

QUESTIONS AND ANSWERS

- 1) **How can you ensure that all customers who paid an unnecessary surplus have been refunded?**
 - Customers with a transponder have already been refunded, either through a credit to their account or a check sent by mail. Other customers who believe they may have overpaid the Category 1 rate due to a transport or recreational box (such as a Thule) that raised the total height of their vehicle above 2.30 meters are invited to contact us at credit@a30express.com. Our team will take the necessary steps to assess all requests.

- 2) **How much time do customers have to request a refund?**
 - We wish to process refunds as quickly as possible, but customers have up to 3 years to submit their request.

- 3) **How will you analyze all the requests?**
 - We have already been able to evaluate the files of all customers with transponders. For other customers without transponders, we will rely on the documents provided (vehicle registration, date and time of passage, and payment receipt or bank/credit card statement).
 - i. If a customer does not have all the required information, they can contact Customer Service by email, and their situation will be reviewed individually. Our team may be able to cross-reference information to validate their request.

- 4) **When will customers be refunded?**
 - Our customers with transponders have already been refunded. For all others, we will process requests as they are received.

- 5) **What will you do to improve the situation?**
 - We have already made changes to our website to clarify the toll rates. We have also added on-site signage to better inform customers. All Customer Service staff have been trained to effectively answer any questions received.