

Attention FSI inquiry: public submissions.

I note from the discussions at the Sydney public forum that David Murray indicated surprise that credit card surcharges are as high as 17% or more, but acknowledged that he has seen it as high as 7% however. That was a surprising admission.

the change.org/surcharges petition now has over 106,000 signatures. That is a MASSIVE public movement AGAINST credit card surcharges in Australia and Australian government should take careful note.

The following additional data should be noted:-

1) Jetstar charge a \$17 surcharge for a return domestic airfare. They opt to disguise this as a "booking fee", but it only applies when a credit card is used but alternate systems of payment are offered to avoid this fee, so clearly it cannot be a "booking fee" and this would be charged to EVERY booking made not just those paid by credit cards. A return airfare from Melbourne to Hobart for example is currently being advertised at \$90 as at 20th Aug 2014. Add the \$17 surcharge and this is now a whopping 18% credit card surcharge!!!!!!!!!!

2) Cabcharge have been charging for over a decade now a 10% credit card surcharge. This has been public knowledge for a very long time.

3) Ticketek and other companies charge a "booking fee" that only applies when you pay by credit card, and can represent 10-20% of the ticket price

these are just some examples. It is clear that when retailers are left the freedom to apply "surcharges" for payments, they can't help themselves but go nuts and ripoff consumers, especially when so called respected major brands like Jetstar owned by Qantas can get away with this.

regulating this by applying a flat allowable percentage will not only not work, but will result in EVERY goods and services being levied with these additional charges where they do not apply today. The impact on the cost of living for all Australian's will be massive.

payment systems MUST ban credit card surcharges, and indeed ANY electronic payment transaction fees for payments made online whether by credit card or other systems. The majority of the world does not support them. So why are we? Let's keep it simple. Ban them. Over 106,000 supporters think so! More will come.

All it will do in the end if not banned is open the flood gates for retailer exploitation of consumers. Of that I am 100% certain.

best regards,

Klaus Bartosch

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