

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission
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We would like the Committee to investigate how it is legal for the toll road companies to deduct fees when the account owner makes a payment to their account using B Pay.

B Pay is an electronic banking service that deducts an amount from our bank account and credits it to a nominated account electronically. (in this case to our account with the toll road company).

The transaction does not require human intervention and is a free service provided by banks. In other words it is cost free to the toll road company.

There can be no other conclusion to be formed other than this is a cash grab and should be eliminated.

If these toll road companies were to operate on a principal of more users at less cost every one would be better off. We can not accept that greater usage would substantially increase operating costs.

All people that we mix with understand the the toll companies that operate the tunnels are entitled to show a return on their investment. However all are also of the opinion that the same companies are a massive rip-off and have NO understanding that the road tunnels were constructed to ease traffic congestion not for them to to profit unreasonably from.

We hope your committee investigates these companies and their leases very thoroughly and bring them back to operating reality and recognising that they are providing a public service.

We wish you well.

Greg & Jan Smith

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