

**From:** [REDACTED]  
**To:** [Tollroads](#)  
**Subject:** Un authorised car attached to my account  
**Date:** Tuesday, 7 August 2018 4:22:59 PM

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Hi

Since Linkt has taken over from goVia, I have had an unauthorised car attached to my account. It has recorded up to \$300 worth of toll fees on my account. I brought this to the attention of the Linkt people. Their response was that I had added the car online. I stated clearly that I had not and neither had my wife. I asked who was the owner of the car. Maybe that might add some light onto the issue. They said they had no access to this kind of information. I asked had this car appeared in any of their searches in their system. Like previous camera recognition of the number plate and car make. They could not provide any information because of privacy issues. They basically offered me \$50 credit to close the matter. I decided this is not worth fighting the red tape so I accepted the \$50. So there are issues with the system and the people when some how an unknown car can be attached to someone's account without notification, without record of the owner of the car, without any recourse to be compensated for the lost of money. Hopefully I am the only one this has happened to.

Regards

Stephen Dyer  
[REDACTED]  
[REDACTED]  
[REDACTED]