

Taxi non-cash payment surcharge review 2019

Submission received through email

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On 30 May 2019, we published our draft decision for the taxi non-cash payment surcharge review 2019. This draft decision asks stakeholders for their views on our proposed decision on the maximum surcharge.

Email submission

A half a percentage point is ridiculous for the taxi industry.

Take it down to 4% or 3% but not 4.5%. Many companies do not have the “normal” machines especially non taxis.

And whatever happens, how are you monitoring the charge?

CABCHARGE machines are in taxis and some limo companies have “GIRAFFE” an affiliate of Cabcharge.

Others use so many different apps and eftpos machines it is not funny.

For instance if I use my office eftpos (set up for people pre booking by email or telephone) it will charge me around 5.5% for DINERS and 3% for AMEX but as low as 1.3% for Mastercard to as high as 3.1%. But it will not accept CABCHARGE.

Square CHARGES 1.9% FOR ALL TRANSACTIONS but will not accept DINERS OR CABCHARGE.

Cabcharge’s giraffe system is charging \$99 per month and there are no fees for clients but this does not stop drivers charging a fee without the customer noticing by just saying “that is the fare” or by adding it to a quoted price e.g. how much for this fare? Answer \$95. But it could have been \$85 yesterday and they decided to chuck another 410 on. The \$99 charged by Cabcharge is a rip off for the drivers.

There are numerous companies like SLYKK and other limo type companies setting their own prices.

The CPV enforces nothing; they rarely have and rarely will.

I think it is imperative that once the amount is decided then all companies must advertise the HIGHEST AMOUNT THAT CAN BE CHARGED for credit card fees and that taxis have stickers in their cars stating same as many drivers are doing taxi and app work at the same time.

The taxi industry had much to offer but has been let down by the regulators for many years. The rate of 4.5% or any rate that is not a set figure is also harder to calculate than a 4 or a 5. Please don't make it any harder for many drivers who have language difficulties.