

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission for the Inquiry into Operations of Toll Roads in Queensland
Date: Sunday, 5 August 2018 7:03:04 PM

To whom it may concern,

I am writing in regards to toll pricing and payment which possibly comes under:

(b) toll pricing and incentive options to deliver better outcomes for Queenslanders;

on the Queensland Parliament website: <https://www.parliament.qld.gov.au/work-of-committees/committees/TPWC/inquiries/current-inquiries/6TollRoads>

I would like to see payment options that don't incur fees for one off payments. I would like to see more choice in the options to pay, with the opportunity to pay cash.

Supporting experience with request:

I have a debt with the toll company Go Via which has been re-branded into Linkt. I have offered to pay numerous times but am told if I don't set up a direct debit with their company I will be charged an additional amount to pay with credit card. There is no other option for payment. I informed the phone operator that i am not going to 'pay in order pay'. I offered to pay by BPay or in person at a nominated location to pay in cash but these are not acceptable forms of payment. I felt bullied on the phone to pay by credit card when I didn't want to set up a direct debit account. I don't want this company to have my bank account details through direct debit.

An individual in any country let alone a developed country shouldn't be coerced into direct debit so they don't have to pay a credit card fee because there is no alternative to pay. I would expect these expenses are already costed in the toll fee.

In closing, I would like alternatives so that I can use toll roads and pay in a way that does not make me pay more than the toll road fee. If toll roads were cheaper I would use them more but I generally can't afford to spend that money for the possible 5 minutes I spend driving the alternative route.

Thank you in advance for your time,
Bethany Dorsett

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