

The number of Grab switchboards calls GrabBike, GrabCar

Grab's hotline number helps us quickly call motorbike taxis and Grab taxi, while booking via Grab app.

Online Grab call service is now popular in all provinces and cities, becoming one of our most popular car calling services. It's not too complicated to call yourself a GrabBike or a GrabCar when users can call the car via the Grab app installed on the phone, or call directly via Grab operator. Calling a car via the hotline Grab is somewhat simpler, when users don't need to locate, don't need to use WiFi or 3G, just call the operator to set up the car. The following article will summarize Grab call numbers and access numbers for other necessary Grab services.

1. How to use Grab Call to GrabCar
2. Instructions on how to use Grab to call GrabBike
3. How to call cars online on GrabShare
4. How to find Grab trips with invoices

Number of Hotline GrabTaxi, GrabBike, Grabcar

When there is no Grab app, or want to get in touch quickly to Grab car, users can contact the switchboard numbers below, apply in Hanoi, Ho Chi Minh City and Da Nang.

1. Phone number for Grab operator: (024) / (028) 3862 0808.
2. Or switchboard number: 19001975.
3. Call the alternate operator number: 1900,633,729 (when overloaded).

Grab operator deployed 2 phone numbers for customer care support for Grab partners and operates 24/24, all days of the week. 2 numbers of this switchboard receive and support all calls regarding issues related to services such as Grabbike / GrabExpress (delivery) and Grabbike Premium applied in HCMC.

1. Number of switchboards in HCMC: (028) 7108 7108
2. Telephone number in Hanoi: (024) 7108 7108



Partner press the phone number corresponding to the city and press 1 to select the instruction in Vietnamese. Click on 1 to select support for Partner, Customer press 2.

Continue to press the keys below to select support services.

1. Want support for GrabCar service, press 1.
2. Want support Grabbike service press 2.
3. Want support service GrabExpress press 3.
4. Want support for Grabtaxi service, press 4.

Press 1 again to meet the operator.

Note to users , when you place Grab car through the switchboard number, you will not know the price, as well as find the driver position closest to you. In case of using Grab hotline number, it is only applicable when you do not have an application, having problems with WiFi or 3G but want to grab Grab car quickly.



For those who use Grab application, you can **refer to the latest GrabBike fee** updated from February 24, 2019 in the table below.

For Ho Chi Minh City and the southern provinces (from Hue and Da Nang onwards).

Minimum charge rate 2km First charge per next kilometer Rate by travel time (after 2km of the first) How to

calculate the current price 12,000 VND 3,800 VND / km 0 VND / minute **Calculation of new rates** 12,000 VND 3,400 VND / km **VND 300 / minute**

For Hanoi and the northern provinces.

Minimum charge rate 2km First charge per next kilometer Rate by travel time (after 2km of the first) How to calculate current price 12,000 VND 3,800 / km 0 VND / minute **How to calculate a new price** 12,000 VND 3,500 VND / km **VND 350 / minute**

Table of GrabCar rates in different provinces, please read below.

1. GrabCar rate table in Ho Chi Minh

4-seat GrabCar cost Ho Chi Minh Minimum price **25,000** VND / 2 km First Price per km **9,000** VND / km Price per minute 300 VND / minute **7-seat GrabCar cost Ho Chi Minh City** Minimum price 30,000 VND / 2 km first Price per km 11,000 VND / km Price per minute 300 VND / minute **GrabCar Plus HCM cost** Minimum price 30,000 VND / 2 km first Price per km 11,500 VND / km Price per minute 500 VND / minute

2. Table of GrabCar rates in Hanoi

GrabCar cost 4 seats Hanoi Minimum price 25,000 VND / 2 km first Price per km 8,500 VND / km Cost per minute 400 VND / minute **GrabCar cost 7 seats Hanoi** Minimum price 30,000 VND / 2 km first Price per km 10,000 VND / km Price per minute 1,000 VND / minute **GrabCar Plus Hanoi cost** Minimum price 30,000 VND / 2 km first Price per km 10,000 VND / km Price per minute 500 VND / minute

3. GrabCar rate list in Da Nang

4-seat GrabCar cost Da Nang Minimum price VND 22,000 / 2 km Price per km VND 11,000 / km Price per minute VND 400 / minute **Grabcar 7-seat cost Da Nang** Minimum price VND 30,000 / 2 km first Price per km VND 13,000 / km + 800? / minute Price per minute VND 800 / minute **GrabCar Plus Danang cost** Minimum price VND 30,000 / 2 km First Price per km VND 13,000 / km Price per minute VND 800 / minute

4. Table of GrabCar rates in Quang Ninh

4-seat GrabCar cost Da Nang Minimum price **VND 25,000** / 2 km Price per km **VND 9,000** / km Price per VND 300 per minute

5. Table of GrabCar rates in Khanh Hoa

GrabCar 4-seat cost Khanh Hoa Minimum price **22,000 VND** / 2 km First price per km 12,000 VND / km Cost per minute 500 VND / minute **GrabCar cost 7 seats Khanh Hoa** Minimum price 30,000 VND / 2 km first Price per km **14,000** VND / km Price per minute 800VND / minute

The surcharge includes:

1. Road tolls, airport fees.
2. Changing the route will calculate a surcharge of 30,000 VND / stop, within 5km, maximum application for 3 stops.
3. From 10.07.2017, a surcharge of 20,000VND is applied when traveling during 23h - 5am. (HCMC & Hanoi).

4. From 14.11.2017, a surcharge of 10,000VND will be applied when traveling in 23h - 5am (Da Nang).

Hope this article is useful to you!

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