

From: [REDACTED]
To: [Tollroads](#)
Subject: Tollroad Submission on Costs
Date: Thursday, 19 July 2018 7:56:42 PM

To whom it may concern,

I believe tollroads are one mechanism for the government to seek modern infrastructure operated for a period by private and efficient companies and it works. I am disappointed how both sides of government view this at the moment as for example the CLEM7 & AirportLink have added value to our QLD economy and saved numerous \$M and people would not know it.

However I do believe these projects are often not properly considered when during the extensive and long payback periods are effectively making excessive profits in a monopoly market. See Melbourne and Sydney. Transurban is a monopoly service as well as being able to influence government decisions in their large scale funding guidance.

Recently the Transurban (Linkt) sent this email below. What concerns me is that I have to pay positive in funds in my account permanently with this method and Transurban does not given me an interest as they have had almost \$50 to \$30 off me in their interest bearing accounts and now they are charging me extra charge for using a creditcard for them to get my funds early and be permanently in the black. I think this is painting the public as stupid as we pay for them to hold our money and now we pay a creditcard charge. What allows them to ask for prepayment then charge me a credit charge. This is not a fair system. I receive no further benefit but I have to prepay or pay as you go which then cost another ridiculous amount. Send me a bill and I will transfer the funds within 30days like they do the their suppliers. I know they can do that and also hold my money. I would interest on my funds they hold. \$2 a year at market rates is better in my pocket then Transurban. I believe any organisation holding funds does not own that money so they should pay me.

We need competition in this area. I know contractually they are supposed to be open and contactable 24/7. That was a contract condition of CLEM7 and other toll roads. Now they close a 7pm and use a call office from another country. I have no issues with this but they are supposed to supply a service and we pay excessive charges.

Regards

[REDACTED]

Avoid card surcharges

From 1 July 2018, a [Payment Card Surcharge](#) will apply to all credit or debit card account payments that you make, including auto payments.

If you make an account payment by credit or debit card, we are charged a surcharge by our financial institution. The Payment Card Surcharge is a straight pass through of that surcharge and relates to all account payments made with a MasterCard, Visa, American Express or Diners Club credit or debit card. The surcharge won't apply to Road Pass payments, toll invoices or Notices of Demand.

Information about fees

The following surcharges will apply to account payments made with a credit or debit card:

Etc etc.....

or

Direct debit payments - a fee free option

You can avoid the Payment Card Surcharge by [switching to a direct debit payment](#) from your nominated bank account. Simply [log in to your account](#) and select the 'Set up auto payments' option, following the prompts for direct debit payments.

If you have any questions, you can visit our [online help centre](#) or call us on 13 33 31, 7am to 7pm, 7 days a week.

Safe travels,
The Linkt Team
