

From: [REDACTED]
To: [Tollroads](#)
Subject: How GoVia hounded me and charged me for a debt that was not mine.
Date: Friday, 3 August 2018 10:24:45 PM

I rented a car from Alpha car Hire prior to departure overseas. I paid all my tolls everyday that I used the Toll Roads during the hire period.

After a few months on my return to Australia I discovered I had a debt of unpaid toll charges owed to Go Via. I called them by telephone and was diverted to a call centre in India. This was denied By Go Via later but at the time I was switched through to Melbourne to the parent company 's offshore call centre.

After weeks of back and forth between Go Via and Alpha car Hire their demands were constant that I owed this debt.

I was liable for these tolls based on the fact that a Statutory Declaration held by Go Via proved I was the driver of the vehicle at the time even though I was not driving the vehicle at the vehicle and was out of the country when the offences took place. With the help of Alpha, my passport, entry and departure dates and a Statutory Declaration that proved I was not the driver of the vehicle Go Via kept hounding me. Eventually offering me a toll credit of forty dollars and than eighty dollars which I refused. There was never an apology just an offer of credit. The Toll Road Ombudsman who in my view was never independent as he is paid by the parent company was on GoVia's side all along.

Eventually Eighty dollars was deposited into my account and I tried to return it with no satisfaction. The Ombudsman told me this was a fair settlement, it was not in my eyes and for months GoVia had been accusing me of being the driver at the time of the offences. I am now overseas and all correspondence in this matter are in Australia and would be on file at Govia. I was never happy with this situation and it caused stress and anxiety to both my wife and myself. I presume I am one of many who have the same kind of complaint. GoVia and their new name, their parent company need to be accountable for their high handed attitude towards customers especially when they are wrong.

Thank you for reading my email.

Kind regards

Wayne Tilly