

**From:** [REDACTED]  
**To:** [Tollroads](#)  
**Subject:** LNP Enquiry into toll fees  
**Date:** Sunday, 1 July 2018 3:52:54 PM

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As an aged pensioner and new to Brisbane, I find it difficult to find places where I can purchase the prepaid toll fees, and then have to pay a 'service' fee even if I pay cash. I try to avoid using toll roads but sometimes they are inescapable, and sometimes one toll road leads to another so I need to pay further fees.

I am not someone who pays late, but can there be a simpler way or longer time to pay. 3 days can be a very short time to pay, especially if you don't have a smart phone. I don't take my desk top computer with me when I visit friends.

Thank you  
Margaret Webley

[REDACTED]