



Select type of application

- E-Toll Tag Account
 Easy Toll Tag Account

Office Use Only

Account number:

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Transport for NSW (TfNSW) E-Toll has two tag accounts for you to choose from so you can pay your tolls automatically:

- E-Toll Tag account
- Easy Toll Auto / Manual account

You can open an E-Toll account or Easy Toll Auto / Manual account online at www.myetoll.transport.nsw.gov.au, by calling 13 18 65 or visiting a Service NSW Centre. If you open your account online, your tag will be posted to you free of charge within 10 business days. Any video matching fees (no tag in vehicle) fees will be re-credited to your account balance for up to 14 days while your tag is in the post. Once you receive your tag, you will need to mount it to the windscreen of your vehicle. By setting up an electronic tag account and adding your vehicle's licence plate number, you can drive through toll collection points and your toll fee will be automatically charged to your TfNSW E-Toll account. If you do not receive your tag within this time, please call 13 18 65 to check the status of your account.

Which account is best for me?

E-Toll Tag Account

Best if you want to travel on all Australian toll roads at any time and prefer to automatically pay by your debit/ credit card or direct debit from your bank account. You are also required to pay \$40 minimum opening balance. When your account falls below the \$40 minimum balance, your next account top up payment is automatically triggered. Between 9 July 2020 and 9 January 2021 pay \$0 security tag deposit, normally \$40. Terms and conditions apply visit www.myetoll.transport.nsw.gov.au

Easy Toll Tag Account

Best if you want to travel on all Australian toll roads at any time, prefer to manage your own account and have the option to pay cash. There is no security deposit required (a non-return tag fee may apply if the tag/s is/are not returned). You will be required to pay a one-off registration fee and a small ongoing monthly account fee. This fee is charged whether or not you use the account during the month. You have the flexibility of automatic or manual payments. You can choose to set up automatic payments by direct debit, credit card¹ or Visa/MasterCard¹ debit card. If you prefer to make manual payments, you can top up your account by credit card¹ or Visa/MasterCard¹ debit card online at www.myetoll.transport.nsw.gov.au or by calling 13 18 65. You can also top up your account by cash or EFTPOS at any Service NSW Centre

Proof of identity

Proof of identity is **NOT** required to open an account, however to allow us to access your existing TfNSW E-Toll account when contacting us by phone or email: you will be required to prove your identity. For more information regarding Proof of Identity requirements, call 13 18 65 or visit a Service NSW Centre.

Terms and Conditions

Your TfNSW E-Toll and Easy Toll account is covered by Terms and Conditions. These Terms and Conditions can be viewed online at www.myetoll.transport.nsw.gov.au or you can obtain a copy at any Service NSW Centre. The Terms and Conditions must be read carefully, as they explain the agreement between you and your TfNSW E-Toll Account. Using your TfNSW E-Toll Account and tag indicates that you have read and accepted the Terms and Conditions.

Managing your E-Toll account

You can manage your account online at www.myetoll.transport.nsw.gov.au or by calling 13 18 65. You can update your personal details (including payment methods and adding/deleting vehicles), view/download your statements, view payment/ trip transactions, top up your account and order additional tags or brackets.

Statements

You will receive an itemised TfNSW E-Toll Transaction Statement on a monthly or quarterly basis, via email or post, so keeping track of your toll usage is easy. You can choose to have your Statement emailed to you free of charge. If you elect to have your Statement posted to you, postal fees will apply.

M5 South-West Cashback Scheme (M5 Cashback)

The NSW Government M5 South-West Cashback Rebate Scheme allows NSW residents to claim back the value of tolls (excluding GST) paid for privately registered vehicles on the M5 Motorway. Eligibility only extends to those vehicles registered for general private, pension, and charitable use. You may only claim the Rebate from the date you register. To register for M5 South-West Cashback Scheme, ensure you tick the M5 South-West Cashback Rebate box in this form. Claims **MUST** be made within 12 months of the close of each quarter and will be paid into the account nominated by you.

Large Towed Recreational Vehicle Toll Rebate (LTRVTR)

The scheme will provide a rebate for customers travelling in an eligible large recreational vehicle on all existing and new toll roads, in Sydney, except the Sydney Harbour Bridge and Tunnel (Single Vehicle Class Tolling Only). This will mean that, once registered, drivers of these vehicles will be rebated the difference between the Class B toll charged on their toll account and the cost of a Class A trip for up to eight (8) trips per monthly billing period.

Eligible large recreational vehicles include: drivers towing caravans, boats and horse floats more than 12.5m long and 2.8m high.

Sold vehicles

If you sell or dispose of your vehicle, you will need to remove the Tag from your vehicle prior to the sale to prevent unauthorised toll charges being applied to your Account. **You will remain liable for any toll charges up until you request TfNSW to remove your vehicle from your E-Toll account.** If you have recently purchased a vehicle, you will need to add it to your account. This can be done online at www.myetoll.transport.nsw.gov.au.

Enquiries

If you have any enquiries about applying for a TfNSW E-Toll account, visit our website at www.myetoll.transport.nsw.gov.au, call 13 18 65 or visit any Service NSW Centre.

¹ A merchant fee may apply.

Completing this form:

- Read and complete all questions
- Use a black or blue pen only
- Print clearly in **BLOCK LETTERS**

SECTION A: Account Details

Driver licence number (if applicable)

Account name

Title First and middle names

Surname

If you are applying for a Corporate account, please complete the below

Business name

ABN / ACN

Do you require a Tax Invoice? Yes No **SECTION B: Contact Details****Address details**

Mailing address

Postcode

Tag delivery address (if different from mailing address)

Postcode

Email address

Phone

Mobile¹

You will automatically be opted in to SMS for communications related to your account.

Do you wish to opt out of this service? Yes **SECTION C: Statement Options**

Statement delivery option (please tick one below)

(NOTE: reissue fees apply)

- Email quarterly (default) - Free of charge
- Email monthly - Free of charge
- Posted quarterly - Fees apply
- Posted monthly - Fees apply

SECTION D: M5 South-West Cashback

Do you wish to claim the M5 South-West Cashback Rebate?

Yes No **Do you wish to claim the Large Towed Recreational Vehicle Toll Rebate?**Yes No

A current mobile number is required if you wish to receive SMS notifications related to your account.

SECTION E: Account details**E-Toll Tag Account**

Complete the table below

Tag security deposit required	
1st tag fee waived*	\$ 0.00
2nd tag - Free	-
3rd tag - Free	-
4th tag fee waived*	\$ 0.00
5th tag fee waived*	\$ 0.00
Opening balance (\$40 minimum)	\$ 40.00
Total opening amount =	\$ 40.00
Ongoing payment	
Top-up amount	\$
• \$40 minimum for Infrequent users	
• \$80 minimum for Frequent users	

*Valid 9 July 2020 to 9 January 2021. Terms and conditions apply.

Easy Toll Tag Account

Complete the Auto or Manual table below

Auto

No upfront tag security deposit, small ongoing monthly account fee	
Opening account deposit, including a Registration Fee of \$3.30 (\$40 minimum)	\$
Ongoing payment	
Top up amount *\$40 minimum	\$
Monthly account fee \$1.25 ** Discounted rates for multiple tags	

Notes:

*Top-up payments are automatically triggered when account balance reaches \$40.00.

**Monthly account fee is \$1.25 for first tag PLUS \$1.00 for second tag PLUS \$0.75 for third tag PLUS \$0.50 for all subsequent tags.

Manual

No upfront tag security deposit, small ongoing monthly account fee	
Opening account deposit, including a Registration Fee of \$3.30 (\$10 minimum)	\$
Ongoing payment	
Top up amount	
• \$10 minimum (Service NSW Centre)	
• \$10 minimum (Online)	
Monthly account fee \$1.25 ** Discounted rates for multiple tags	

Note: If you have chosen a **Manual Account**, you must maintain sufficient funds for monthly account keeping fees and any trips where you have used your Easy Toll Tag.

Do you have a pension concession card, DVA or TPI gold card?

No Yes provide your pension card details below, then proceed to **Section F**

Pension card number

Expiry date

SECTION F: Payment arrangement

It is the responsibility of the account holder to ensure the maintenance of sufficient funds to their nominated credit card¹ or account. Insufficient funds or incorrect details may result in a Toll Notice being issued.

Select type of card¹

MasterCard Visa AMEX Diners Club

Name/s on card

I am/We are the authorised nominated credit card holder/s entitled to give the commitments in the application. I/We have read and agree to be bound by the Terms and Conditions for this TfNSW E-Toll account and authorise TfNSW to charge the nominated credit card above with all amounts, fees and charges as set out in or payable under these Terms and Conditions. This authorisation is an ongoing arrangement and will remain in force until I/We cancel it in accordance with the Terms and Conditions.

Signature 1 on card

Signature 2 on card

Direct Debit Request

I/We request and authorise **Transport for NSW E-Toll, User ID 216825** to arrange, through its own financial institution, a debit to your nominated account any amount Transport for NSW E-Toll, has deemed payable by you.

This debit or charge will be made through the Bulk Electronic Clearing System Framework (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Name of Financial Institution

Name/s on account with Financial Institution

BSB number

Account number with Financial Institution

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **Transport for NSW E-Toll**, as set out in this Request and in your Direct Debit Request Service Agreement

Signature of nominated account holder 1

Signature of nominated account holder 2

SECTION G: Vehicle information

Each tag can only be used in one vehicle class. So, if you want a tag in a car and in a truck, you will need two different classes of tags.

Vehicle Class

Class 2 (eg car, motorcycle) - vehicle under 2.8m high, with no more than two axles, or vehicle under 2.8m high, with no more than two axles, towing trailer under 2m high with only one axle.

Class 4 (eg truck) - vehicle exceeding dimensions for **Class 2**.

If you are towing a vehicle please ensure the LPN is included on the account

The licence plate number is a Mandatory field.

Licence Plate Number	State (in which vehicle is registered)	Vehicle Description (car, motorcycle, truck, other)	Vehicle Class (Class 2 or Class 4)

How many tags would you like for each vehicle class

No. of Tags	Vehicle Class
	Class 2
	Class 4

SECTION H: Account Holders telephone password

This will be used when you call the Contact Centre to access your account. Create a phone password (12 characters maximum).

Create a phone password (12 characters maximum)

SECTION I: Authorised Representative/s (optional)

You can authorise an additional two people (other than the account holder) to have access to your E-Toll account. By authorising the person/s named below, you agree that they have given you permission to disclose their personal information to TfNSW and to change their details, including deleting them, as required. You also acknowledge that the person/s nominated below may receive information in relation to your E-Toll account and can make changes to your E-Toll account without your permission.

Authorised representative 1

Title First and middle names

Surname

Phone password (12 characters maximum)

Authorised representative 2

Title First and middle names

Surname

Phone password (12 characters maximum)

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SECTION J: Declaration

I hereby certify that the details given above are complete and correct. If I have included authorised representative/s I have their approval to disclose their personal information. I acknowledge I have received, read and agree to be bound by the Terms and Conditions for a TfNSW E-Toll Tag account as determined by TfNSW at the time of this application or as may be varied by TfNSW in accordance with the Terms and Conditions.

Signature

Date

day	/	month	/	year
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Print full name

Position (Corporate account)

Office Use Only

Verified by:

CSR's name

Service NSW Centre (Location)

CSR number

Signature