



Our reference: FTMIN18/189

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

I refer to your letter dated 19 February 2018 about your dealings with [REDACTED] and a charge you have incurred for payment of your strata levies at Australia Post.

NSW Fair Trading has contacted [REDACTED], licensee in charge of [REDACTED] to discuss your concerns.

[REDACTED] has advised that the \$2.75 fee is a processing fee charged by Australia Post when paying levies in person at an Australia Post outlet, and is not a fee payable to [REDACTED].

Notwithstanding this, I understand that [REDACTED] has agreed, as a goodwill gesture, to reimburse you the processing fees you have paid to date. [REDACTED] has also agreed to waive any interest payable on your levy account to date.

I understand [REDACTED] has contacted you directly to discuss the cheque payment you advised was made in December 2017.

I am advised that a Fair Trading officer contacted you on 28 March 2018 and informed you of the above.

If you have any further queries, I encourage you to contact Kriti Sardana of Fair Trading on (02) 9895 2781.

Yours sincerely

Rose Webb
Commissioner

5 April 2018