



YOUR ACCESS CARD COMMON EXPIRY INVOICE

What is the access card common expiry about?

All access cards have a common expiry date, regardless of any expiry dates printed on your card.

What does this mean for you?

All access cards linked to your business will expire on 30 April 2019.

To ensure the renewal of these access cards, you are required to pay the invoice sent to you in full by the due date. If you fail to make this payment, all access cards linked to your business will be deactivated.

Need to make changes to your invoice?

You must notify Customer Service of any changes required to your invoice e.g. access cards no longer required.

You can contact the Melbourne Market Customer Service Centre between 4:00am and 11:00am Monday to Friday on 03 9258 6123 or customerservice@melbournemarket.com.au.

If there is a card listed on my invoice that I no longer need, can I simply short pay the invoice? E.g. if there are three cards listed on my account, and one of them is no longer required, can I just only pay for two?

No, you must contact customer service first to notify them of the card that is to be cancelled, you will then be issued with a credit note and advised of the correct amount due for payment. If you fail to do so, and you just make a short payment on your invoice, your access to the Market may be restricted as the MMA will not be able to identify which access card you're wanting to cancel.

I only applied and paid for my card recently, why do I have to pay a renewal fee already?

This common annual expiry date applies to all access cards, regardless of the month they were originally issued.

As per the MMA Schedule of Fees, the initial fee paid when setting up an access card is for the purchase of the card. The annual access card renewal fee enables the access card holder to retain access to the site, regardless of when they initially applied for their access card.

Will we be issued with new cards?

No, all cards will be updated automatically.