

From: [REDACTED]
To: [Tollroads](#)
Subject: Govia/Linkt Complaint
Date: Saturday, 4 August 2018 3:09:52 PM

Dear Parliament,

I'm writing to vent my frustrations about dealings with 'Linkt'. In the past they have charged ridiculous fees after my account was suspended for not being topped up. The notices I get about being below \$0 are intentionally unclear so that my account gets suspended by them. The subject line of their top up emails is so casually written that it can be mistaken for just a generic email asking me to put more money into my account so they can earn more interest (their business model). The most recent subject line was 'Top up so you're good to go' which I immediately dismissed as just another cash grab by them. Then a few days later I get a threatening email telling me how my account has been suspended and failure to pay means more fees...blah....blah....blah.

I've called their call center in the Philippines before and the specialists are a complete joke. Previously, if you didn't top up with their recommended amount your credit card attracted a small fee. I didn't want to give them more money than they required from me but I wasn't inclined to pay the unfair fee just because I wanted to pay them what they were owed and not a penny more. After arguing with the support person I asked to speak to a manager and was put on hold for 5 minutes. The same person came back to me and said that it was going to take a long time for a manager to become available and that she would just waive the fee. I hung up and the fee was never waived so I called back and they couldn't find any trace of my previous call. So after re-explaining they finally waived the fee and let me top up with my own nominated amount with attracting any ridiculous fees.

As a young person this makes me doubt the Queensland Government and Brisbane City Council. The bridge was built by the government so naturally I think that they also run the tolling system. Whoever runs it, it's a poor reflection on the government.

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Kind Regards,
Christian Kissane