

# Driver Experience FAQs

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## ***How do I know when my vehicle is done charging?***

EVPassport provides real-time notifications about your charging session directly to your smartphone. You'll receive alerts when your vehicle is fully charged or if there are any issues with the charging process.

## ***Are EVPassport chargers safe and reliable?***

Yes, EVPassport chargers are designed with safety and reliability in mind. Our chargers undergo rigorous testing and are built to withstand various weather conditions. Additionally, our network is constantly monitored to ensure optimal performance and minimal downtime.

## ***How long does it typically take to charge my vehicle using an EVPassport charger?***

The charging time depends on your vehicle's battery size and the charger's power output. EVPassport offers a range of charging options, from Level 2 chargers that provide a full charge in several hours to DC fast chargers that can provide an 80% charge in under an hour.

## ***Do I need to download a separate app or create an account to use EVPassport chargers?***

No, you don't need to download a separate app or create an account to use EVPassport chargers. Simply scan the QR code on the charger with your smartphone's camera to start charging.

## ***Is there a membership fee or subscription required to use EVPassport chargers?***

No, there is no membership fee or subscription required to use EVPassport chargers. You only pay for the electricity you consume during your charging session, with no hidden fees or surprise charges.

## ***What payment methods does EVPassport accept?***

EVPassport accepts multiple payment methods, including Apple Pay, Google Pay, and credit cards. You can choose your preferred payment method directly from your smartphone when you start a charging session.

## ***Can I use EVPassport chargers if I'm not a member of a specific charging network?***

Yes, EVPassport chargers are universally accessible, meaning you can use them regardless of your home charging provider or network membership. This makes EVPassport a convenient and flexible option for all EV drivers.

## ***What if I encounter a problem while charging my vehicle?***

If you experience any issues while charging your vehicle, EVPassport's dedicated support team is available 24/7 to assist you. You can reach out to them via phone, email, or live chat, and they'll work with you to resolve the problem as quickly as possible.

## ***Are EVPassport chargers compatible with all electric vehicle models?***

Yes, EVPassport chargers are designed to be compatible with all major electric vehicle models. Simply plug in your vehicle using the provided cable, and you'll be ready to start charging.



# EV PASS PORT

Support

# Driver Support

## Quality drivers expect



EVPassport is committed to delivering support designed with our drivers convenience in mind. We aim to provide a seamless connection with our support team, offering easy options to send a text message or make a phone call.

Drivers can contact us through the following methods of communication:

- ★ Call our toll free number: **1(888)-702-2124**
- ★ Email us: **[support@evpassport.com](mailto:support@evpassport.com)**
- ★ Scan an EVPassport QR code to utilize the phone and messaging features

