

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission
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I have 2 problems with the operation of transurban:

1. Very poor administration of what happens with the sale of a car with a transurban device left behind eg on death of a customer, sale by his or her estate and continued billing of the estate or just because someone forgot to remove the device. Surely the transfer can be checked on the rego and the device cancelled automatically.
 2. The method of upfront autopay choices disadvantage low frequency users and seems designed to make money out of them. At any one time there must be millions of dollars in their bank. They have had consistently more than 35 dollars of my money for years now.
- Thanks for considering these

Ross Shepherd

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