

# Released under FOI

McBey, Kim

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**From:** Allison Yeoland <AYeoland@secureparking.com.au>  
**Sent:** Friday, 17 February 2017 10:19 AM  
**To:** Monforte, Marie  
**Subject:** RE: TRIM: Secure Parking letter dated 25th January 2017 [SEC=UNOFFICIAL]  
**Attachments:** CBA merchant fees.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Red Category

Regards,

Allison Yeoland  
Chief Financial Officer

Secure Parking Pty Ltd.  
Level 13, 100 Miller Street  
North Sydney NSW 2060  
Telephone: (02) 8912 4918 Facsimile: (02) 9959 3314 Mobile [REDACTED]  
[www.secureparking.com.au](http://www.secureparking.com.au)



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**From:** Monforte-Strati, Marie [mailto:marie.monforte@acc.gov.au]  
**Sent:** Friday, 17 February 2017 11:15 AM  
**To:** Allison Yeoland <AYeoland@secureparking.com.au>  
**Subject:** RE: TRIM: Secure Parking letter dated 25th January 2017 [SEC=UNOFFICIAL]

My email address

**From:** Allison Yeoland [mailto:AYeoland@secureparking.com.au]  
**Sent:** Thursday, 9 February 2017 3:25 PM  
**To:** Monforte-Strati, Marie; Brisbane Reception  
**Cc:** Garth Mathews; Brett Mathews  
**Subject:** TRIM: Re: Secure Parking letter dated 25th January 2017

# Released under FOI

Dear Guy

Find attached response to the ACCC letter dated 25<sup>th</sup> January 2017.

Please call or email if you have any questions. My contact details are:

- Direct line: (02) 8912 4918
- Email: [ayeoland@secureparking.com.au](mailto:ayeoland@secureparking.com.au)

Regards,

Allison Yeoland  
Chief Financial Officer

Secure Parking Pty Ltd.  
Level 13, 100 Miller Street  
North Sydney NSW 2060  
Telephone: (02) 8912 4918 Facsimile: (02) 9959 3314 Mobile: [REDACTED]  
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# Released under FOI

Commonwealth Bank

Commonwealth Bank of Australia  
ABI: 48 123 123 124

## Fees Schedule

All fees are GST inclusive and debited monthly unless stated otherwise. Fees are subject to change on 30 days notice.

Client Name	Secure Parking Pty Limited	
Product Name	INTERNET MERCHANT ACCOUNT Park IQ (formerly Step Up)	
Contact Term	[REDACTED]	
Joining fees	[REDACTED]	
Joining fee	[REDACTED]	Once per facility
Facility fees	[REDACTED]	
Access fee	[REDACTED]	Per facility per month
Chargeback processing fee	[REDACTED]	Per chargeback
Transaction fees related to use of Credit & Scheme Debit Cards		
Merchant Service Fee (MSF) on Sales	[REDACTED]	
Amounts we pay you on refunds	VISA	MasterCard
	[REDACTED]	[REDACTED]
Additional charges where International Cards are used		
VISA International Service Assessment (ISA)	[REDACTED]	
MasterCard Cross Border Transaction Assessment (CBTA)	[REDACTED]	
Additional transaction and authorisation charges		
eCommerce transaction fees (Approved, Pre-Auth, Declined)	[REDACTED]	
Voice Authorisation	[REDACTED]	
Key Authorisation	[REDACTED]	
Closure fees	Amount	Details
Cancellation fee	[REDACTED]	Per facility when you cancel your facility other than during a contract term
Break fee	[REDACTED]	Per facility when you cancel your facility during a contract term

This Fees schedule is valid for 90 days from the date of issue

Additional fees may apply for customisation requests. Fees depend on the nature of customisation and will be provided upon request

*[Handwritten signature]*

# Released under FOI

Commonwealth Bank

Commonwealth Bank of Australia  
ABN 48 123 123 124

## Fee Schedule

All fees are GST inclusive and debited monthly unless stated otherwise. Fees are subject to change on 30 days notice.

Client Name	Secure Parking Pty Limited
Product Name	EFTPOS Lite Standard
Contract Term	
Facility fees	
Terminal rental fee*	Per month per terminal, fixed for contracted term
Chargeback processing fee	Per chargeback
Stationery fee	On order Per order
Transaction fees related to use of Credit & Scheme Debit Cards	
Merchant Service Fee (MSF) on Sales	
Amounts we pay you on refunds	Visa MasterCard
Merchant Service Fee (MSF) Debit UnionPay**	
Merchant Service Fee (MSF) Credit UnionPay**	
Additional charges where International Cards are used	
Visa International Service Assessment (ISA)	
MasterCard Cross Border Transaction Assessment (CBTA)	
Minimum monthly MSF for credit card sales	
Additional transaction and authorisation charges	
Voice Authorisation	
Transaction fees related to use of Debit Cards (other than Schemes Debit)	
Purchases	
Purchases with cash out	
Cash out	
Closure fees	Amount Details
Terminal non-return fee	Per terminal upon non-return
Cancellation fee	Per facility when you cancel your facility other than during a contract term
Break fee	Per facility when you cancel your facility during a contract term

This Fee schedule is valid for 90 days from the date of issue

\* Fee is based on whether you have a contract term and/or settle to a Commonwealth Bank business account.

\*\* Only applicable if you are eligible for UnionPay.

*J. Jackson*

# Released under FOI

CommonwealthBank

Commonwealth Bank of Australia  
ABN 48 123 123 124

## Fee Schedule

All fees are GST inclusive and debited monthly unless stated otherwise. Fees are subject to change on 30 days notice.

Client Name	Secure Parking Pty Limited
Product Name	INTERNET MERCHANT ACCOUNT Commonwealth PSP
Contract Term	
Joining fees	
Joining fee	Once per facility \$172
Facility fees	
Access fee	Per facility per month
Chargeback processing fee	Per chargeback
Transaction fees related to use of Credit & Scheme Debit Cards	
Merchant Service Fee (MSF) on Sales	
Amounts we pay you on refunds	Visa MasterCard
Additional charges where International Cards are used	
Visa International Service Assessment (ISA)	
MasterCard Cross Border Transaction Assessment (CBTA)	
Additional transaction and authorisation charges	
eCommerce transaction fees (Approved, Pre-Auth, Declined)	
Voice Authorisation	
Key Authorisation	
Closure fees	Amount Details
Cancellation fee	Per facility when you cancel your facility other than during a contract term
Break fee	Per facility when you cancel your facility during a contract term

This Fee schedule is valid for 90 days from the date of issue

Additional fees may apply for customisation requests. Fees depend on the nature of customisation and will be provided upon request

*Signature*

# Released under FOI

Commonwealth Bank

Commonwealth Bank of Australia  
13458 123 123 124

## Fee Schedule

All fees are GST inclusive and debited monthly unless stated otherwise. Fees are subject to change on 30 days notice.

Client Name	Secure Parking Pty Limited
Product Name	COMMWEB
Contract Term	[REDACTED]
Joining fee	
Joining fee	[REDACTED] Once per facility
Facility fees	
Access fee	[REDACTED] Per facility per month
Chargeback processing fee	[REDACTED] Per chargeback
Transaction fees related to use of Credit & Scheme Debt Cards	
Merchant Service Fee (MSF) on Sales	[REDACTED]
Amounts we pay you on refunds	Visa [REDACTED] MasterCard [REDACTED]
Additional charges where international Cards are used	
Visa International Service Assessment (ISA)	[REDACTED]
MasterCard Cross Border Transaction Assessment (CBTA)	[REDACTED]
Additional transaction and authorisation charges	
eCommerce transaction fee (Approved, Pre-Auth, Declined)	[REDACTED]
Voice Authorisation	[REDACTED]
Key Authorisation	[REDACTED]
Closure fees	Amount Details
Cancellation fee	[REDACTED] Per facility when you cancel your facility other than during a contract term
Break fee	[REDACTED] Per facility when you cancel your facility during a contract term

This Fee schedule is valid for 90 days from the date of issue

Additional fees may apply for customisation requests. Fees depend on the nature of customisation and will be provided upon request