



IMPORTANT NOTICE

Traffic Camera Fines & Rental Policy

Dear Valued Customers,

In recent years, Vietnam has significantly expanded its network of AI-powered traffic cameras to monitor violations such as speeding, illegal turns, and lane infractions. These cameras are heavily deployed across major highways, urban centers, and increasingly in rural areas. Consequently, we have experienced a substantial rise in traffic citations linked to our rental vehicles.

Because traffic fines in Vietnam are tied directly to the vehicle's registration, our company is held legally liable for unresolved violations. To protect our business and ensure compliance with local laws, we must ensure every fine is cleared promptly. Please review how this complex administrative process affects you and note our updated policy regarding traffic violations below.

The Administrative Challenges We Face

- **Notification Delays:** The official traffic fine database lacks real-time consistency. While some infractions appear immediately, many are significantly delayed. As a result, **we may contact you regarding a traffic fine up to 30 days after your rental period has concluded.**
- **Strict In-Person Requirements:** Local authorities do not currently accept International Driving Permits (IDPs), ASEAN licenses, or online payments to clear camera fines. A valid Vietnamese driver's license must be presented in person at the specific local police station where the violation occurred.
- **Operational Delays:** Due to frequent system outages and complex bureaucratic procedures, resolving a single fine can require up to four separate visits, costing our team up to 16 hours of manual labor.

Residency Status & Fine Resolution

1. For Tourists and Short-Term Visitors

Because clearing a fine requires an extensive, multi-day in-person process at a local police station, it is practically impossible for short-term visitors to resolve citations independently. Therefore, **The Extra Mile will manage the resolution process on your behalf.** You will be responsible for the cost of the ticket plus the administrative labor fee outlined below.

2. For Residents (Expats with Residency Permits)

If you reside in Vietnam and hold a valid Vietnamese driver's license, **you have the option to resolve the fine yourself.** We will provide all the necessary vehicle documentation required by the authorities for you to clear it. Please note that if you encounter paperwork hurdles (which are common) and request that we resolve it on your behalf, we can do so for the administrative fees listed below. However, this is subject to staff availability, as we cannot accept point deductions that jeopardize our licenses.

Administrative Fee Structure

When a fine is issued during your rental period, we will contact you immediately with official proof of the infraction. Customers are fully responsible for the cost of the ticket itself, plus an **Administrative Labor Fee** to compensate for the extensive time and license risk involved:

Infraction Severity	License Points Deducted	Administrative Labor Fee
Standard Infraction	0 Points	1,500,000 VND
Minor / Moderate Infraction	1 to 2 Points	2,500,000 VND
Major / Severe Infraction	3 to 4 Points	4,000,000 VND

Crucial Note on License Points: Vietnamese driver's licenses operate on a strict 12-point system. Because our staff must use their personal Vietnamese licenses to clear these fines on your behalf, infractions carrying point deductions directly threaten our team's livelihood and legal ability to drive. This high professional risk is directly reflected in our tiered fee structure.

We position this policy out of necessity to navigate a rigid local administrative system. We kindly ask that you ride responsibly, adhere strictly to local speed limits, and follow all traffic signs to ensure a safe trip and avoid these costly penalties.

Thank you for your understanding and cooperation.

Sincerely,
The Extra Mile Team