



FREQUENTLY ASKED QUESTIONS (FAQ'S)

Q. What is Cabcharge?

A. Cabcharge, an Australian company, provides a taxi charge account system which gives customers a convenient and safe way to pay for taxis and hire cars without using cash. The system is designed to meet the various needs of businesses of every size, government departments and individuals. Cabcharge is designed to give companies total control over their taxi travel expenditure accounting and records.

Q. What are the benefits of having a Cabcharge account and using Cabcharge products?

A.

- **Convenience:** Approximately 97% of Australian taxis operate the Cabcharge payment system. Cabcharge eliminates the need to carry the exact change for your taxi fare. In addition, it can reduce the length of time required to complete a transaction, as fully itemised monthly statements can eliminate the need to wait for and collect receipts.
- **Security:** Cabcharge electronic equipment utilises the latest international standards designed to minimise fraud. The increased tracking and monitoring capabilities can help to reduce fraud by ensuring that taxi travel is being used within the limits set by your organisation.
- **Accounting Purposes:** Cabcharge products are issued on an account basis. Fully itemised statements are issued every 28 days and are payable within 28 days from the issue date.

As a Cabcharge account holder you eliminate the time taken to dispense petty cash reimbursements to individual staff.

The fully itemised Cabcharge Tax Invoice Statement provides trip details including the date, time, total fare and where available GPS pick-up and drop-off locations. Further, our Cabcharge Taxi Management System (CTMS) allows for tracking and monitoring from the individual level through to the department level via cost centre reporting.

Q. How do I open a Cabcharge Account Facility?

A. A Cabcharge Application form must be completed to open a Cabcharge Account Facility.

Apply for a Cabcharge Account Facility by completing the Application forms available on the Cabcharge website www.cabcharge.com.au or by requesting an application form be posted to a nominated address.

For further information, please contact the Cabcharge Customer Service Team on phone 1800 652 229 or 02 9332 9222 or email info@cabcharge.com.au.

Q. How often are statements issued to account holders?

A. Fully itemised statements are issued every 28 days and are payable within 28 days from the issue date. Payment can be made by cheque, money order, EFT, credit card, direct debit or a direct deposit at any Westpac bank.

Q. When will we be charged an Account Keeping Fee?

A. This fee is payable on each tax invoice statement but will be waived for each Billing Period where the "Taxi Fare" displayed on such tax invoice statement is more than \$60.

Q. Why does my current statement show the previous overdue balance?

A. Cabcharge statements are due on the same day the following statement is issued.

If payment for a statement was not made 3 days prior to the due date it may show as an outstanding balance on the new statement.

Q. What is an Overdue Payment Fee?

A. This is an amount charged by Cabcharge to the account holder when the account holder does not make full payment by their due date (1.5% of that amount)..

Q. Why does Cabcharge charge a service fee on all EFTPOS transactions?

A. Cabcharge provides payment terminals, free of charge, to approximately 97% of taxis in Australia. The cost of providing mobile payment services in taxis is much more expensive than for say, a retail merchant. Cabcharge's core business is processing electronic transactions in taxis. In order to do so, Cabcharge develops and maintains the necessary software, ensuring it meets Payment Industry Standards.

Q. Will I be charged an Account Keeping Fee?

A. There is a \$6 fee payable on each tax invoice statement but will be waived for each Billing Period where the "Taxi Fare" displayed on such tax invoice statement is more than \$60.

Q. Is Cabcharge responsible for the transactions of other credit card and bank debit cards?

A. As with all credit card transactions, the transaction has occurred between the taxi company and the card provider via the Cabcharge payment system installed in the taxi. Cabcharge must refer you to your financial institution or card provider to identify you as the cardholder. They can investigate the particular charge(s) on your behalf. The financial institution or card provider is the only body able to investigate and adjust the charges on the card used.

Q. Can Cabcharge products be used overseas?

A. Cabcharge is currently working with our subsidiaries to upgrade the technology to support the same products as are used in Australia.

Q. How do I know if the Taxi has facilities to support the use of Cabcharge payment solutions?

A. We can assure you that, wherever you see the Cabcharge payment system (which is fitted in approximately 97% of all taxis across Australia); the taxi has the facilities to accept Cabcharge payment solutions.

If your payment solution is not being read by the payment system, then the transaction can be manually processed on a Cabcharge Emergency Green Docket.