



Transport
for NSW



Important changes to 'On the Spot' tag collection at Service NSW Centres

Dear valued customer,

We would like to advise you of some changes that will make it simpler for customers to receive their E-Toll Tags.

From February 2020, Service NSW Centres will no longer stock E-Toll Tags. All E-Toll Tags will be delivered to customers via post to the nominated postal / delivery address we have on file. You must have a valid postal address, but you will not need to be home to receive tag deliveries. It is important to ensure your postal address is up to date before ordering a new Tag.

If you require personal assistance, you will still be able to:

- open a new account;
- order additional tags;
- manage your existing accounts;
- get a replacement bracket; and
- make a payment at any Service NSW Centre via the digital kiosk or at the counter.

Alternatively, you can order additional tags or brackets or manage your account online at myetoll.com.au. Upon opening a new E-Toll Account, or ordering an additional or replacement tag, the tag/s will be sent to your nominated address following successful payment.

You will be able to immediately use your E-Toll account for travel on any toll road provided you have linked your licence plate number to your Account. Any vehicle matching (no tag in vehicle) fees will be re-credited to your account balance for up to 14 days while the new tag is in the post. This re-credit will be processed to the account as a bulk payment 16 days after the initial 14 day period to ensure that all vehicle matching fees from all motorways have been captured.

For more information on these changes and to manage your existing E-Toll account, please visit myetoll.com.au.

Yours sincerely,

E-Toll team