

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission.
Date: Friday, 3 August 2018 5:53:21 AM

Hello

My name is Robert Turner
[REDACTED]

I was helping my mother with a fine she recieved from go via now linkd. Her former partner was the driver, it was for a vehicle she had sold already and she had changed address. By the time she recieved the letter, it had been sent for recovery and she had been charged around \$250 for 2 missed tolls. My mother's first language is not English and she does not use a computer, but before she changed address, she had said she had cancelled the tag over the phone when she sold the vehicle and told there was no outstanding charge. She then did not have a vehicle so did not update go via of her new address. We submitted a stat dec but when she recieved another letter, she called them and they said they had no copy of the stat dec it and it did not matter as the debt had been sent for recovery and began threatening further financial penalties and potentially loss of license. She found this whole process stressful so just gave up and decided to pay it with a payment plan to SPER.

One - They were completely unhelpful with the process, only offering advice of how to pay and what would happen if she didn't pay. Every time she would call the operator was unable to assist her and they refused to put the case on hold while she was attempting to work it out, incurring further fees

Two - How can you justify their amount in administration and late fees? I know no other place that can charge 50 times the original charge.

Kind regards
Robert