CABCHARGE AUSTRALIA LIMITED TRADE PRACTICES COMPLAINTS HANDLING PROCEDURE

Reviewed April 2012

Cabcharge Australia Limited ("Cabcharge") has developed a Trade Practices Complaints Handling Procedure to ensure that any complaints received relating to:

- Requests for Cabcharge owned or related products and services to be provided by Cabcharge to third parties,
- Requests for services by third parties on behalf of Cabcharge,
- Any other issue that a third party may have in relation to the manner in which Cabcharge has dealt with an issue that has any ramifications under any section of the Competition and Consumer Act 2010 (the Act), are considered not only in general but specifically in relation to the provisions of the Act to ensure that the complaint is handled in such a manner that it is determined that the conduct complained of is not in breach of the Act. This Policy represents Cabcharge's commitment to fair and transparent dealings with anyone who raises a complaint, the subject of which may have ramifications by virtue of the operation of the Act.

Cabcharge's Trade Practices Complaints Handling Procedure complies with the requirements of the *Australian Standard and International Organisation for Standardisation 10002-2006 Customer satisfaction - Guidelines for complaints handling in organisations* (the Standard). The procedure is administered in accordance with the Standard and having regard to the Act. Cabcharge is committed to dealing with trade practices complaints and resolving disputes efficiently and fairly. The Directors endorse Cabcharge's commitment to complying with the Act.

In addition to ensuring that Cabcharge does not breach any provision of the Act this Complaints Handling procedure provides Cabcharge with the opportunity to better understand its customers, improve its service and operations and minimise disputes.

1. Who is Cabcharge?

Cabcharge is a public company listed on the Australian Securities Exchange. Cabcharge operates a charge account facility that provides a convenient way to pay taxi fares within Australia. Cabcharge, via wholly owned subsidiaries also operates Accredited Taxi Networks in New South Wales and Victoria. In addition Cabcharge has a 49% stake in ComfortDelGro Cabcharge Pty Ltd, one of Australia's largest private bus Companies with operations in New South Wales and Victoria.

2. Confidentiality

Personally identifiable information and any confidential information concerning the complainant will be available where needed, but only for the purposes of addressing the complaint within Cabcharge and will be actively protected from disclosure (excluding disclosure for the purposes of privileged legal advice), unless the complainant expressly consents to its disclosure.

3. Who does the complaint handling procedure apply to?

The participants of this Complaints Handling procedure are:

- Cabcharge Australia Limited and its fully owned subsidiaries

4. What type of complaint can be made?

Cabcharge's Complaints Handling process covers all operational aspects for Cabcharge and its fully owned subsidiaries and any type of complaint that has ramifications under the Act will be dealt with pursuant to the terms of this Policy.

5. Who can make a complaint?

You are eligible to make a complaint if:

(a) you receive from, or provide services to Cabcharge
(b) you have sought, or are negotiating with Cabcharge for a tender to provide services to, or on behalf of Cabcharge
(c) you have a contractual agreement with Cabcharge (either written or oral).

6. What information is needed in order to make a complaint?

In order to investigate your complaint effectively, Cabcharge may need the following information:

- Appropriate identification
- Provision of contact details
- Sufficient detail relating to the nature of the complaint and supply of any relevant documents and other information that may support the complaint and its resolution.

7. What is the procedure for making a complaint?

There is a set procedure that must be followed when making a complaint.

All complaints must be made in writing (see attached Form which the complainant may choose to use) and must give the name and address of the person or organisation making the complaint. The complaint must include the following information:

- A description of the perceived problem
- The nature of the practice being complained about; and
- A simple explanation of the reason(s) for the objection.

8. Who should complaints be addressed to?

All complaints must be addressed to:

Andrew Skelton
Compliance Officer
Cabcharge Australia Limited
PO Box 600
Paddington NSW 2021

9. What happens once a complaint has been lodged?

The Compliance Officer will ensure the following:

- That all legitimate complaints will be dealt with in good faith
- The complaint will be dealt with objectively
- The complaint will be properly investigated by seeking all relevant information from relevant staff and
- There is an emphasis on resolving the complaint as opposed to assigning blame.
  When a complaint reaches Cabcharge, our Compliance Officer will acknowledge its receipt within seven working days. During this time, the Compliance Officer will make an assessment (which will include investigation by appropriate Managers from within Cabcharge) as to whether the complaint is legitimate. Where a complaint does not comprise the requisite material to determine either the exact nature of the complaint or whether a complaint appears to have any basis, the Compliance Officer will seek further information from the complainant.

If a decision is made that the complaint has no basis, the complainant will be notified of this in the acknowledgement letter, and will be provided with an explanation of why this decision has been made.

If a complaint has been found to be legitimate, Cabcharge has 21 working days to resolve the complaint and arrange restitution (if applicable) to the Complainant within 14 days.

10. Complaints Register

The Compliance Officer must keep a complaints Register and the Register must comprise a copy of each Complaint Form and material relevant to the complaint. The Compliance Officer must ensure that each complaint is handled appropriately, including in according with this Policy, and within the time frames set out in this Policy. Recurring complaints should be identified and the cause of the complaints must be identified and remedied.

Any complaints should be referred to the Cabcharge Compliance Officer, Andrew Skelton by post to Cabcharge Australia Limited P.O. Box 600 Paddington NSW 2021. The Compliance Officer can also be contacted directly on +61 (02) 9332 9248 or at askelton@cabcharge.com.au

11. Review

The Compliance Officer is responsible for ensuring that this Policy is adhered to. Twice a year the Compliance Officer must review this Policy and report the outcome to the Cabcharge Directors.

When reviewing the Policy, consideration must be given as to whether the Policy:

- Continues to comply with all legislative standards
- Is efficiently delivering effective outcomes
- Tested against documented performance standards.

FORM FOR COMPLAINT

1 Details of complainant

Name/organisation _____
Address _____
Post Code _____
Country _____
Phone Number _____
Fax Number _____
Email _____

Details of person acting on behalf of complainant (if applicable)

_____

Person to be contacted (if different from above)

_____

2 Problem encountered

Date of occurrence _____
Description _____

_____

_____

3 Remedy requested

Yes No

_____

_____

_____

4 Date, signature

Date _____ Signature _____

5 Enclosure

List of enclosed documents

_____

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