

## Taxi non-cash payment surcharge review 2019

### Submission received through Engage Victoria

Date submitted: 2 January 2019

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From 11 December 2018, we began accepting submissions on our 2019 taxi non-cash payment surcharge review via Engage Victoria ([www.engage.vic.gov.au](http://www.engage.vic.gov.au)). On this website, people were given the opportunity to send us a response to a set of questions we provided.

- 1. Is the current 5 per cent non-cash payment surcharge for taxis too low, too high or at the right level?**

Too high.

- 2. What major differences exist between payment processing in the taxi industry and other industries?**

It is far beyond the incidental surcharge of most other industries. In retail, I find overheads to be just as extraneous as those for the taxi industry in terms of rent, staffing costs etc. and yet it is rare to be charged a surcharge eg. for use of an Amex / Diners Card. It is more transparent in other industries, generally communicated ahead of a transaction very clearly. I think the taxi industry has been indulged over many years and have lacked competition to hold them to account, and they are now reaping the consequences of years of lack of innovation.

- 3. What are your views on our methodology and approach for assessing the maximum surcharge?**
- 4. Should there be a single maximum non-cash payment surcharge or a separate maximum for each type of payment method accepted in taxis?**

Single maximum.

**5. What other matters should we consider in setting the maximum non-cash payment surcharge for taxis?**

Accessibility for individuals who are elderly, or have disability or mental health or illness as a reason for using the service. These groups are greatly disadvantaged by the rate of fees and costs. Perhaps a blanket concession exemption would be appropriate.

**6. Upload submission**

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