

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll enquiry submission
Date: Monday, 6 August 2018 10:04:18 PM

See below from a complaint I raised back in 2016. since then I had another issue which the overseas call centre could not (or would not resolve). After googling and finding they had an office in Eight Mile plains, I called and told I would need to speak to a specific person but they were not in the office (name I cannot recall). After ending the call I immediately called back and lo and behold that very person answered the phone so basically I had been told a complete and utter lie. My issue was eventually resolved.

They also now have advised that they will be charging me a merchant fee for using my credit card which is an absolute cheek given there are very ew other ways to pay and the tolls are already way too expensive. To avoid the charge I have to sett up a direct debit but this company are not to be trusted and so would never give them any access to be able to withdraw funds direct from my account. They know this and it is just another way for them to charge more money as most people will still use the credit card top up.

Darren Buchanan

Thank you for contacting **go via**. Your feedback is important to us.

For your records, your reference number for this complaint/feedback is [REDACTED] and the details of your complaint/feedback are:

Name: Darren Buchanan
Contact Number: [REDACTED]
Complaint/Feedback: After 6 emails with your organisation requesting a receipt, I had still not received the receipt from [REDACTED] (the last correspondence was over 2 weeks ago) so I decided to call your customer service to try and obtain a copy. First call the operator kept putting me on hold and then cut me off. this happened 5 times with 5 different operators [REDACTED]. One of the operators even lied to me I eventually got through to a supervisor but this took me an hour and 20 mins of calling back after being continually being cut off! an email eventually appeared with the info but this was the most appalling customer service I have ever experienced. when I spoke to the Qld Ombudsman they were not surprised and exasperated

Account Number: [REDACTED]
Registration Plate Number: [REDACTED]
State of registration: QLD
Tag Number: [REDACTED]

For more information visit govia.com.au.

Thanks for using **go via**.

Regards,
Your **go via** team

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