



To whom it may concern,

I am writing in response to a Statement of Claim (SOC) that was delivered to me in person on behalf of Queensland Motorways Management (QMM) prepared by Mason Black Collections on 26 July 2017.

Firstly, I am unsure as to the proper protocol for responding to such communications, and given the significance of the allegations, I have copied in Scott Charlton (CEO of Transurban and Director of QMM) and Wesley Ballantine (General Manager of Transurban Queensland and Director of QMM) so they are aware of the concerns on a company level that I will raise below.

I am a little confused, do you consider that I have been officially served by delivering the SOC in person?

**Concerning Allegations**

I make no admissions of the allegations made in the SOC, but I do have some comments and questions about the conduct of QMM's parent company Transurban, who ultimately own and operate the go via network.

It is my understanding that the administration fees charged to toll road users are to reflect the actual cost of issuing invoices and collecting unpaid tolls. Can you please confirm to me in writing for and on behalf of your client that the thousands of dollars of administration fees your client alleges that I owe reflect the actual cost associated with issuing the Invoices/Notices to me, and would withstand an external audit, forensic analysis, legal challenge or Government inquiry? Further, provide any evidence that I did in fact receive any of these Invoices/Notices prior to your email?

These concerning allegations have and will aggravate my situation, adding considerable stress to my life in addition to what I already have. I intend to seek expert advice, but it would be concerning to me if upon seeking advice I learn that your client has attempted to use the court process to pursue administration fees that do not reflect the actual cost of issuing invoices and collecting unpaid tolls, especially if there is some sort of rule or law that says they can't.

Kindly please respond by close of business on 31 July 2017.

Regards,

