

Taxi non-cash payment surcharge review 2019

Submission received through Engage Victoria

Date submitted: 11 December 2018

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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). 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?

Ride sharing apps do not charge extra for non-cash payment transactions.

ALDI supermarket charges 0.5% for contactless transactions.

3. What are your views on our methodology and approach for assessing the maximum surcharge?

Not aware of this method.

4. Should there be a single maximum non-cash payment surcharge or a separate maximum for each type of payment method accepted in taxis?

There should be a single maximum non-cash payment surcharge.

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

Bank fees charged to the merchant.

Will the consumer find the surcharge amount acceptable?

6. Upload submission

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