

From: [REDACTED]
To: [Tollroads](#)
Subject: Tolls
Date: Wednesday, 27 June 2018 6:16:22 PM

Hi there,

I wish to raise issues that I have had with the two toll operators in the south east. Issues have related to changing their user agreements and product disclosure with out notice to tag holders and or account holders, and the responsibility of the toll operators when tags do not react with the over head hard ware.

I have had in the past a very hard time getting a copy of the product disclosure statement from a toll company and the contractor phone personal where abusive and rude when I ask for a paper copy. I ask why the changes had occurred and was not given any reasons and I ask why I wasn't I formed via letter to indicate these changes and again no answer. When I was on the auto pay system it deducted monies from my account even though I wasn't near the auto top up level. I ask to be reimbursed bit was told that wasn't possible and I had to keep the credit on my account. I found this appalling as I needed the money to pay other bills.

The options when their hardware fails to read their tag in my car also needs to have the onus put back onto the company. The fees they charge for a computer system to match my rego to their data base is stupidly expensive. Feel this is a scan tonrip off consumers of their hard earned cash.

Thank you for your time
Chris Smithies

[REDACTED]

[REDACTED]