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8 November 2017

Mr Michael Fraser
c/- Toll Redress
contact@tollredress.com.au

Dear Michael

RE: Misleading information to toll road users

As discussed with you earlier, I need to take issue with the comments you made on Channel 9 News on 7 November.

In the item on **go via** fees, you were filmed suggesting that if customers send a letter citing Queensland legislation and questioning whether the fees represent the actual costs of issuing the relevant letters and notices of demand, go via would "probably wipe almost all the fees after that".

This is unequivocally not the case and, in making such public statements, you potentially put at risk some of the customers you claim to represent or others who might rely on your advice.

We review accounts of customers who reach out to us on a case by case basis. Where we waive fees, specific sets of circumstances exist. Examples include where it is clear that a customer is suffering from illness, disability or financial hardship which is impacting on their ability to pay. Where there is reasonable doubt, we are inclined to err on the side of the customer.

If a toll road user believes that, by simply sending a letter along the lines you recommend, they will avoid paying fees for non-payment of tolls, they may be exposed to more liability than would have been the case if they had simply paid in a timely fashion. Administration fees, which are a true reflection of our costs, and from which we do not profit, will be charged absent any good reason not to charge them.

In light of this, I would encourage you to avoid repeating the public statements made in the Channel Nine News report. Customers may be misled into more debt, and if statements attributable to you are shown to have led to such additional financial exposure, you may be exposed to scrutiny and other potential action from anyone who can show they relied on your advice.

As we have previously discussed, you are welcome to call me if you have any queries about our overall enforcement processes, hardship policy or other broad issue of our customer interaction.

Yours sincerely

Jean Ker Walsh

Customer and Communities Advocate