

28 July 2017

Transurban Limited  
ABN 96 098 143 410

Locked Bag 28 South Melbourne  
Victoria 3205 Australia  
Telephone +61 (0)3 8656 8900  
Facsimile +61 (0)3 9649 7380  
[www.transurban.com](http://www.transurban.com)

Mr Michael Arnold

Tolling Customer Ombudsman

[admin@tollingombudsman.com.au](mailto:admin@tollingombudsman.com.au)

Dear Mr Arnold,

Thank you for your latest review for the period 1 September 2016 to 28 February 2017. Throughout this period, Transurban has continued to implement initiatives to help our customers better manage their account and enhance the customer experience. We set out below our comments on the review.

#### Penalties

If a customer does not make payment of a Toll invoice or notice, Transurban's Customer team proactively contacts our customers on a number of occasions with the aim of preventing referral to an enforcement agency. Additionally, we educate our customers via multiple channels to help them better understand the Toll invoice collection process and to assist them with maintaining their accounts.

#### Administration fees

As you have noted, administration fees associated with issuing Toll invoices or Toll Notices are charged in accordance with the relevant State's agreement with Transurban (or applicable legislation). Transurban has a number of initiatives in place to help customers avoid administration fees by opening a customer account, as well as our First Time Forgiveness program in which we waive administration fees for eligible customers to prevent further invoices and notices from being issued.

#### Toll Operators Technology and Equipment

Like any electronic device, Tag devices have a finite life span and we encourage customers to contact us in instances in which their Tag fails to beep so a replacement may be issued free of charge. Additionally, we have a program to proactively contact customers via email in instances where we believe the Tag may be failing.

#### Transfer of Vehicle Registration

We appreciate your feedback relating to the benefit in receiving notification from road authorities when a vehicle change of ownership occurs. We will continue to explore options

to ensure customer account information is as up to date as possible and we are working with the road authorities to achieve this.

We are continuously looking to improve our customer experience and your feedback regarding the requirement to provide ongoing Statutory Declarations after the sale of a vehicle is noted for consideration.

#### Housing and the Homeless

Transurban recognises that at times our customers may experience financial hardship which can make it difficult for them to meet their financial obligations. We do everything we can to help customers repay any unpaid tolls and get them back on track in accordance with our Financial Hardship Policy.

Thank you again for your review.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Kristine Cooney', with a stylized, flowing script.

Kristine Cooney  
General Manager - Customer Operations  
Transurban Pty Ltd