

# We have updated our Terms and Conditions.



**Roads & Maritime**

These will come into effect on 24 April 2019.  
Please see below for a summary of the updates.

## FEE UPDATES

- We have included a definition of a 'No Tag in Vehicle Fee' of \$0.55 (or such other amount shown on the Sydney Motorways website [sydneymotorways.com.au](http://sydneymotorways.com.au));
- If you incorrectly raise (and do not withdraw) a chargeback dispute with Your financial institution in respect of Tolls and Fees payable to RMS a "chargeback fee" will apply;
- Confirmation that the Statement Fee will apply to statements delivered by post, as well as any replacement statements; and
- Confirmation that the "Top-up Trigger" is \$40.00.

## ACCOUNT UPDATES

- We may require You to link at least one Vehicle to Your E-Toll Account;
- We have made changes when dealing with the suspension and closure of Your E-Toll Account, in particular that:
  - Your E-Toll Account can be suspended if we determine that money is owed and Your E-Toll Account is inactive;
  - any Tolls and Fees incurred by an E-Toll Account whilst suspended will be charged to the E-Toll Account upon its reactivation; and
  - for ERider accounts:
    - i. confirmation that we will continue to charge You an ERider Quarterly Fee (for the Sydney Harbour Bridge and Tunnel), even if Your E-Toll Account (for other toll roads) is suspended; and
    - ii. that we will close Your E-Toll Service if You fail to pay the ERider Quarterly Fee.
- If we receive a payment, which is subsequently reversed, we may also reverse that credit or payment from Your E-Toll Account;
- Confirmation that advising Service NSW of a sale or transfer of a Vehicle does not constitute notice to us that the Vehicle is no longer registered to Your E-Toll Account (You must also separately notify RMS E-Toll); and
- Changes to the time within which notices given to You will be taken as received (now six (6) Business Days for post and one (1) Business Day for SMS or email).

Please visit [www.myetoll.com.au](http://www.myetoll.com.au) to view the full Terms and Conditions