

DriveEdge — Emergency Protocol

This protocol covers three situations that every Uber driver will face — some today, some eventually.

The first is deactivation. Under DPWRA S.O. 2022 c.7 — in force July 1, 2025 — Uber is legally required to provide two weeks written notice and a reason before removing access for 24 hours or more. In practice, many drivers report immediate deactivation with no prior warning. Whether or not you received notice, the three steps in this protocol are the only official tools available to contest it — and almost no driver knows all three exist.

The second and third are not emergencies — they are daily realities. Your cancellation rate and your rating are the two metrics that the platform watches most closely. How you handle each one, every shift, determines whether your account stays healthy or accumulates the kind of history that eventually leads to the first situation.

Read all three sections. The deactivation protocol is for the day you need it. The cancellation and rating sections are for right now.

YOUR ACCOUNT HAS BEEN DEACTIVATED. HERE IS EXACTLY WHAT TO DO — RIGHT NOW.

Most drivers panic. They wait. They hope it resolves itself. It doesn't.

You have 90 days from the moment of deactivation. Three escalation paths exist. Use all three simultaneously — not one after another. Almost no driver uses any of them — because nobody told them these tools exist. Until now.

| STEP 1 — Uber Internal Appeal

Do this first. Immediately.

1. Open your deactivation notice in the Uber Driver app
2. Tap 'Appeal'
3. Upload your evidence — dashcam footage, screenshots, documentation
4. Submit and monitor the Review Centre in your app for updates

Official page: help.uber.com → search 'Appeal process: my account has been deactivated'

 **Timeline:** Official response: 7 working days. With strong dashcam evidence — sometimes 2-3 days. Complex cases — up to 14 days.

 **Critical:** Do not contact general Uber support — only the Review Centre in your Driver app shows appeal status.

| STEP 2 — UFCW Canada (Free Union Representation)

Free for all Uber drivers in Canada. Start simultaneously with Step 1.

Website: uber.ufcw.ca/en/driver-resources/get-info-help

Contact: text message through the website contact form

Cost: completely FREE

 **Timeline:** First response: 24-48 hours. Full case resolution: 2-4 weeks.

 **Deadline: 90 days from deactivation. Do not wait.**

| STEP 3 — Ontario Ministry of Labour (DPWRA)

Legal recourse under Digital Platform Workers' Rights Act (S.O. 2022, c.7), in force July 1, 2025.

Phone: **1-800-531-5551** (free)

Online: ontario.ca → Employment Standards Claim Portal

OLRB: olrb.gov.on.ca → Form A-153 (within 30 days of Ministry decision)

 **Timeline:** Ministry review: several weeks to months. OLRB appeal: additional 1-3 months.

Uber faces fines of \$15,000–\$500,000 for DPWRA violations.

! KEY RULE: Use all three steps simultaneously — not one after another. Parallel action maximises your chances and protects the 90-day window.

Metric	Number
Total cases filed with Uber Canada	5,128 drivers
Cases with positive outcome	1,414 drivers
Drivers fully reactivated on platform	1,159 drivers
Account issues resolved (other)	255 drivers
Drivers who support the agreement	85%

Legal References — Verified Sources

Ontario Legislation:

— Digital Platform Workers' Rights Act (DPWRA), S.O. 2022, c.7 — in force July 1, 2025

[Full text: ontario.ca/laws/statute/22d07](https://ontario.ca/laws/statute/22d07)

— Ontario Employment Standards Act, S.O. 2000, c.41 — minimum standards for all workers

— Ontario Labour Relations Act, S.O. 1995, c.1 — governs OLRB jurisdiction

Uber Canada Platform Rules:

— Uber Canada Community Guidelines — defines grounds for deactivation

uber.com/ca/en/drive/driver-app/community-guidelines

— Uber Canada Deactivation Policy — appeal process and timelines

help.uber.com → 'Appeal process: my account has been deactivated'

— Uber Canada Driver Terms of Use — your contractual rights on the platform

UFCW Canada Agreement:

— Uber Canada and UFCW Canada National Agreement, January 2022 — gives all Canadian Uber drivers the right to free union representation in deactivation disputes

uber.ufcw.ca/en/driver-resources/get-info-help

— Four-Year Milestone Report, March 2026 — official statistics on reactivations

uber.com/ca/en/newsroom/uber-ufcw-four-year-milestone

! Important Warning — Third-Party Scams:

If your account has been deactivated, you may encounter individuals or Telegram channels offering to reactivate your account for a fee. This is a scam — without exception.

— No private individual, Telegram channel, or third-party service has the ability to reactivate an Uber account

- Uber account decisions are made exclusively by Uber's internal review team
- Anyone claiming otherwise — regardless of what they promise or how convincing they appear — is taking your money and providing nothing in return
- Only the three official channels listed in this protocol are legitimate: Uber's internal appeal, UFCW Canada, and the Ontario Ministry of Labour

Do not pay anyone outside these three channels. Do not share your account credentials with anyone. Do not respond to unsolicited offers of help with deactivation.

Where these scams appear most often:

These offers appear regularly inside Uber driver groups on Telegram and WhatsApp — posted by accounts claiming they have connections inside Uber or a method to restore access. They do not. These posts are fraudulent advertisements targeting drivers at their most vulnerable moment.

Uber accounts are restored only through one path: the official internal appeal process described in Step 1. There is no back channel, no shortcut, and no person outside Uber who can influence that decision. Anyone claiming otherwise is lying.

Personal recommendation:

If you see this type of advertisement in a driver group — ignore it completely. Do not engage, do not ask questions, do not click any links. Report the post to the group administrator directly and ask them to remove it. These posts mislead other drivers who may be in a desperate situation and do not know better. Removing them from the group is a service to every other driver in it.

⚠ No Guarantee of Reactivation:

Following this protocol gives you the best available official chance to contest a deactivation. It does not guarantee that your account will be returned. According to the official UFCW Canada Four-Year Milestone Report (March 2026): 5,128 drivers filed cases, 1,414 received a positive outcome, and 1,159 regained access to the platform. That is approximately 23% of all cases filed. This is a real chance — not a certainty.

Bonus 1 — How to Cancel Safely Without Damaging Your Account

Cancellations are one of the most misunderstood and feared areas of platform driving. Most drivers either cancel too early and damage their cancellation rate — or avoid cancelling at all and waste time waiting for a passenger who will never show up. Here is what the platform actually measures and what protects you.

Official grace periods after arrival at pickup:

Every trip type has a wait window. If you cancel after this period expires, the system automatically records it as a passenger no-show — not a driver-initiated cancellation. This distinction is critical for your statistics:

- **UberX / UberXL: 5 minutes after arrival**
- **Comfort: 10 minutes after arrival**

— **Black / SUV: 15 minutes after arrival**

— Reserve trips: separate rules — always check the app before cancelling

What to do while you wait:

Do not sit silently. Call or message the passenger through the app immediately after arriving. This creates a visible, timestamped record that you made a genuine effort to complete the trip. A driver who actively tried to reach the passenger and then cancelled after the grace period is in a completely different position than one who silently cancelled at 3 minutes.

If the passenger does not respond and the grace period expires — cancel and select the reason from the built-in menu. Never just press cancel. The reason you select becomes part of the documented record.

When cancelling is always safe — zero impact on your rate:

- No car seat for a young child — select this reason explicitly
- Unaccompanied minor — no Uber Teens designation visible
- Passenger intoxicated or creating an unsafe situation
- Passenger not at the location after the grace period
- Safety concern of any kind — always document immediately after

What the algorithm actually tracks:

The platform does not punish individual cancellations. It tracks patterns — frequency, timing, and whether reasons are documented. A cancellation rate of 3-5% is generally considered safe. What triggers reviews is not the number but the pattern: cancelling always at the same time interval, never selecting a reason, or cancelling immediately after seeing a low-rated passenger profile.

Wait for the grace period. Contact the passenger while you wait. Always select a cancellation reason from the menu. These three habits keep your rate clean and create a paper trail that protects you in any dispute. → Full breakdown: Cancellation Rules guide — drive-edge.com

Bonus 2 — How to Protect Your Rating When Passengers Give Unfair Stars

A 1-star rating from a difficult or intoxicated passenger feels like a personal attack. The math is more forgiving than most drivers realize. Uber calculates your rating based on your last 500 rated trips. One unfair 1-star moves your average by approximately 0.008 points. It stings — but it does not define you or threaten your account on its own.

What actually moves your rating — in either direction — is patterns across many trips. Understanding what creates those patterns is more valuable than worrying about individual ratings.

What consistently damages ratings — from personal experience across 17,000+ trips:

— Sudden braking and sharp acceleration. Passengers feel this in their body immediately. It is the single most common cause of silent low ratings where the passenger says nothing but rates 3 or 4 stars.

— Not reading the passenger in the first 30 seconds. Some people want conversation, most want silence. Getting this wrong creates discomfort that translates directly to a lower rating.

— A dirty or smelly vehicle. This is entirely within your control and is one of the most avoidable sources of low ratings. Five minutes at the start of every shift.

— Not helping with luggage. Getting out and assisting — even with one bag — is the single most reliable way to earn both a 5-star rating and a tip on the same trip. Most drivers do not do this. That is your advantage.

— Speeding or aggressive driving. Passengers notice. Even if they don't say anything, it affects how safe they feel and therefore how they rate.

What protects your rating:

Smooth and consistent driving. A clean vehicle at the start of every shift. Reading whether the passenger wants interaction. Helping with luggage without being asked. Knowing the route — or at minimum explaining the navigation choice before the trip starts to avoid complaints mid-ride.

When you receive a rating you believe is false or retaliatory:

Act within 30 minutes. Go to your Earnings tab, find the trip, tap Help, select Feedback about rider, and describe factually what happened. Do not use emotional language. State only what occurred: what the passenger did or said, whether dashcam footage exists, and that you believe the rating was retaliatory.

One documented complaint filed immediately after an incident creates a record that protects your account from any counter-complaint the passenger may already have submitted. The timing matters — a complaint filed 3 days later carries significantly less weight than one filed within the hour.

One important note on the 5.0 passenger myth:

A perfect 5.0 passenger rating does not mean the passenger will behave perfectly. Ratings reset. Passengers rate drivers but rarely receive consequences for their own behaviour. A high passenger rating means they have not been formally reported — not that they are guaranteed to be easy. Read every passenger from the moment they get in, regardless of their rating.

***Your rating is built across 500 trips — one bad review does not break it. Build the pattern: smooth driving, clean vehicle, read the passenger, help with luggage. When something goes wrong — document it within 30 minutes through the app. Timing and documentation are what protects you.
→ Full breakdown: Rating Maintenance guide — drive-edge.com***

This is the emergency protocol.

The full Account Protection Guide goes much further.

Inside the complete guide (\$24.99 CAD):

- ✓ How Uber's deactivation algorithm actually works — what it tracks, what triggers a review, and what puts you on a list you don't know exists
- ✓ How to respond to a complaint in the first 30 minutes — the exact tone, the exact words, before it becomes something you cannot reverse
- ✓ The passenger rating filter setting that prevents most complaints before they happen
- ✓ Dashcam strategy: how one 30-minute recording closed a false complaint that should have ended a career
- ✓ Pre-planned passenger aggression: how to recognise it, what it looks like, and the exact protocol that protects your account
- ✓ 4 real stories from 17,000 trips — including 15,000 trips lost in one day, a scam phone call at 2am, and a discrimination complaint closed by footage in 30 minutes
- ✓ What happens to your earnings when your account is frozen — and how to protect them
- ✓ Your full legal rights under DPWRA 2025 — the law Uber doesn't advertise
- ✓ The 90-day reactivation window — and what actually works when all else fails

Get the full Account Protection Guide:

drive-edge.com

Telegram: @DriveEdgeBot

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