



Simplifying Your Ride Requests

Your Guide to CTG AAR E-Hail

Learn how to effortlessly request rides using your subsidy with our step-by-step guide.

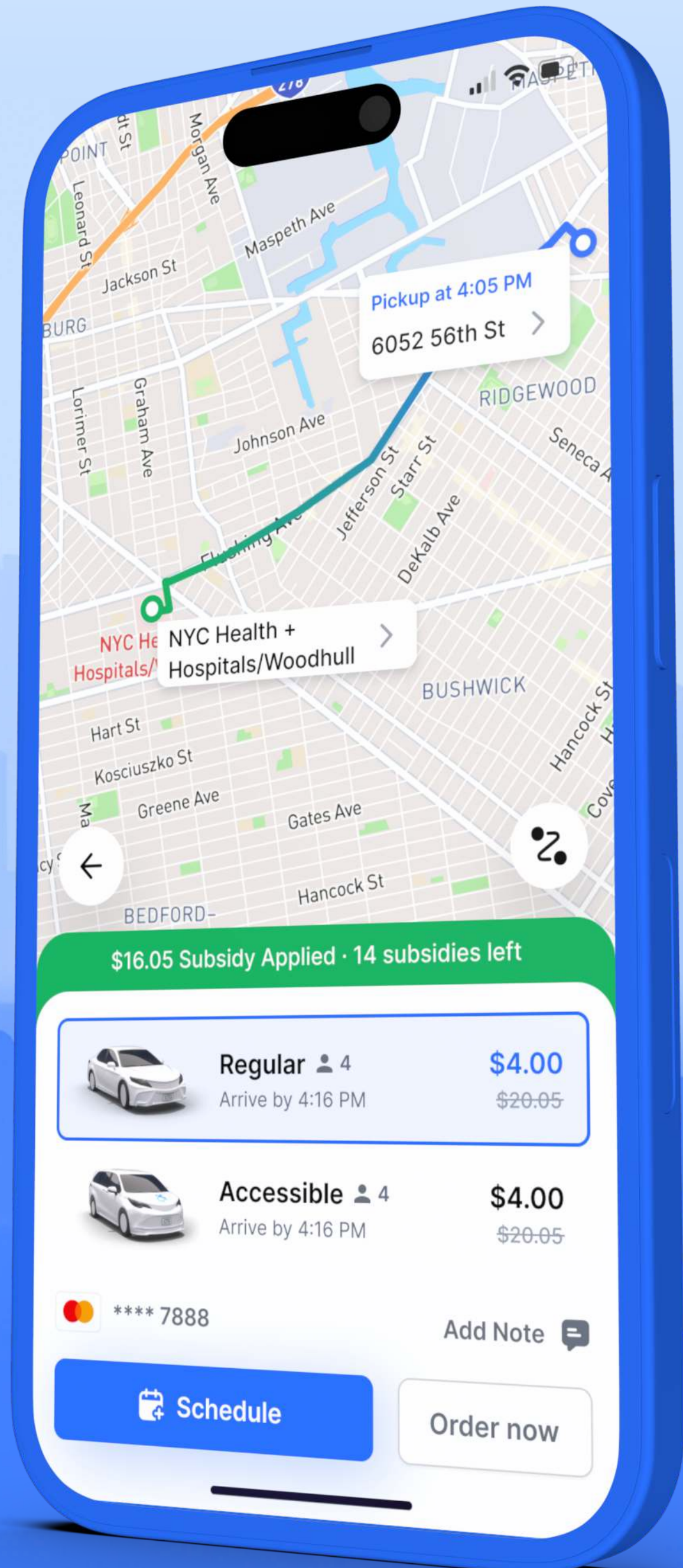
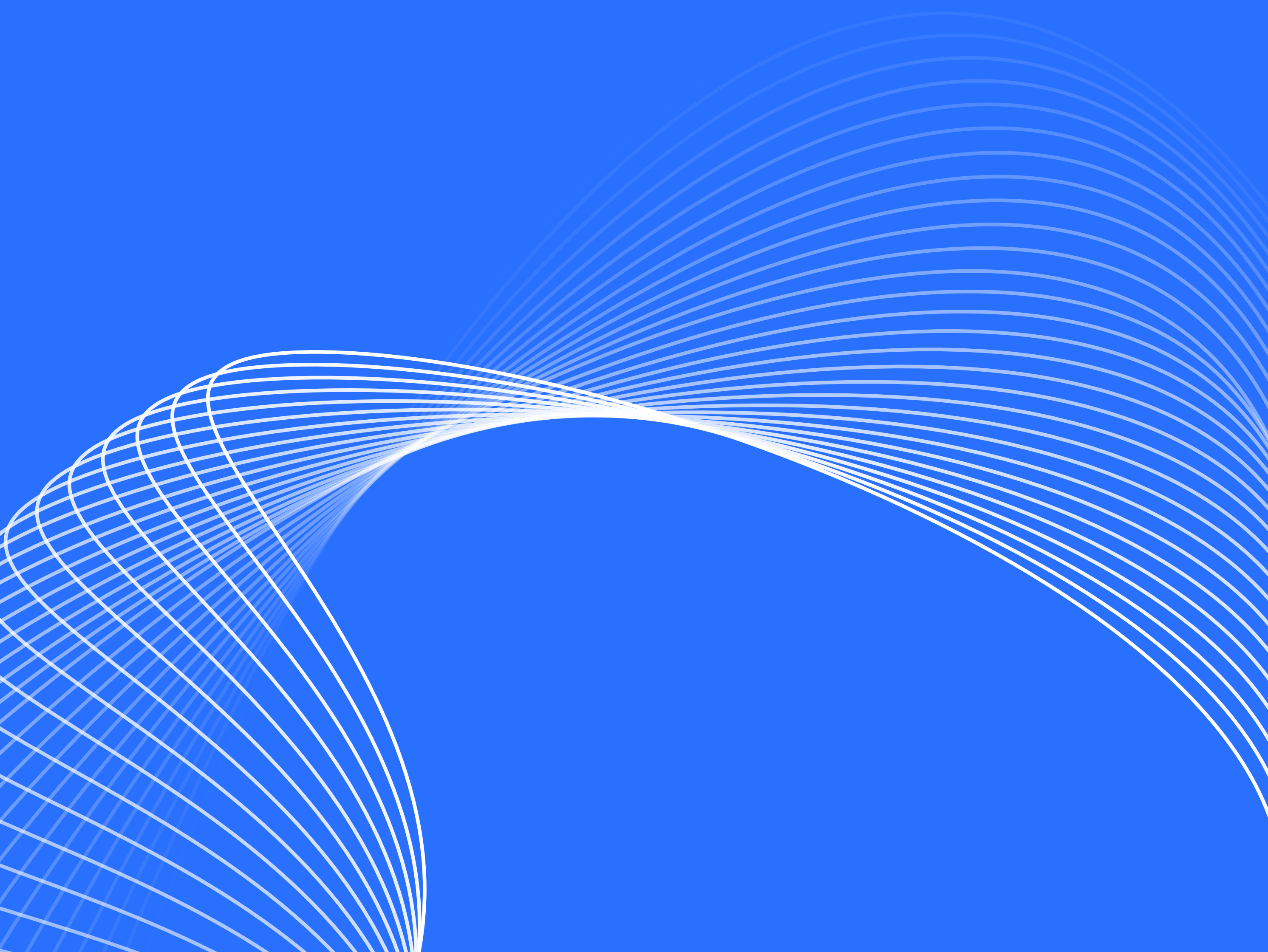


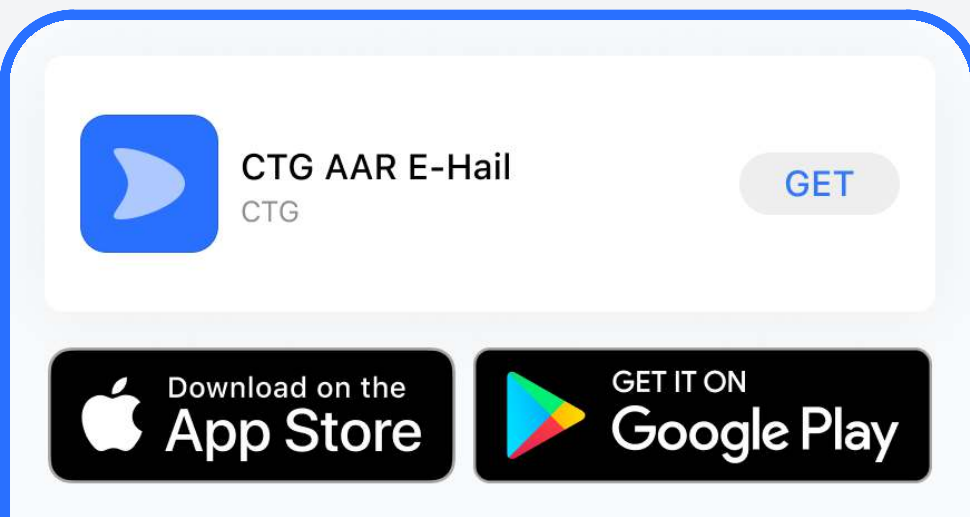
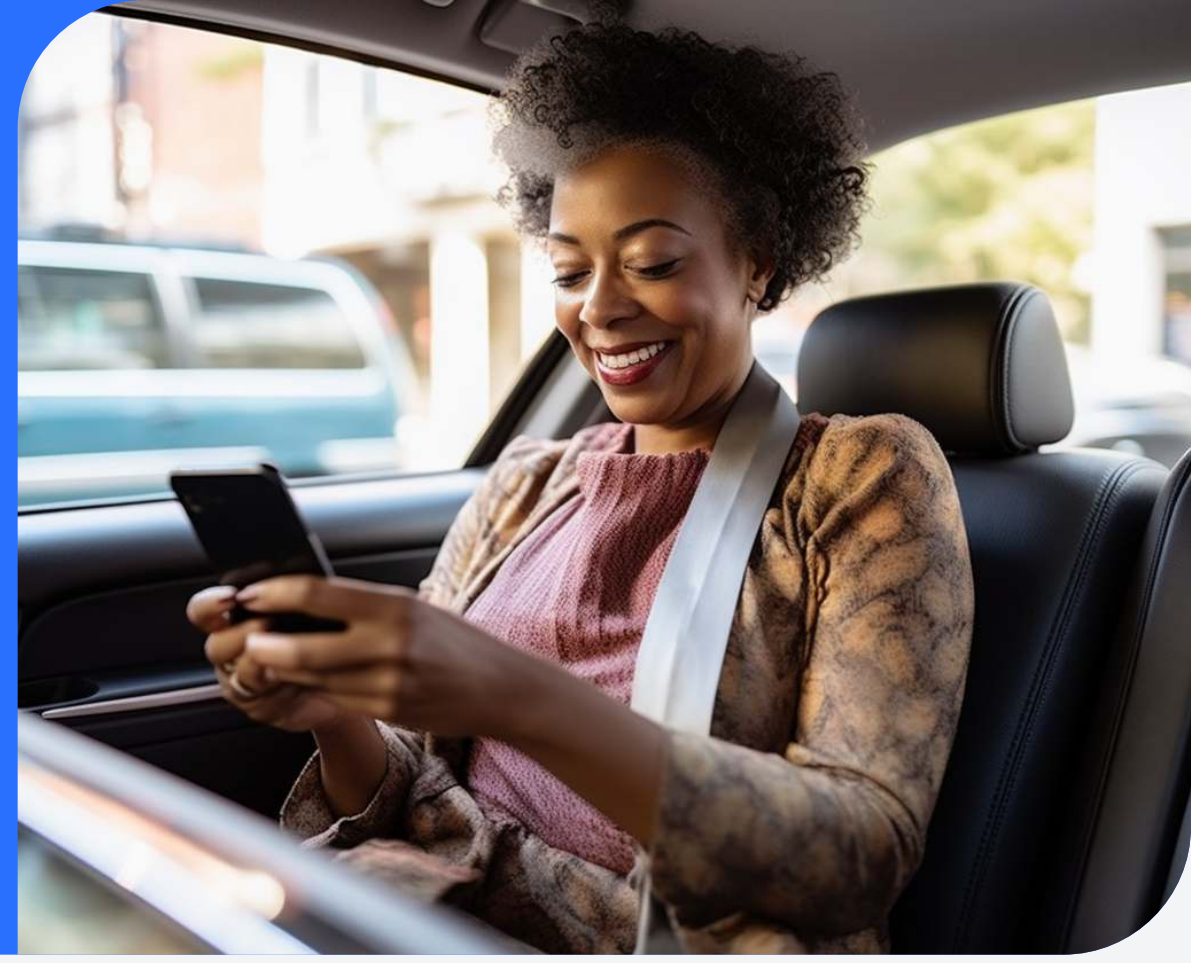
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How to use

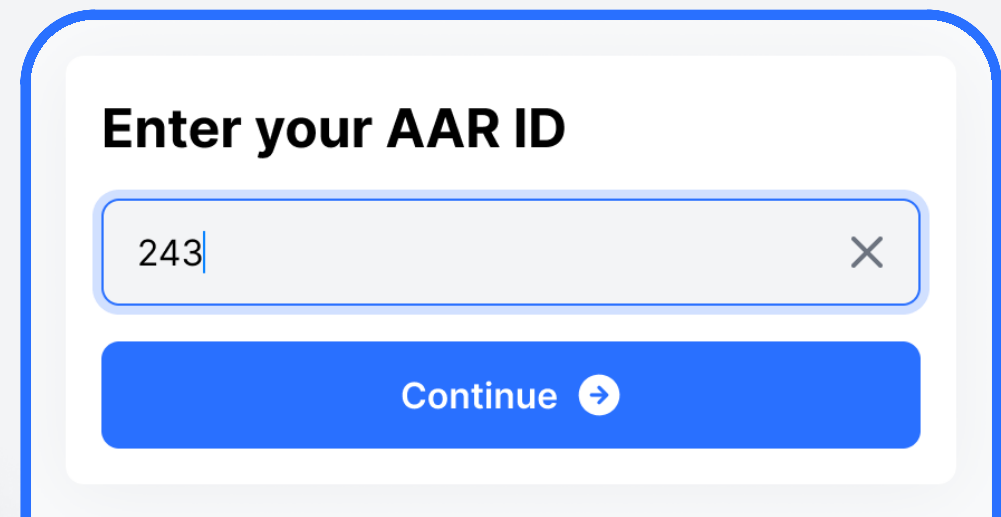
Accessing the AAR E-Hail Program



1

Download the App

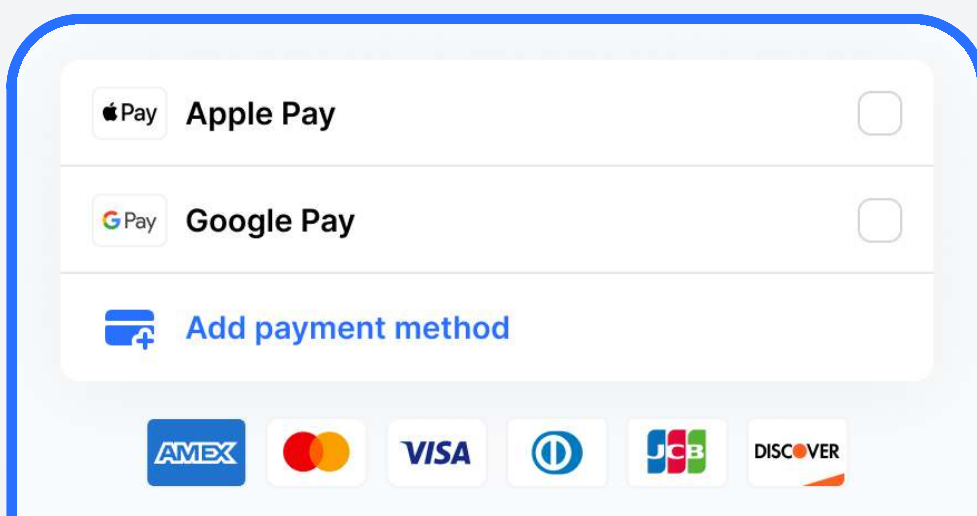
Download the CTG AAR E-Hail app from the App Store or Google Play Store on your smartphone.



2

Create a CTG Account

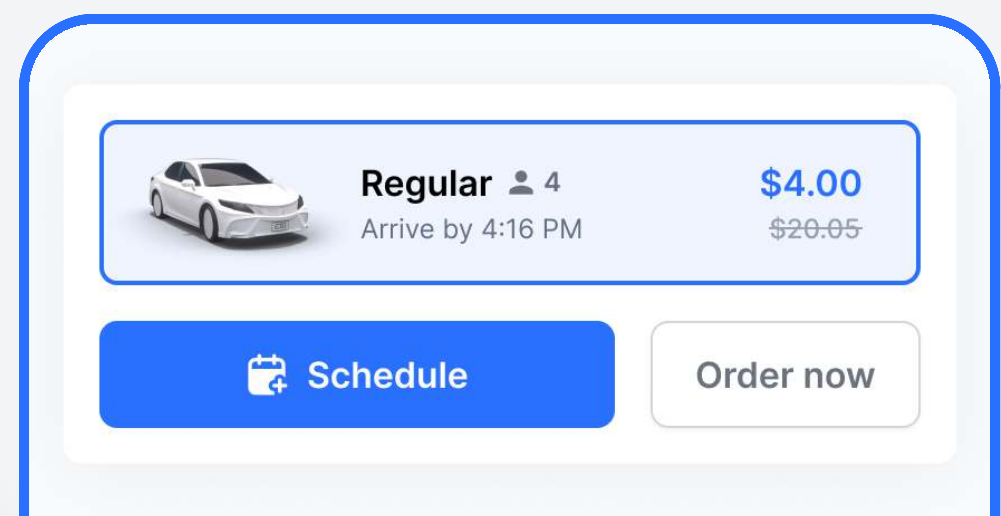
Open the CTG AAR E-Hail app & sign in using your AAR number & enter remaining information in your CTG E-Hail account.



3

Set Up Payment

Add a credit card, Apple Pay or Google Pay to cover the initial charge not included in your ride subsidy.



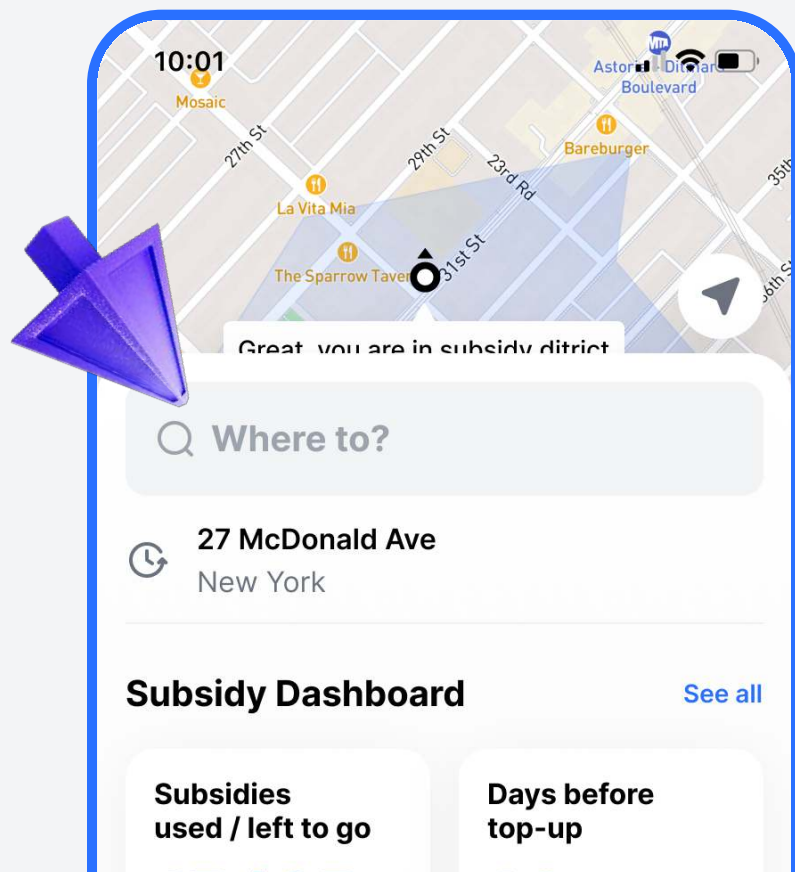
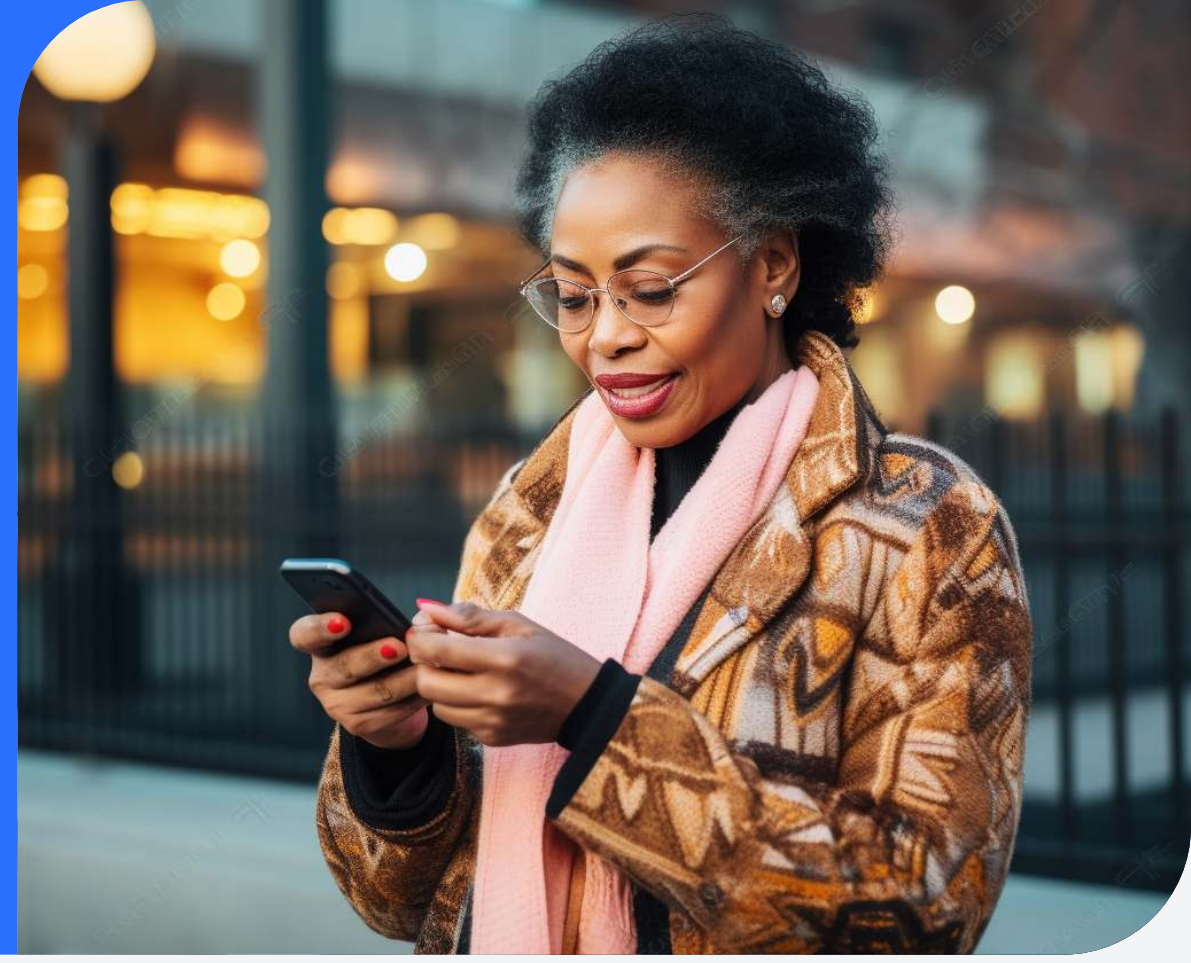
4

Request a Ride

You're all set! Start booking your rides through the CTG AAR E-Hail app.

How to request

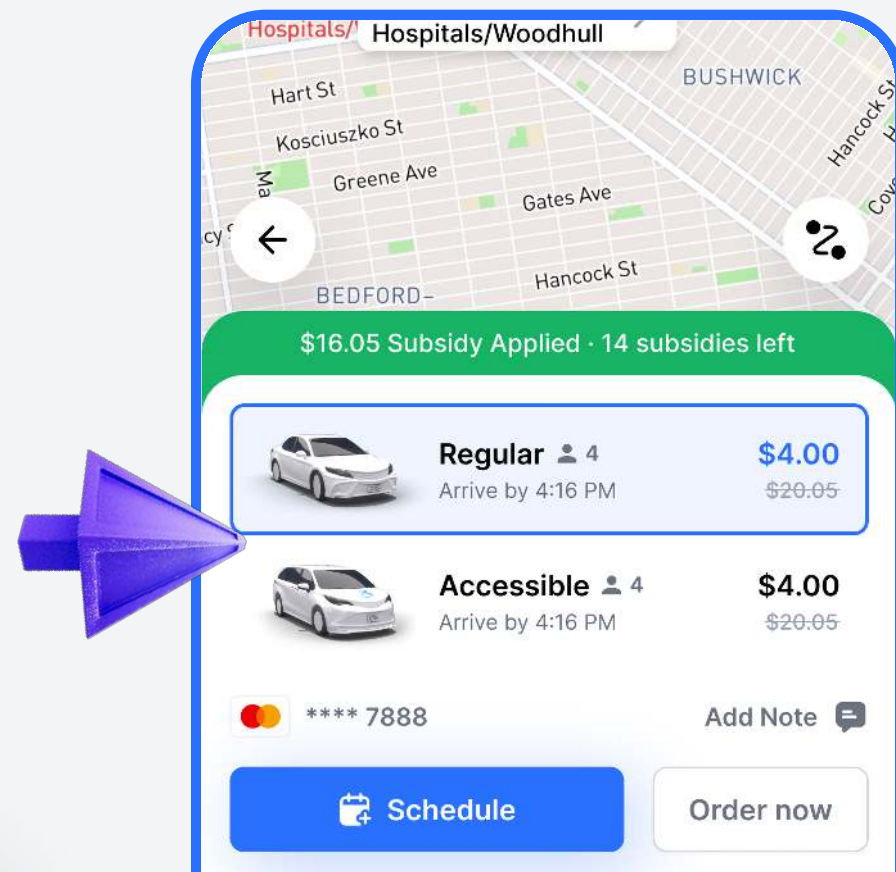
Ride with CTG AAR E-Hail in a Few Taps



1

Enter Destination

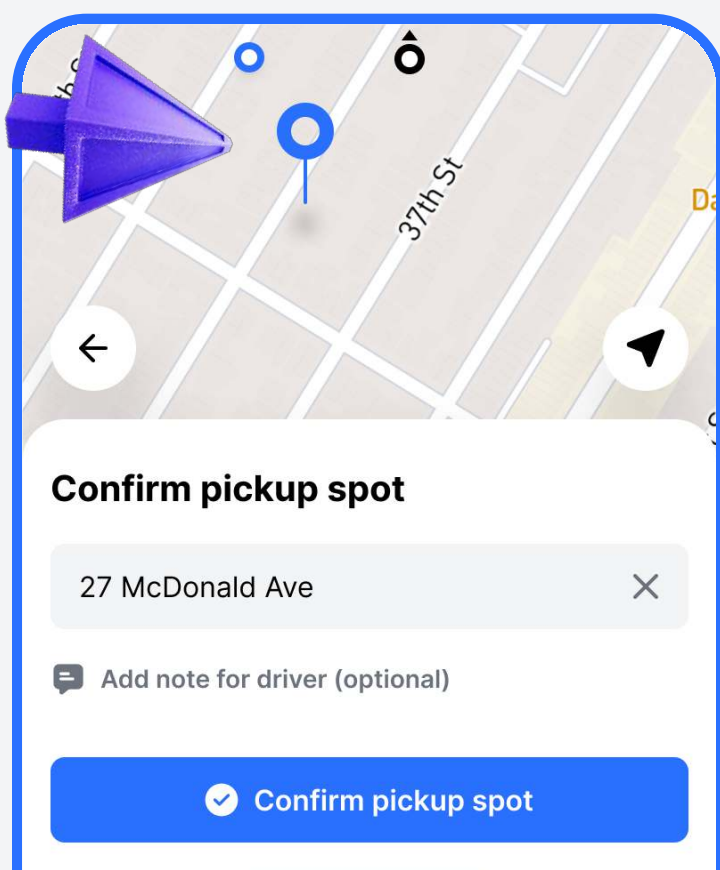
Tap on the "Where to?" box and type in your desired destination.



2

Choose Vehicle Type

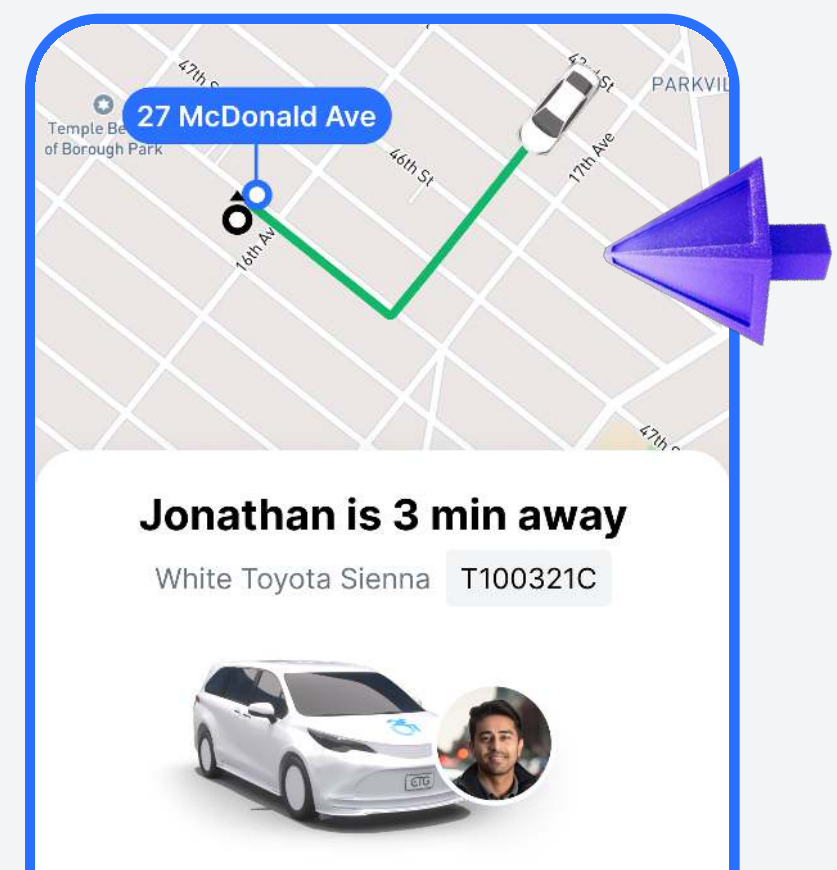
Select a regular car or an accessible vehicle based on your needs.



3

Confirm Pickup Location

App auto-suggests a pickup point based on your current location.



4

Track Your Driver

Post-confirmation, track your driver's location & ETA in real time on the map

Navigating Service Area & Subsidies

Understanding Your Ride Boundaries and Benefits

Service Area

Origin of Ride

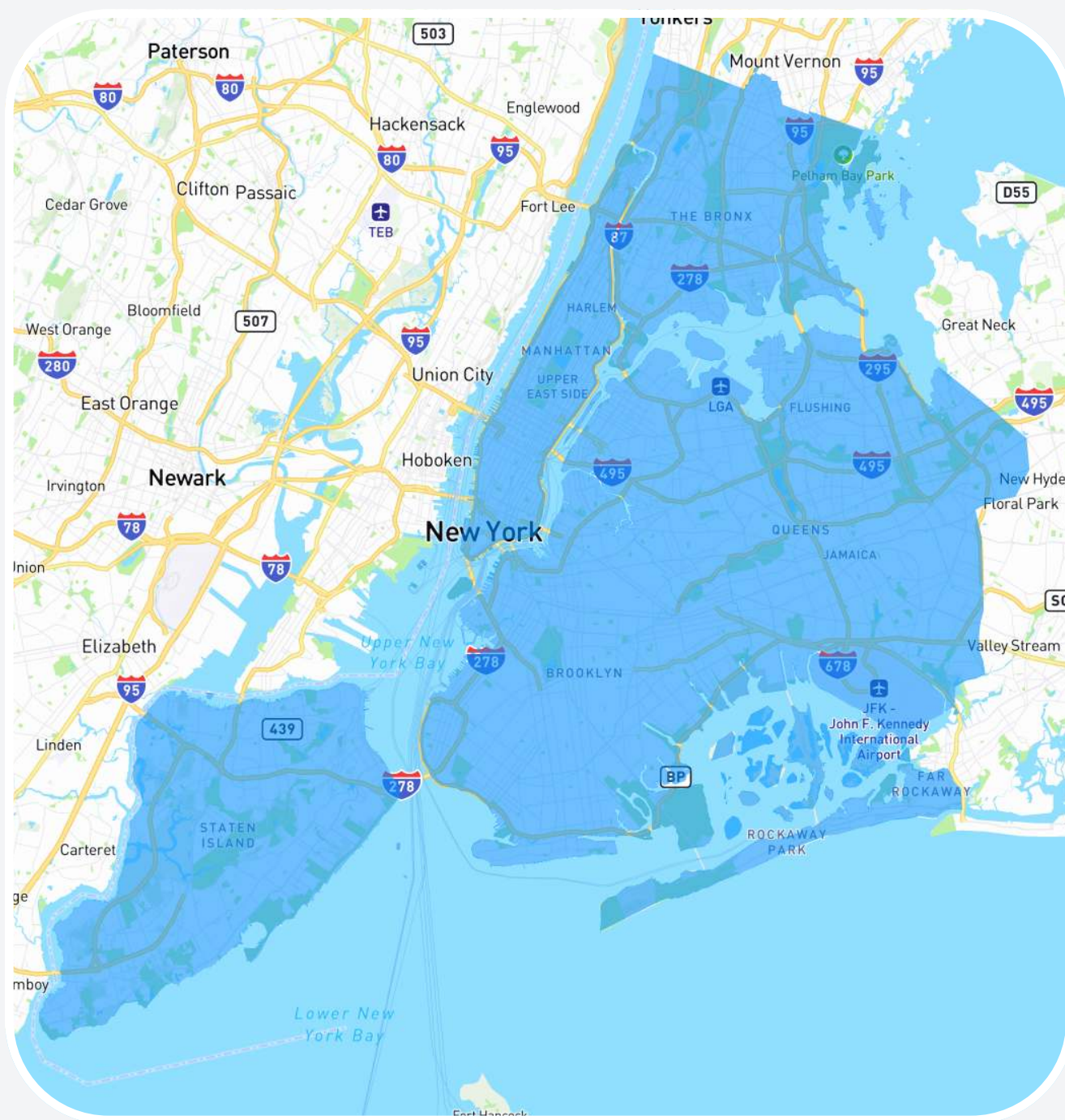
Your ride must start within the boundaries of the five boroughs of New York City.

Destination of Ride

Your ride must end within the boundaries of the five boroughs of New York City.



Remember, the CTG AAR E-Hail app is designed to serve you within these areas. Please ensure your pickup and drop-off locations fall within these boundaries.



Subsidy Dashboard

25 subsidies left

Days before top-up 31

Max subsidy amount per ride \$21
Minimum Co-Pay is \$4

Subsidies Used 15
Total subsidies used this month

Subsidies Remaining 25
Total subsidies remaining this month

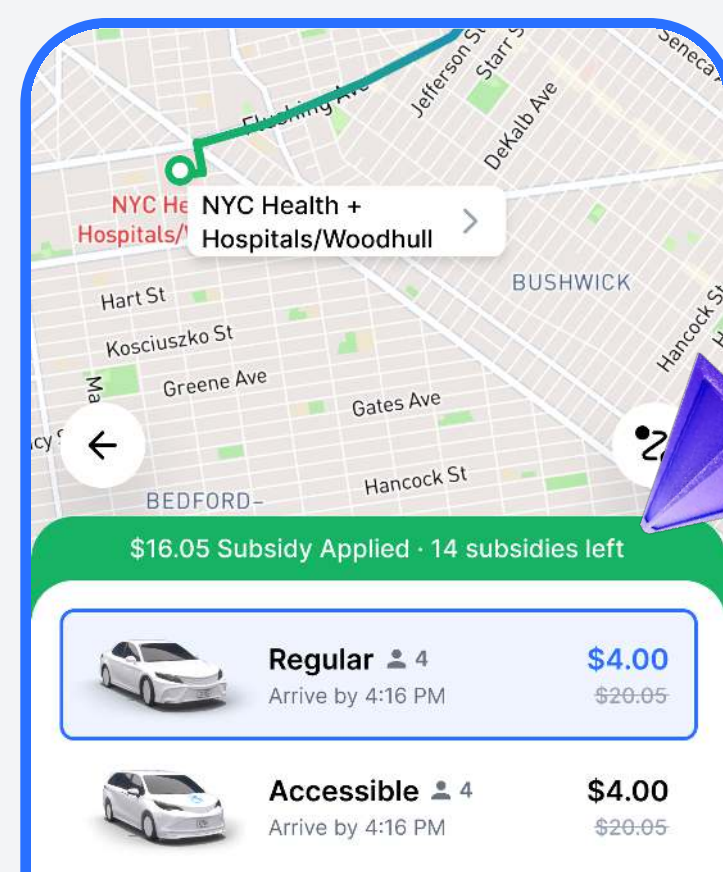
Subsidy Dashboard

Monitor your subsidy usage and understand your balance with our intuitive dashboard

Track Your Subsidy Usage

Pre-ride Subsidy Info

Know your remaining subsidies before each ride for better planning and budgeting.



Call & Book

Effortlessly schedule your rides without the app



1

Dial Our Number

Reach out to our dedicated 24/7 call center at **(646) 871-2959**. Our friendly agents are always ready to assist you.

2

Provide Your Details

Share your member ID for program enrollment verification, your pickup and drop-off locations, desired time of travel, and any special requirements you might have.

3

Confirm Your Booking

Our agent will confirm the details of your ride, including the estimated arrival time and fare. You'll also need to provide a form of payment to cover any co-pays not included in your ride subsidy.

4

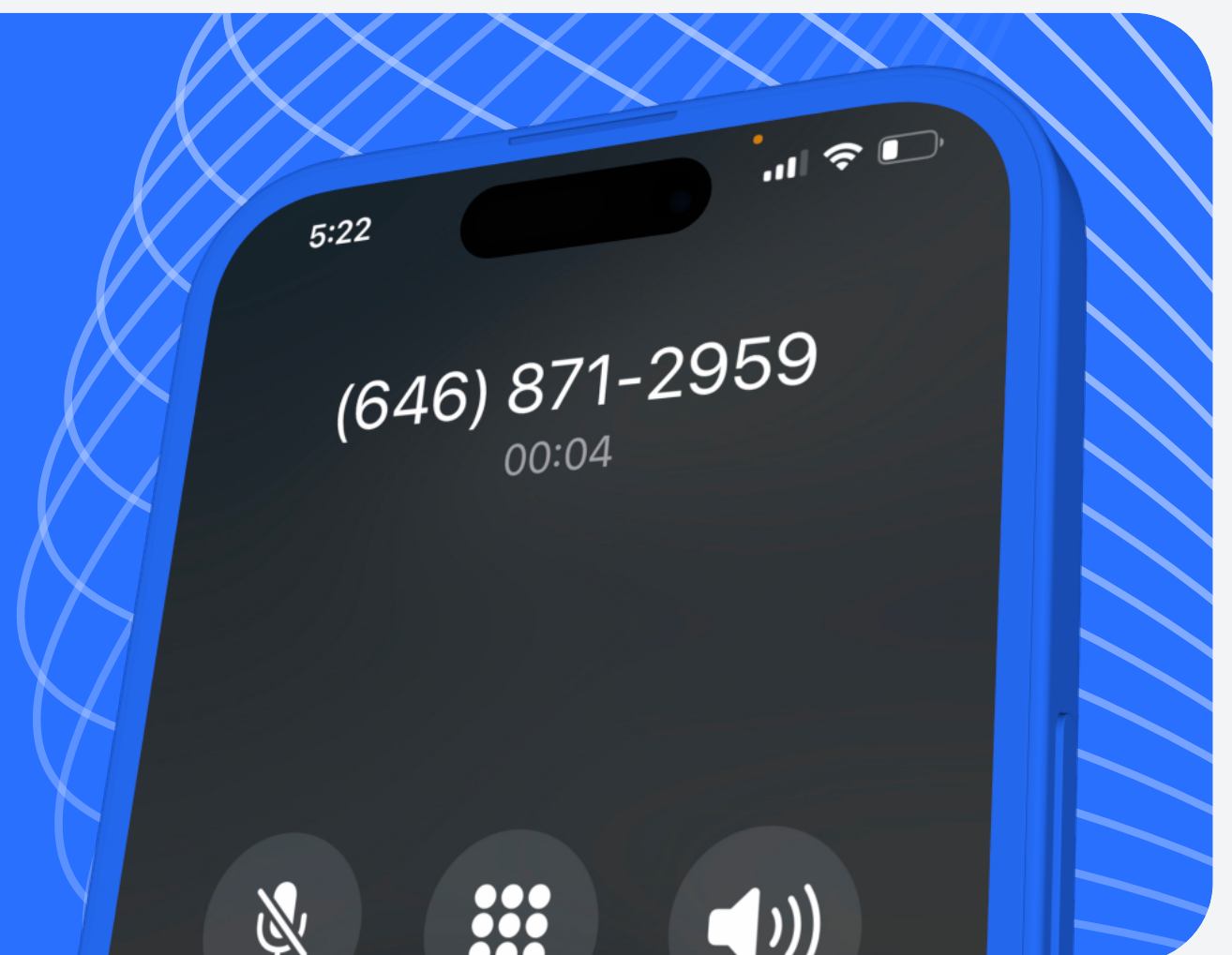
Track Your Ride

Even without the app, our agents can keep you updated on the status of your ride and the estimated time of arrival.

(646) 871-2959


CTG AAR E-Hail Call Center

Remember, our call center is available 24/7 to ensure you can always book a ride, anytime, anywhere.



Get Help

When You Need It

 **(646) 871-2959**

24/7 support



Subsidy & Eligibility Queries

For questions related to your subsidies or account eligibility, please contact AAR.



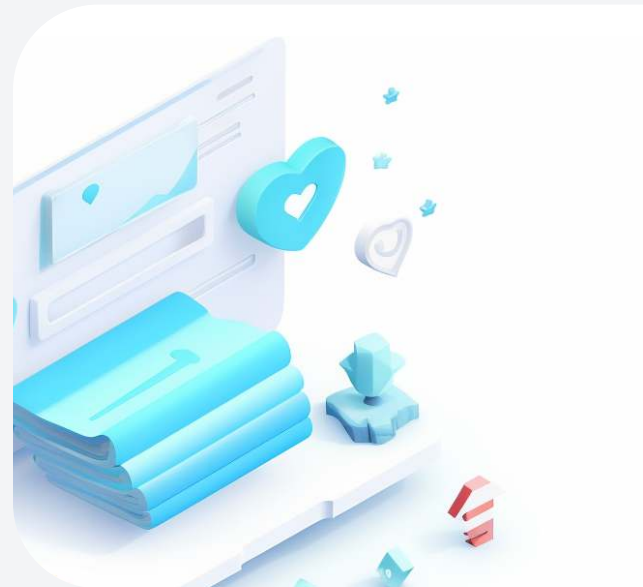
Lost & Found

Misplaced an item during your ride? Our 24/7 call center can coordinate with the driver to return it, or you can stop by our office to pick it up. We can also mail it to you if needed.



App & CTG E-Hail Account Support

If you're experiencing issues with signing up, or have any questions about the CTG AAR E-Hail app or your account, don't hesitate to contact CTG.



Feedback & Recommendations

We value your input! To make a complaint, comment, or service recommendation, please email us at feedback@ctgehail.com.