

13 March 2020

By email

Kate Symons, Commissioner and Chairperson
Dr John Hamill, Chief Executive Officer
C/o Marcus Crudden
Director, Price Monitoring and Regulation
Essential Services Commission
Level 37, 2 Lonsdale Street
Melbourne VIC 3000
Email: Marcus.Crudden@esc.vic.gov.au

Dear Ms Symons and Mr Hamill

I write to you regarding your review of the Non-Cash Payment Processing Fee in Victoria.

The emergence of the global pandemic coronavirus has materially affected markets and business operations particularly in the public and personal transport sectors and is creating significant changes in Victoria's business and competitive landscape.

Transport to and from sporting and cultural events, business meetings, airports, conferences, and for everyday life (particularly for vulnerable Victorians for example those who require transport to and from medical appointments) is already being impacted. In this early stage it is not possible to quantify these impacts.

Proceeding with the Commission's current timetable would be unnecessarily hasty and in this context could be seen as unreasonable as it threatens the delivery of essential services to all Victorians.

A2B requests that the Commission delay the release of its review pending an understanding and quantification of the impact of the changes required to address coronavirus.

Thank you for taking the time to consider my request.

I would be happy to discuss.

Yours faithfully



Andrew Skelton

CEO