



# M5 South-West Cashback Scheme

## Rebate Claim Form including Banking Details

Motorists must be registered with an M5 South-West Cashback Scheme participating tag provider

• **Claiming Rebate** - complete section A, B (optional), C (optional) and **sign D**

• **Supplying / changing banking details for EFT** - complete section A, B and **sign D**

### Section A - Customer account details

Tolling account number (as shown on your electronic tolling account statement)

Mr Mrs Ms Miss Other

Name (as shown on the electronic tolling account)

Current postal address

Postcode

Daytime contact number

Email

**You will need to provide your bank account details.** Have you previously provided your bank account details?

Yes  go to **Section C** No  go to **Section B**

### Section B - Authorisation for electronic funds transfer (EFT)

To supply or update your bank account details, please provide the following information. These details will be used for future payments. Payment by EFT is mandatory. (Note: rebates cannot be paid into credit card accounts)

**Bank account details** (as shown on your bank statement or passbook)

BSB number (all 6 digits are required)

Account number

Title of account eg J Smith (joint accounts are acceptable) Credit Union Bank Accounts must be in the same name as the tolling account holder.

### Section C - Claim amount (optional)

Amount claimed

To assess your rebate, add the value of eligible M5 South-West trips and deduct GST. (See 'Eligibility' on the back of this form)

### Section D - Certification

I certify that I am the owner of this electronic tolling account and that the toll rebate being claimed is for trips made on the M5 South-West motorway using vehicles registered in NSW that have a private usage shown on the registration papers, for example, 'private general', 'charitable' or 'pensioner'. I have:

- Attached to this form are my transaction statements covering the period I am claiming. (See 'Claiming Cashback' on the back of this form) Deleted from the attached transaction statements (by drawing a line through the trip details) all trips made using vehicles that have a business usage shown on the registration papers. (See 'Eligibility' on the back of this form)

I hereby authorise Transport for New South Wales (TfNSW) to verify the bank account details given on this form and to make Cashback rebate payments by Electronic Funds Transfer (EFT) into such account. The following conditions will apply:

- I agree that payment is made when TfNSW has instructed its bank to credit the nominated account.
- TfNSW is not responsible for any delays in payment or errors due to factors outside its reasonable control, including delays or errors in the financial system or errors in the supplied account details.
- TfNSW has the right, at any time, to terminate or suspend this direct payment system and to make rebate payments by cheque or in any other manner it may determine from time to time.
- I agree that where any payment is incorrectly paid to the nominated account that amount must be repaid to TfNSW by me directly or by TfNSW offsetting that payment against any future rebates due to be paid to the account.

I consent to TfNSW checking my claim against information supplied by my electronic tolling account provider and its records verifying registration details of vehicles covered in any rebate claim made by me. I agree to TfNSW collecting, holding and maintaining the above personal information to authorise payment for M5 South-West Cashback rebate claims to my nominated bank account. I agree to the disclosure of this information, either within or outside NSW, to Westpac Bank (TfNSW bank) and my bank for the purpose and administration of processing my M5 South-West Cashback rebate claims.

**Personal Information Collection Notice:** our Privacy Statement explains why we are collecting your Personal Information and how we will use and manage it in accordance with the *Privacy and Personal Information Act 1998*, and, where relevant, the *Health Records and Information Privacy Act 2002*. You can obtain a copy of our Privacy Statement at [www.transport.nsw.gov.au/privacy-statement](http://www.transport.nsw.gov.au/privacy-statement) or call us on 13 22 13 to request a copy.

I declare that the details in this application are true and correct.

### Signature of electronic tolling account holder

Date

### Office use only:

Date received \_\_\_\_\_

Reg'd by \_\_\_\_\_

Proc by \_\_\_\_\_

EFT date input \_\_\_\_\_

EFT date checked \_\_\_\_\_

Comments \_\_\_\_\_

Please return this signed form with transaction listings / statements to:  
cashback@transport.nsw.gov.au | T 1300 133 310

## Important information on claiming a rebate

### Registering for Cashback

Motorists wishing to take part in the M5 South-West Cashback Scheme must register for M5 South-West Cashback with their tag provider. Registering is usually completed by ticking the appropriate box when initially applying for an electronic tag. You can register at anytime after obtaining an electronic tag by contacting your tag provider. Your eligibility for a Cashback rebate starts from the 1st of the month in which you registered for M5 South-West Cashback. Registering for Cashback enables your trip details to be forwarded to M5 South-West Cashback to ensure your rebate is correctly calculated.

### Eligibility

Motorists operating M5 South-West Cashback-registered electronic tolling accounts through account providers that participate in the M5 South-West Cashback Scheme are entitled to claim a rebate (excluding GST) for trips made on the M5 South-West motorway using vehicles registered in NSW for private use. Tolls paid using cash will not be refunded. Effective from and including 1 March 2009, claims must be lodged with TfNSW within 12 months of the close of each M5 South-West Cashback quarter. Claims received more than 12 months after the close of each quarter will not be accepted. Statements which predate the M5 South-West Cashback Scheme registration are ineligible for rebate.

Eligibility only extends to those vehicles that have a private usage shown on the registration papers, for example, 'private general', 'charitable' or 'pensioner'. Trips made using government or business registered vehicles (including vehicles provided as part of a salary package), leased vehicles, rented vehicles, smash repair courtesy vehicles, car dealership loan vehicles, interstate registered vehicles or any other vehicle where a business usage is shown on the registration papers, for example, 'business general' or 'primary producer' are ineligible. You must delete from your claim all trips made using ineligible vehicles by drawing a line through the trip details or crossing out the tag completely.

### Claiming M5 South-West Cashback

TfNSW pays M5 South-West Cashback rebates on a quarterly basis.

**You now have the option of submitting a claim online. Simply log into your tollway account and look for the Claim Cashback button. Cashback Online Claim will open in a new browser window. Follow the easy steps and submit your claim online.**

Paper based claims are still accepted. To claim a rebate you need to submit the transaction statements supplied by your account provider that list your tollway usage and a M5 South-West Cashback claim form to the address below. Incorrectly submitted claims will be returned unpaid. Tolling account providers offer their customers a number of alternatives of how they receive their claim forms and transaction statements, for example, you may receive yours by post or take the option of downloading them from a website. Providers also operate a variety of quarterly cycles. Your provider can explain the options available to you and tell you which quarterly cycle applies to your account.

Once you obtained a claim form and transaction statements and know when to claim you will need to:

- Delete from the transaction statements (by drawing a line through the trip detail) those journeys made using vehicles that have a business usage shown on the registration papers.

- Fill in and sign the claim form.

- Attach the transaction statements (*oldest first, most recent last*) to the claim form and post your claim to the address below for processing.

### Rebates

All M5 South-West Cashback rebates are paid by electronic funds transfer. If you fail to supply bank account details, your claim will be returned to you unpaid. You can nominate a deposit account at a bank, credit union or building society. Accounts held in joint names are acceptable. Credit Union Bank Accounts must be in the same name as the tolling account holder. Rebates cannot be paid into credit card accounts. To ensure your claim is processed, please complete the EFT section (*Section B*) on page one.

### Enquiries

To enquire about your electronic tolling account, tag violations, inoperative tags, obtain copies of statements, change credit card details or name and address details you need to contact your account provider.

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If you require further information about your rebate or the Cashback Scheme, please contact TfNSW M5 South-West Cashback Office, see contact details below.

*complete form on page 1*