

From: [REDACTED]
To: [Tollroads](#)
Cc: [REDACTED]
Subject: TOLL COMPLAINT
Date: Tuesday, 7 August 2018 1:46:53 PM

I have had an issue with a faulty tag which was returned and replaced, but video fees are not being refunded as I have been told they have not received the returned tag.

I also find it very frustrating to use and pay for legacy tunnel toll only to be stopped at the exit where it connects with ICB (due to roadworks)so that travelers using ICB are given right of way first. It disadvantages the persons paying extra for what is supposed to make for a faster trip.

Found that by calling the call centre they were not interested in resolving any of the issues but only interested in me putting more money on the account to cover future trips and wanting to set up a direct debit from my bank account.

Kind regards
Lisa Giacomantonio