

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 low.

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

As per ACCC other industries can't charge more than what the bank charges them, and there is freedom to choose any bank, any merchant. Why is taxi industry restricted to just Cabcharge.

Uber and other companies don't charge any fees and many other businesses have no credit card processing fees.

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

Too slow... this should have been done years ago.

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

There should be no surcharge. This is an ancient system.

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

Look at other industries and businesses.

6. Upload submission

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