

## [Australian Newsagency Blog](#)

A blog on issues affecting Australia's newsagents, media and small business generally.  
<http://www.newsagencyblog.com.au/2011/03/14/fighting-the-banks-on-their-anti-small-business-eftpos-fees.html>

# Fighting the banks on their anti small business EFTPOS fees

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Newsagents need to gear up for a fight with the banks on the [new EFTPOS fee regime](#). Otherwise Coles and Woolworths will have the advantage of not having to pay the 5 cents (or more) transaction fee we will face with the recently announced change.

The EFTPOS fee move is all about the banks looking for other fee opportunities. In this move, they have a fee which is difficult to understand and somewhat removed from the consumer. By hitting some retailers (the weak and generally disorganised) and not others (the big and very organised) they are giving big businesses an unfair advantage.

What are newsagents going to do about this?

If we do not fight, many of us will probably absorb the fee as another cost of business. Those who do not risk negatively impacting customer goodwill.

Our fight should / could include:

1. Lobbying local federal members of parliament.
2. Complaining to the Banking Industry Ombudsman.
3. Complaining to our banks.
4. Moving our business to a smaller more friendly bank.
5. Running a national and unified across the counter campaign - to EVERY newsagent customer.
6. Calling talkback radio to get the story on the agenda.
7. Picketing outside Coles and Woolworths head offices.
8. Joining with other retail groups and bodies to unite on this common cause.
9. Writing to newspapers.

TYRO is a focal point on this issue since so many of their retail customers are small businesses. I am confident that they will also provide suggestions of how newsagents can engage on this topic.

**This is not an issue which newsagents should leave to the next person to deal with.**

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