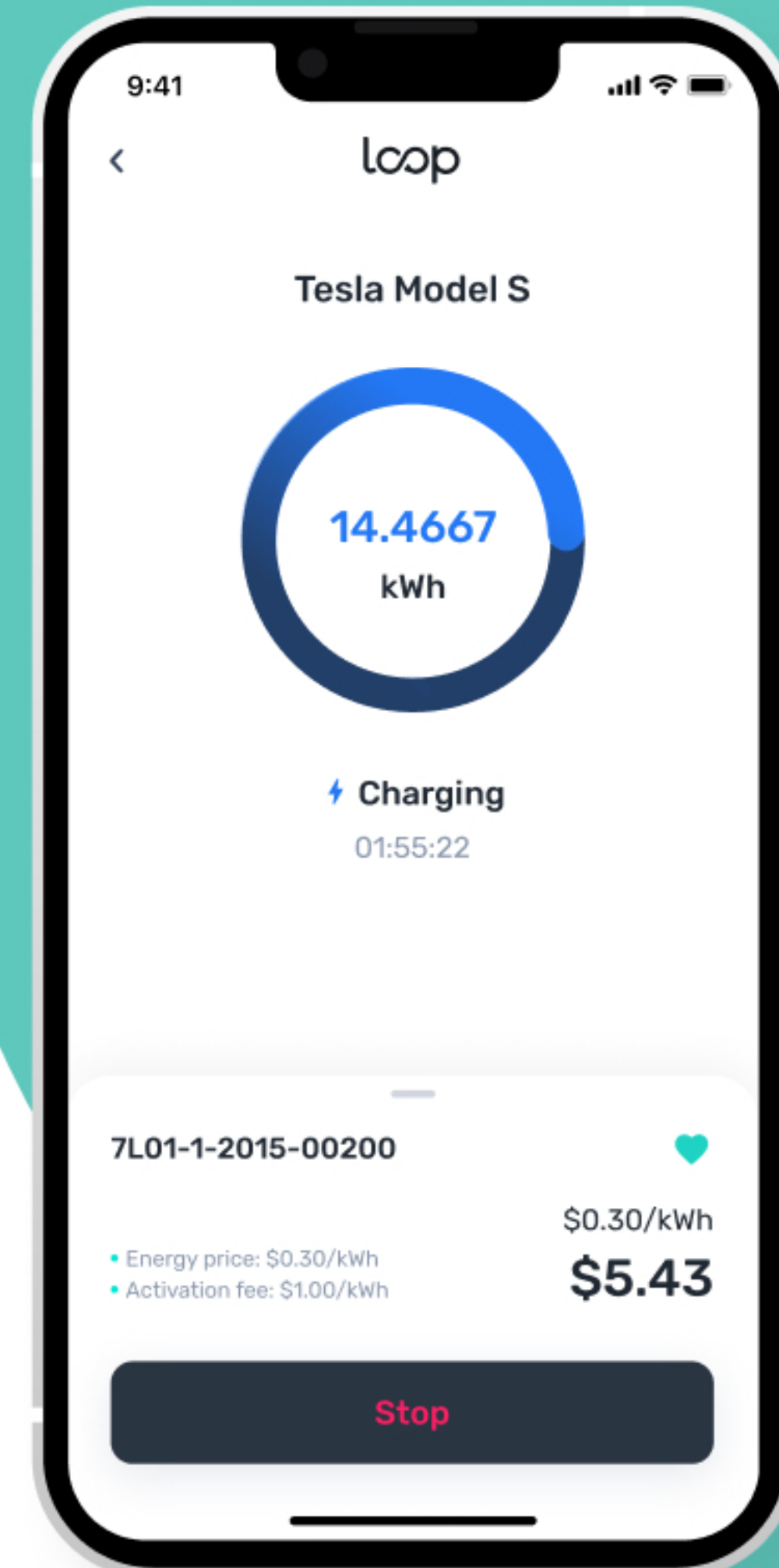
Some sites or specific charging stations may have an option to provide an access code. Drivers who know the access code can provide it to gain unique access to the charging station. If all chargers at one particular site require an access code, the site may be fully restricted.



Step 6: Charging Session

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 clicking the **"Stop"** button within the charging session screen in your Loop app or by disconnecting the charging connector from your vehicle.

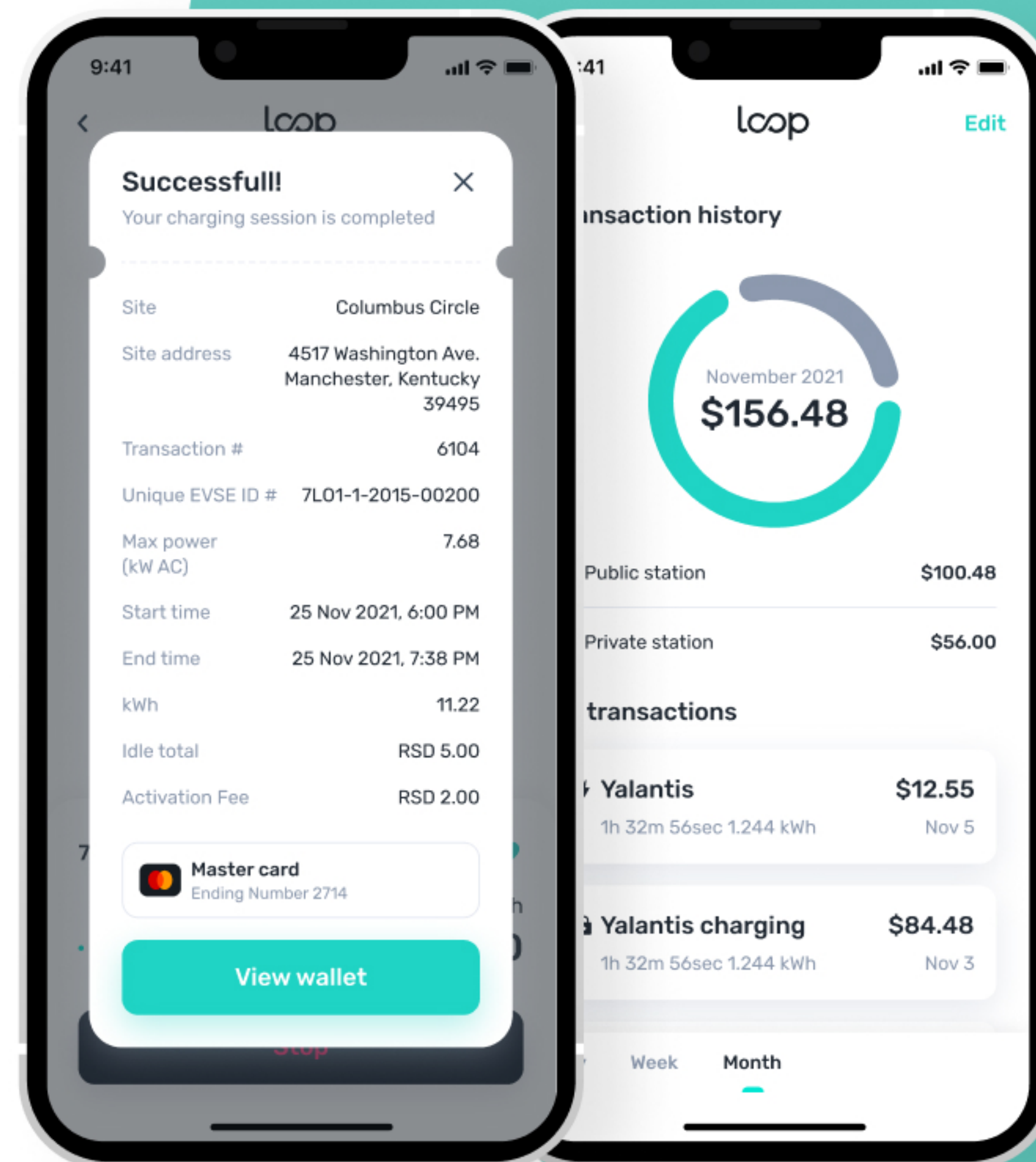


Step 7: Check Receipts & Transactions

And Disconnect Your Charger

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**.



Account Management

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. Clicking this will take you to your Loop Wallet screen.

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

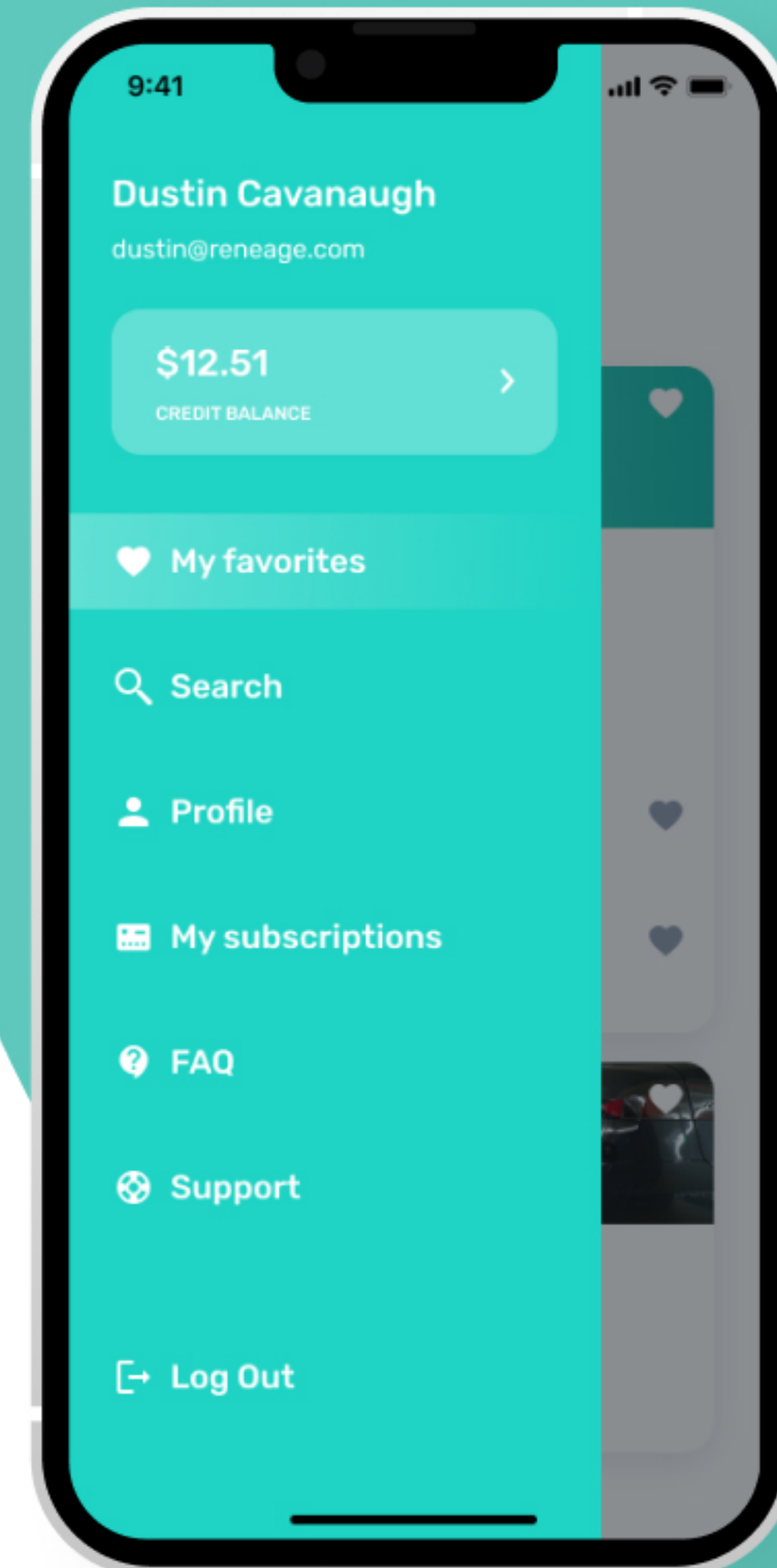
+ **Search:** Find a particular Loop site.

+ **Profile:** View or edit your profile information.

+ **My Subscriptions:** Manage your Site Subscriptions.

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

+ **Support:** Request service for a particular charging station, request a replacement Loop RFID card, or otherwise contact Loop’s support team.





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