


From: 
To: [Tollroads](#)
Subject: Transurban
Date: Wednesday, 18 July 2018 3:59:58 PM

Dear secretary, I have used the gateway motorway and bridge for many years and used a prepaid voucher each time. These vouchers were available in exact amounts for each trip. Recently Transurban or whatever incarnation they used that week changed these vouchers to set amounts eg.\$10, \$20 etc and added a \$1 charge to each voucher, so that a return trip over the gateway bridge and that had previously cost under \$10 now has to be purchased for \$20 with an expiry of 3 months and no avenue of recuperating my change. After spending TWO DAYS on the phone to their offshore call centre and their bombastic Brisbane office trying to get my change I was told they would not refund my unused portion and directed me to their TOLLING OMBUDSMAN. If I thought their local office was bombastic what a shock I received when trying to deal with this obviously biased, supposed ombudsman who is FUNDED BY THE TOLL COMPANY. If this is not conflict of interest then pigs will obviously fly. After no result again I contacted the ACCC who informed me that QLD JUSTICE DEPT. would handle my complaint. Ha Ha, fooled again, QLD JUSTICE bluntly refused to have anything to do with it. The abuse of consumer law, unaccountability, and the reluctance of the QLD GOVERNMENT to do anything about this psychopathic company can only lead me to the conclusion that the interests of everyday Queenslanders has been relegated to the trashheap of quickly diminishing rights in this once great state. Disappointed again, kind regards Tony Parsons