

Consent to release information to the Tolling Customer Ombudsman

Important: Please read the following information before completing this form

You may request an independent review by the Tolling Customer Ombudsman (TCO) if you are a customer of CityLink, EastLink, E-Way, go via, M5 South-West Motorway, Roam or Roam Express and your enquiry or complaint has not been resolved to your satisfaction through the relevant tolling business's customer resolutions process.

To enable the TCO to review your enquiry or complaint, you must give written permission for the tolling business to release your personal information to the TCO. The TCO is not authorised to make any changes to the personal information supplied by the tolling business about you.

This consent will only be accepted if the form is completed in full.

This consent will continue from the date received until the date your enquiry or complaint is finalised. You can revoke this consent at any time by writing to the customer resolutions team of the relevant tolling business.

Please complete this form and submit with a written statement of your enquiry or complaint by email at admin@tollingombudsman.com.au or by post to Tolling Customer Ombudsman, PO Box 7095, Hawthorn North, Victoria 3122 or PO Box 2615, Mansfield, Queensland 4122.

Section 1 Tolling business your enquiry or complaint concerns

Please tick

CityLink
 EastLink
 E-way
 go via
 M5 South-West Motorway
 Roam
 Roam Express

Section 2 Personal details

Please print in **BLOCK** letters

Account number Account name

Title Surname Given names

Postal address State Postcode

Contact phone number Email address

Section 3 Consent to release personal information

Your full name

Your address

of

confirm that I am the primary account holder of the account specified above and consent to the release of all information held by the above named tolling business in relation to that account to the TCO for review.

I understand and acknowledge that:

- This information may include details of matters that do not relate to the subject of my current enquiry or complaint.
- This consent is valid up to and including the date on which my enquiry or complaint is finalised by the above named tolling business and the TCO.
- If this consent is revoked by me in writing to the above named tolling business, the TCO may not be in a position to adequately review my enquiry or complaint.

Section 4 Authorisation to release personal information

CityLink, EastLink, E-way, go via, M5 South-West Motorway, Roam and Roam Express collect personal information as part of their customer accounts and toll collection systems. All personal information collected is handled in accordance with the Privacy Act 1988, National Privacy Principles and relevant privacy provisions of the respective toll road legislation.

By signing below, I consent to my personal information being disclosed to the TCO for the sole purpose of reviewing my enquiry or complaint. I further understand and acknowledge that this consent will continue up to and including the date on which my enquiry or complaint is finalised by the above named tolling business and the TCO, unless I revoke this consent in writing.

My consent is valid for the purposes of this form only.

Signature Date / /