

From: [REDACTED]
To: [Tollroads](#)
Subject: Overpriced
Date: Thursday, 28 June 2018 3:45:28 PM

Wendy Saget
[REDACTED]

I find it a rip off that to cross the Gateway Bridge a car costs \$4.47 with these e tags. When the bridge opened it cost \$1.50. In 2009 it cost \$2.95. I can't understand why Governments sell off public roads/motorways etc to companies that exploit the public. With these e tags they can charge what they like and no-one seems to care, least of all the government.

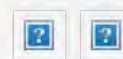
From: [REDACTED]
To: [Tollroads](#)
Subject: Fw: Avoid card surcharges by switching to a fee free option
Date: Friday, 29 June 2018 10:51:40 AM

Wendy Saget
[REDACTED]

NOW LINKT ARE CHARGING PAYMENT SURCHARGES UNLESS YOU GIVE THEM YOUR BANK ACCOUNT DETAILS FOR DIRECT DEBITS. NO COMPANY SHOULD BE ALLOWED TO DO THIS (OPTUS ALREADY DOES THIS TOO).

From: Linkt <noreply@digital.linkt.com.au>
Sent: Thursday, 28 June 2018 6:06 PM
To: [REDACTED]
Subject: Avoid card surcharges by switching to a fee free option

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Linkt logo



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Avoid card surcharges

Hi Wendy,

From 1 July 2018, a [Payment Card Surcharge](#) will apply to all credit or debit card account payments that you make, including auto payments.

If you make an account payment by credit or debit card, we are charged a surcharge by our financial institution. The Payment Card Surcharge is a straight pass through of that surcharge and relates to all account payments made with a MasterCard, Visa, American Express or Diners Club credit or debit card. The surcharge won't apply to Road Pass payments, toll invoices or Notices of Demand.

Information about fees

The following surcharges will apply to account payments made with a credit or debit card:

- MasterCard Credit and Visa Credit - 0.52%
- MasterCard Debit and Visa Debit - 0.32%
- American Express - 2.15%
- Diners Club - 1.90%

These rates are determined by our financial institution and can vary from time to time. The most up to date information can be found in the [fees and charges](#) section of our website. The Payment Card Surcharge is limited to the amount charged by our financial institution.

Direct debit payments - a fee free option

You can avoid the Payment Card Surcharge by [switching to a direct debit payment](#) from your nominated bank account. Simply [log in to your account](#) and select the 'Set up auto payments' option, following the prompts for direct debit payments.

If you have any questions, you can visit our [online help centre](#) or call us on 13 33 31, 7am to 7pm, 7 days a week.

Safe travels,
The Linkt Team

Reduced fees

We recently removed or reduced a number of fees as part of our change to Linkt, including:

- removing the \$1.19 retail service fee
- reducing the tag non-return fee from \$47.78 to \$15
- reducing the requested statement fee from \$3.59 to \$2.75.

Fair for all



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