



TAG CHAT

SUMMER 2011-2012

WELCOME TO TAG CHAT ONLINE!

As part of E-way's commitment to sustainability and the environment, we have farewelled the print editions of Tag Chat, with this edition being the first on-line-only version.

You can also contribute by converting from a paper statement to an electronic statement by emailing us at info@seta.com.au with your account number and request to convert to electronic statements, or call us on **1300 555 833**.

If you choose to view your statements electronically, we will send you an email letting you know that your online statement is now ready to download from our website. Your electronic statement will be available faster than the traditional paper version and are provided at no cost. You will also be able to access all the other features of managing your account online with E-way On-line. Paper statements incur a fee of \$2.20 per statement. Make sure your email address, statement delivery method and other personal details are up to date by calling **1300 555 833** or visit www.tollpay.com.au



install, use 'n' win

E-way has given away more than \$5000 in prizes as part of the Install, Use n Win promotion. The promotion has been running from July and will finish at the end of December.

Lucky winners have chosen between one of four \$1000 prizes, including a Caltex Fuel Card, Coles Myer Group Gift Card, STA travel voucher or a voucher for a RedBalloon experience.

There is still a chance to win in December. You only need to take at least one trip on the M5 South West Motorway during the month with your E-way tag in your vehicle correctly installed and functioning, and with sufficient funds to cover the cost of all trips.

So get driving on the M5 South West Motorway to win!

Opening an account or ordering that additional tag is easy, and E-way's professionally trained staff will assist you over the phone. Call **1300 555 833** or log into E-way On-line on our website at www.tollpay.com.au.

IS YOUR ACCOUNT BALANCE TOPPED UP?

With people choosing to use motorways more often as a faster and easier way to move around Sydney, particularly during the busy festive season, it is important to ensure that your top-up level covers your tag use.

If your tag use exceeds your account balance, your E-way® account will be suspended until your account has returned to a credit balance. Listen to your tag. If it makes more than one beep or trill, or even no sound at all, call us immediately to avoid being charged additional motorway fees.

Remember, each trip on the M5 using your E-way tag could be eligible to go into the draw to win a \$1,000 prize, so be sure to keep your account topped up. It's easy to change your direct debit option – simply call E-way's customer service team on **1300 555 833**.



WWW.TOLLPAY.COM.AU



MAJOR ROADWORKS ACROSS SYDNEY OVER SUMMER

To improve the road network across Sydney, the NSW Government has announced a number of key corridors, including the Sydney Harbour Bridge, are being upgraded. The major road improvement work is likely to cause disruptions and delays as the work progresses across the network.

Major road projects are happening in the next few months along the ANZAC and Sydney Harbour bridges, the Eastern Distributor, the Hills M2, M5 East and M4 motorways.

Delays are expected and motorists are advised to allow extra travel time.

It is also important to note the M2 and Eastern Distributor will convert to cashless tolling from 30 January, 2012.

For more information please visit http://www.rta.nsw.gov.au/roadprojects/projects/building_sydney_motorways/major_road_improvements/index.html

ON THE ROAD

When you are driving through a toll plaza, it is important that you stay in your lane and not cross the unbroken white line.

Not only is this safer for everyone, it assists with an accurate tag read.

Act & Save: If you have any concerns about your tag or toll account, please do not hesitate to telephone one of our professional call centre operators on 1300 555 833.

ARE YOU EXCHANGING OR RETURNING YOUR E-WAY® TAG?

If you are sending your tag to us, it is important that you include a note with your tag informing us the reason of the return.

Often tags are returned and we are unable to identify if it is a tag needing to be exchanged or returned.

This information is vital and will assist with the prompt processing of your request.

Also, wrap your tag in aluminium foil to prevent any trips registering to your toll account on it's journey back to us.

If you have any questions about returning or exchanging a tag, please call E-way's customer service team on 1300 555 833, Monday to Friday, from 8am to 7pm and on Saturday 9am to 1pm.

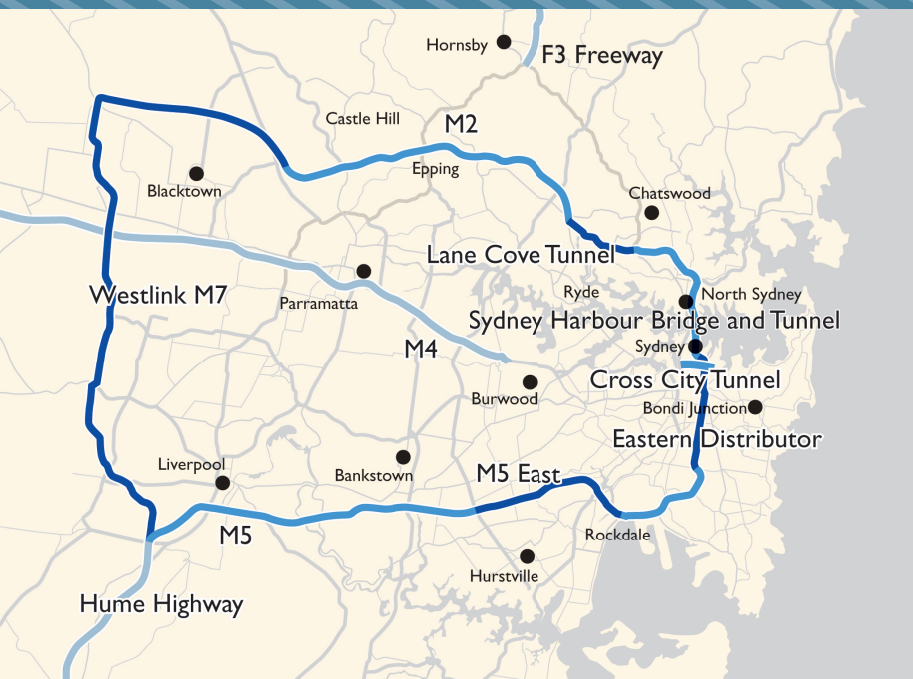


HAPPY CHRISTMAS!

E-way wishes all our customers a happy and safe Christmas holiday season. We urge everyone using the roads at this busy time to drive safely. We hope you enjoy this special time of the year with family and friends.



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CONTACT US

E-way ON-LINE

Register at www.tollpay.com.au

E-way ACCOUNT ENQUIRIES

1300 555 833

Mon. – Fri. 8am - 7pm

Sat. 9am - 1pm

E-way account correspondence

Private Bag 78

Moorebank NSW 1875

Fax: (02) 9731 0488

“Have your tag number and account number ready when you call.”

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