

## Taxi non-cash payment surcharge review 2019

### Submission received through email

**Date submitted: 28 January 2019**

**Submission written by: Anonymous**

On 11 December 2018, we published our consultation paper for the Taxi non-cash payment surcharge review 2019. This consultation paper asks stakeholders for their views on maximum surcharge in taxis, our proposed approach to assessing it and other issues related to it.

### Email submission

Thank you.

What drivers charge is sometimes based on what credit card providers charge.

VISA and MASTERCARD are around 1.3 to 3.2% depending on card type.

DINERS is hugely expensive at up to 5.5%.

AMEX is usually around 3.3%.

The drivers normally get nothing from this. The winners are the credit card providers. It would appear that two things need to happen:

- DINERS need to drop their charges by at least 2.5%
- CABCHARGE need to stop charging fees.

Taxi companies need to be more transparent with the worst being SLYYK operated by CROWN CABS which is charging fees of 5% but not really being seen when joining their system.

The best overall price offered today is 1.9% offered by SQUARE on every transaction other than DINERS and CABCHARGE which are not accepted. It suggests then that if SQUARE believe it is making a profit at 1.9% then the taxi industry should be able to settle at no more than 3%. And, of course, it means the government should advise DINERS that their fees are unacceptable to individual operators.