



16<sup>h</sup> April 2020



## **Service Fee Review**

The next service fee review is due to be applied on Monday 20<sup>th</sup> April 2020 and is based on purchases from Monday 16<sup>th</sup> March 2020 until Sunday 12<sup>th</sup> April 2020. As a result of increased volume over this 4 week period many stores will see a decrease in their service fee.

In light of our current store service levels and the continuing COVID-19 situation the new service fees will be held at the lower rates for the reviews due on Monday 18<sup>th</sup> May 2020 and Monday 15<sup>th</sup> June 2020.

The next 2 reviews will still be conducted and any store which has a volume increase resulting in a move to lower service fee bracket will see a further reduction in their service fee.

This change has been made to recognise the contribution of our stores in supporting the Tasmanian community and the uncertainty which lies ahead.

If you have any question please contact me on 0438 159 641.

Regards,

**David Lanham**  
**GENERAL MANAGER**