

Taxi non-cash payment surcharge review 2019

Submission received through email

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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

Dear 'The Transport Team'

I am a taxi driver and use Cab Charge (Verifone) to process EFTPOS payments for the passengers' fare.

Nearly in all cases, the passengers expressed loudly and clearly the following statements:

- 1). 5%?!?! You don't mean 0.5%?
- 2). 5%? Why so high! Retailers and Supermarkets are mostly free or charge only 0.5% maximum.
- 3). I will check it with authorities to see whether 5% was allowable.
- 4). This is why no one use Taxi any more. Uber doesn't charge any card fee
- 5). I will definitely use uber from now on.

Some companies earn enough from the card charge to pass on 1.5% to 2% to the drivers.

Customers should only be charged the 'actual' cost of processing the payment electronically; not paying more to the companies who then pass on the 'over-charged surcharge' as commission to their drivers (in order to motivate more drivers to join in using their provided EFTPOS handset).

This Review comes in timely. I welcome the Review and look forward to a fair outcome for all Taxi passengers.