

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?**

Too high.

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

There is a global shift away from cash payments, yet the taxi industry is still penalising customers for paying with cards even though it is quicker and easier for drivers than handling money.

- 3. What are your views on our methodology and approach for assessing the maximum surcharge?**

I don't think there should be a surcharge in this day and age - this is an antiquated approach to running a business.

- 4. Should there be a single maximum non-cash payment surcharge or a separate maximum for each type of payment method accepted in taxis?**

Single maximum, for simplicity and ease of understanding for passengers.

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

There is a global shift away from cash payments, yet the taxi industry is still penalising customers for paying with cards even though it is quicker and easier for drivers than handling money. We should be encouraging the transition to a cashless society, it will also be safer for drivers if they no longer carry cash in their vehicles.

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