



Event Cards

Customer Deck

1. **Driver Rating Issues:** A customer is frustrated because they received poor service but feel uncomfortable giving a bad rating, fearing negative consequences for the driver.
 - a. **Effect: Customer loses 1 mood, Worker loses 1 trust as customers silently harbor dissatisfaction.**
2. **Customer Loyalty Rewards Introduced:** The Platform introduces a new loyalty program offering discounts to frequent customers.
 - a. **Effect: Customer gains 1 mood, Platform gains 1 trust.**
3. **Surge Pricing Outrage:** A large event leads to surge pricing, angering many customers.
 - a. **Effect: Customer loses 1 mood, Platform gains 1 mood.**
4. **Driver Misconduct:** A customer complains about a driver's rude behavior, leading to public outcry.
 - a. **Effect: Customer loses 1 mood, Worker loses 1 trust.**
5. **Service Delays Due to Driver Strike:** Workers go on strike, delaying rides for hours.
 - a. **Effect: Customer loses 1 mood.**
6. **Safety Concerns Addressed:** A new safety feature, mandated by the regulator, improves ride security.
 - a. **Effect: Platform gains 1 trust from customer for safer rides.**
7. **Fare Cap Implemented:** Regulator enforces a maximum fare cap, lowering the cost of rides.
 - a. **Effect: Customer gains 1 mood, Platform loses 1 mood.**
8. **Driver Insists on Taking Trip Offline:** Customer is in a hurry to catch a flight and driver wants to take the trip offline to avoid paying commission.
 - a. **Effect: Worker gains 1 mood, customer loses 1 mood as they feel unsafe taking the trip offline.**
9. **Data Leak:** Credit card details, names, addresses and trip details leaked for thousands of customers
 - a. **Effect: Customer loses 2 mood points, Platform loses 2 trust points**
10. **Survey Shows Poor Working Conditions for Drivers:** Ethically minded customer makes a decision to boycott the platform
 - a. **Effect: Platform loses 1 trust point.**