

From: [REDACTED]
To: [Tollroads](#)
Date: Monday, 6 August 2018 6:53:54 AM

To whom it may concern,

I would like to briefly report a recent experience with Linkt in tolls.

I received a letter dated 28/06/2018 stating that I owed \$19.19. This consisted of Unpaid tolls (\$9.39) + Video matching (\$1.44) + administration charge (\$8.36).

Apparently Linkt sent two e-mails (16 June and 20 June) but these ended up in my spam folder and the content stripped.

What my complaint is, is the due to falling into debt to the sum of \$3.03 my account was suspended and then I incurred fees greater than the 3 unpaid tolls. There was no need for a video matching fee because they knew who I was. The administration fees were excessive. I can see how people accrue massive toll debts.

If every business that fell into debt by \$3.03 had their accounts suspended the economy would fall into chaos. Suspending accounts is effectively a licence to charge additional fees.

I have been a long term toll user and found this a complete rip off.

Consideration should be given to a letter being sent prior to an account being suspended.

Also, when I tried to top up my account and pay this debt online, this publicized option did not work. Credit card payment fees are also charged.

Regards

Bob

[REDACTED]

[REDACTED]

[REDACTED]