

CARSALES DEALER ASSISTANCE & BILLING INFORMATION – COVID 19

The following document outlines key billing information that takes into account how our August Dealer Support Package for VIC metropolitan dealers will affect your billing in both August and September.

SUMMARY OF ANNOUNCED SUPPORT MEASURES IN AUGUST

On the 5th of August, carsales.com Ltd announced support measures for Melbourne Metro dealers which advised:

1. Effective from the 6th August until the end (government notified) of Level 4 restrictions, carsales will waive all dealer fees*. This includes all fixed fee advertising services as well as Lead and Listings charges
2. We will once again extend access to our carsales Employee Assistance Program, to provide any necessary counselling to you and your employees.
3. A number of you may receive (or have already received) your August invoice which will include fixed fee or subscription services that are billed in advance. For these services that are billed in advance, we will apply a pro-rata credit with your September invoice for the period from 6 August to 31 August.

These support measures apply specifically to dealerships located within impacted postcodes under Stage 4 business restrictions, as advised by the Victorian state government.

*All contracts in place as at 6 August will be honoured as No Charge during the stipulated period (including leads). Products purchased after 6 August will attract charges as per the contracted price. These changes will apply to all carsales.com Ltd brands (carsales.com.au, bikesales.com.au, boatsales.com.au, trucksales.com.au, caravancampingsales.com.au, constructionsales.com.au, farmmachinerysales.com.au)

AUGUST & SEPTEMBER KEY BILLING INFORMATION

Following the announcement above, you will notice changes to your invoice and statement for the month of **August and September**.

AUGUST

- (A) August: products that are usually **billed in advance** (subscription services)
- Billing for this has already occurred in August (billed in full).
 - You will now receive a credit in your **September** invoice (**Dealer Support Credit Part 7**) – which represents credits for the period **6 August – 31 August** for products billed in advanced for August such as LiveMarket subscriptions, Network Subscriptions etc. This will be applied against invoices issued at the beginning of August.
 - If you have already paid your previous invoice, this credit will be applied against future invoices.
- (B) August: products that are usually **billed in arrears** (such as leads)
- Billing for this will occur as part of your September invoice.
 - You will receive a credit in your **September** invoice (**Dealer Support Credit Part 8**) – this represents credits for the period **6 August – 31 August** for products billed in arrears for

August such as leads, promote purchases, listings or subscriptions / display billed in arrears. This credit will be issued with, and applied to your current invoice/statement.

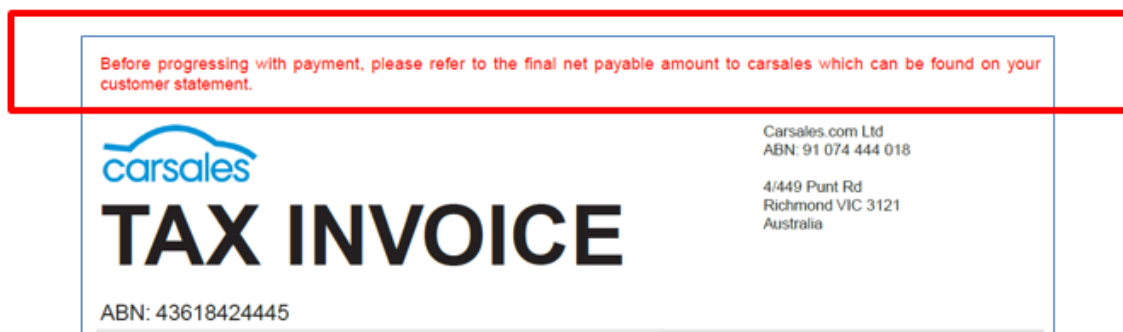
SEPTEMBER

- (A) September: products that are usually **billed in advance** (subscription services)
- Billing for this will occur as part of your September invoice.
 - You will receive a credit in your **September** invoice (**Dealer Support Credit Part 9**) – this represents credits for the period **1 September – 13 September** for products billed in advanced for September such as Live Market subscriptions, Network Subscriptions etc. This credit will be issued with, and applied to your current invoice/statement.
- (B) September: products that are usually **billed in arrears** (such as leads)
- Billing for this will occur as part of your October invoice.
 - You will receive a credit in your **October** invoice (**Dealer Support Credit Part 10**) – this represents credits for the period **1 September – 13 September** for products billed in arrears for September such as leads, promote purchases, listings or subscriptions / display billed in arrears. This will be provided with your next invoice/statement.

HOW YOU WILL RECEIVE YOUR BILLING DOCUMENTS

You can expect to receive three stages of billing documents in September:

- 1) **Invoice (to be received by 8th September 2020) –**
- ALL dealers (*including non-Melbourne Metro dealers*) will receive their consolidated invoices later than the usual billing cycle. This will outline all your active products and services.
 - There are **no changes** to your invoices, however, we have included information in red text at the top of the invoice highlighting that the ***final payable balance to carsales should be based on your statement instead of the invoice***.



- 2) **Customer Credit note (to be received by 8th September 2020) –** This will list the applicable credit amount based on the dealer support package. Only **qualifying 'bill to'** dealers for this waiver per the communication above will receive these credit memos.

Note: Three credit memos will be given to you this month:

- Credits for August services billed in advance - COVID-19 Dealer Support Credit (Part 7)

- Credits for August services billed in arrears COVID-19 Dealer Support Credit (Part 8)
- Credits for September services billed in advance – COVID-19 Dealer Support Credit (Part 9)

3) Customer Statement (to be received by 8th September 2020) –

- ALL dealers (including non-Melbourne Metro dealers) will receive their customer statement on this date.
- This document represents the **final position of amount owing to carsales**. Payment should be made on the outstanding total listed in this statement as the **'Amount Payable'**
- This provides a summary of both your charges and credits applied. It provides your **total net balance** due for the corresponding month.