



## Important notice for our customers regarding merchant fees

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Dear valued customer,

We are writing to advise you of changes to the recovery of merchant fees on credit and debit card transactions.

In line with the Government's decision to recover merchant service fees, these fees are passed on to our customers for account payments made by Visa, MasterCard and Amex.

From 21 October 2019, credit / debit card merchant fees for Visa/MasterCard and Amex will change.

The amounts passed on will be 0.46% for Visa/MasterCard and 1.54% for Amex cards.

You can avoid merchant fees by switching your account to Direct Debit by logging into your account at [myetoll.com.au](http://myetoll.com.au) and completing the online Direct Debit form or by visiting a Service NSW Centre and completing a manual Direct Debit Request form.

Thank you for choosing E-Toll as your preferred tag provider.

Yours sincerely,

E-Toll Customer Service