



Cabcharge FASTCARD™ Questions & Answers

Q. Why the move to contactless technology?

- A. Cabcharge is committed to continually improving services to its customers. The Cabcharge **FASTCARD™** offers customers a convenient and faster way to pay with the added benefits of contactless technology.

The **FASTCARD** is also more 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 FASTCARD?

- A. Hold your **FASTCARD** against the contactless symbol on the Cabcharge terminal to process the transaction.

Click [here](#) to watch a demonstration video on how to process a contactless payment using the **FASTCARD**.

Q. What are the benefits of the FASTCARD?

- A. The **FASTCARD** embraces contactless technology and dramatically reduces transaction times. It's a simple yet incredibly secure way to pay in the blink of an eye.

SPEED	Fares under \$100 can be processed instantly.
SECURE	The embedded antenna securely links your card to the Cabcharge terminal but never leaves your hand.
SMART	No buttons or codes, the transaction is automatically processed to your account.
STRENGTH	Unique card encryption ensures precise and secure recording on all levels.

Q. Is there a limit on the FASTCARD?

- A. There is no limit on the **FASTCARD**. Taxi charges incurred by using your **FASTCARD** are debited to your account 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](#).

Q. Are there any fees and charges involved for the FASTCARD?

- A. The costs associated with a **FASTCARD** are exactly the same as the costs associated with any of the Cabcharge 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](#).

Q. How do I order a FASTCARD?

- A. If you are not an existing account holder, you are required to apply for a Cabcharge Account. You can apply for a Cabcharge Account by completing the Application form available on the Cabcharge website www.cabcharge.com.au or by requesting an application form be posted to a nominated address. Once your Cabcharge Account is approved, your **FASTCARD(s)** will be processed and delivered within 7 business days.

If you are an existing account holder, additional **FASTCARDS** can be ordered by simply downloading the [Additional Cabcharge Cardholders Form](#). We ask that this form is completed in full by the authorised person on the account. Once completed, simply scan and email the form to ccards@cabcharge.com.au for processing.

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

- A. Yes. The terminal will generate a receipt for both payment methods - contactless and chip insert.

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

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

Please note, you will also be required to sign when the card is inserted to process a transaction.

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

- A. We can assure you that, wherever you see the Cabcharge payment terminal with the Cabcharge logo (which is fitted in approximately 97% of all taxis across Australia), the terminal has contactless functionality.

If you experience any problems, please forward Cabcharge the Taxi plate or the Driver's Authority number, the Taxi Network and the time and date of your journey to enable us to look into it.

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 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 Account Statement.

If you are experiencing ongoing problems with your **FASTCARD**, contact our Customer Service team on phone 02 9332 9222 or email 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 after business hours on (02) 9020 2345.

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.

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](#).