



## Cabcharge FASTCARD™ Questions & Answers

### Q. Why did Cabcharge decide to move to contactless technology?

- A. Cabcharge is committed to continually improving services to its customers. Contactless technology is fast and convenient for both passengers and drivers – just tap to pay and be on your way. It can be quicker even than a cash payment; great for when you're in a hurry or when the Taxi has stopped in an awkward position to drop you off. The Cabcharge **FASTCARD™** is also secure. Unfortunately, it has become all too common and easy for criminals to copy the information contained in the magnetic stripe on cards, a practice known as "skimming". Banks and Card Issuers across Australia are moving to chip and contactless technology to reduce card fraud in line with most other countries across the world.

### Q. How do I use the Cabcharge FASTCARD™?

- A. TAP your Cabcharge **FASTCARD™** against the contactless symbol on the EFTPOS terminal and wait for the beep.

For illustrated instructions, please refer to the User Guide included in the card wallet when you receive your **FASTCARD** or refer to our website [www.cabcharge.com.au](http://www.cabcharge.com.au) to view a video demonstration.

### Q. What are the benefits of the new FASTCARD?

- A.
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|-----------------|---|
| <b>SPEED</b>    | Fares under \$100 can be processed instantly – just tap to pay and be on your way.        |
| <b>SECURE</b>   | The embedded antenna securely links your card to the terminal but never leaves your hand. |
| <b>SMART</b>    | No buttons or codes, the transaction is automatically processed to your account.          |
| <b>STRENGTH</b> | Unique card encryption ensures precise and secure recording on all levels.                |

### Q. Is there a limit on the Cabcharge FASTCARD™?

- A. There is no limit on the Cabcharge **FASTCARD™**. Taxi charges incurred by using your **FASTCARD** are debited to your account in the normal manner and an invoice is issued every 28 days for payment. Please refer to our Conditions of Use for further information which are available on our website [www.cabcharge.com.au](http://www.cabcharge.com.au)

**Q. Are there any fees and charges involved for the new Cabcharge FASTCARD™?**

- A. The costs associated with a **FASTCARD** are exactly the same as the costs associated with any of the Cabcharge Charge Account products. There is no annual fee for the **FASTCARD**. As with all credit, charge and debit cards used to pay Taxi fares, there is a 10% service fee on all transactions processed by Cabcharge however the Cabcharge service fee is GST free. For further information on costs associated with Cabcharge accounts, please refer to our Conditions of Use which are available on our website [www.cabcharge.com.au](http://www.cabcharge.com.au)

**Q. What do I do with the Silver Cabcharge Card?**

- A. Once you receive your new Cabcharge **FASTCARD™**, you should destroy your Silver Cabcharge Card immediately by cutting or shredding it into several pieces. Do not dispose of a card intact.

**Q. Can I still order the Silver Cabcharge Card?**

- A. No. The new Cabcharge **FASTCARD™** will replace the Silver Cabcharge Card.

**Q. When will I receive my Cabcharge FASTCARD™?**

- A. The Cabcharge **FASTCARD™** rollout to existing Cabcharge charge account holders was finalised at the end of May 2011. If for any reason you have not received your new Cabcharge **FASTCARD™** by 30<sup>th</sup> June 2011, please contact the Cabcharge Customer Service Team on phone 1800 652 229 or 02 9332 9222 or email [info@cabcharge.com.au](mailto:info@cabcharge.com.au) and they will cancel the Cabcharge **FASTCARD™** that has been issued to you and despatch another to you immediately.

**Q. How will I receive my new FASTCARD in the future?**

- A. All new and existing Card holders will receive their new Cabcharge **FASTCARD™** in an individual card wallet including a Cabcharge Conditions of Use booklet, a letter outlining the benefits of your new Card and a User Guide which explains the payment methods.

**Q. What security measure is there for the particular Card Holder?**

- A. The new chip and contactless technology incorporated by the Cabcharge **FASTCARD™** is more secure than magnetic stripe technology. The Card should never leave the Cardholders hand when using the Tap payment method, thus giving the Cardholder full control.

**Q. Can I receive a receipt with both Contactless and Chip insert methods of payment?**

- A. Yes. Both methods of payment can produce a receipt. If using the contactless method, tell the Taxi Driver you require a receipt before you tap. If the card is inserted you will automatically be issued with a receipt.

**Q. Do I have to provide a signature when a fare is over \$100?**

- A. Yes, for further security reasons, the Cabcharge EFTPOS terminal will request a signature when the fare amount is over \$100.

**Q. What if the Taxi Driver does not accept the FASTCARD?**

- A. We have received reports that some drivers are suggesting they do not have the technology to process the new Cabcharge **FASTCARD™**. We can assure you that, wherever you see the VeriFone EFTPOS terminal with the Cabcharge logo (which is fitted in approximately 97% of all taxis across Australia), the terminal has Tap to pay Contactless functionality.

We encourage Card Holders to be patient with the drivers in terms of the payment process, which is also currently new to them. If you experience any problems please make a note of the Taxi plate or the Driver's Authority number, the Taxi Network and the time and date of your journey to enable us to follow up with additional educational material.

**Q. My FASTCARD is not working, what do I do?**

- A. If your **FASTCARD** is not being read by the contactless technology or the transaction cannot be completed by inserting the Card into the Cabcharge EFTPOS terminal, then the transaction can be manually processed on an Emergency Green Docket. If this situation occurs it is necessary for you to keep the receipt of the manual transaction provided by the Driver so that you can check the details of the fare against your Cabcharge statement.

If you are experiencing ongoing problems with your Cabcharge **FASTCARD™** please contact our Customer Service team or email [CCards@cabcharge.com.au](mailto:CCards@cabcharge.com.au) and we will reissue another card immediately.

**Q. What should I do if my FASTCARD is lost or stolen?**

- A. The Account Holder must immediately notify Cabcharge that their **FASTCARD** is lost or stolen by phoning a customer service representative during business hours on (02) 9332 9222 or by calling (02) 9020 2345 after hours.

In addition to the above, all notifications must be confirmed in writing and faxed to (02) 9332 9208 or alternatively sent via email to [CCards@cabcharge.com.au](mailto:CCards@cabcharge.com.au)

All notifications must confirm the account holder name and card holder name, account number and card number, as well as your name and contact number.

Any transactions using the lost or stolen card after the date of notification to Cabcharge will not be charged to the Account Holder.

For further details, see the Cabcharge Conditions of Use.