

From: [REDACTED]
To: [Tollroads](#)
Subject: Inquiry into the operations of Toll Roads in Queensland
Date: Monday, 6 August 2018 9:39:54 AM

Committee Secretary
Transport and Public Works Committee
Parliament House
George Street
Brisbane Qld 4000

My submission to the inquiry into the operations of Toll Roads in Queensland relates to two sections of the inquiry.

(c) the operation of the existing complaint process and current statistics;

(d) possible measures to continue to improve customer service standards;

Our own personal experience involves us trading in an old car and the purchase of a new car in February 2018. We bought a new car at a local dealer and traded in the old car. When we exchanged cars I took the toll ID out of the old car.

When the traded in car was sold by the dealer the new owner of the car used the tolls and our account was used and subsequently suspended by govia due to being in arrears.

During the customer service process we were calm throughout. We spoke to many people. Every single time when the questions got too hard the phone call was disconnected.

We advised go via

1. we had sold the car and there should be communication between qld transport and go via with respect to changes in car registration and ownership.

They advised us

That because we did not inform them of changes to car ownership then it was our fault.

After much talking they told us to sign a stat dec. We signed a stat dec to say we do not even own the car anymore so there is no way we used the tolls.

They were not interested and in the end we had to pay the arrears.

It is not a win win. A win win outcome would have been for them to get the tolls collected from the new owner of the car. Not a difficult process since a bill can be sent to any car that is not registered with go via. But Go via are not interested in this and all they ever state is the terms and conditions are xyz.

The final outcome is that my family will **never** use the toll roads again whilst this type of customer service and complaints process is in operation.

Yours sincerely,
Kenneth Lau

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