

Taxi non-cash payment surcharge review 2019

Submission received through Engage Victoria

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

I wish to comment on the practice of the Bendigo Taxi Company's 10% surcharge on account holders. My son is forced to have an account when using taxis to go to his day placement, as he is mentally incapable of handling cash or cards. The surcharge is supposed to be an account keeping fee, but is based on kilometers travelled, whereas, if there has to be a fee, I think it should be based on the number of trips i.e. the number of account entries.

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

No file specified.