

CARSALES DEALER ASSISTANCE & BILLING INFORMATION – COVID 19

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

SUMMARY OF SUPPORT MEASURES

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.

EXTENSION OF STAGE 4 LOCKDOWN

Following the Government announcement of the extension of Stage 4 Lockdown until 18th October carsales.com Ltd has recently communicated that it will be extending the above support measured until this date.

A number of you may receive (or have already received) your September invoice which will include fixed fee or subscription services that are billed in advance. For these services that are billed in advance, we applied a pro-rata credit with your invoice for the period from 1st September to 13th September at the beginning of the month. We will credit the remaining portion with your next invoice in October.

SEPTEMBER AND OCTOBER KEY BILLING INFORMATION

In line with support measures announced, you will notice changes to your invoice and statement for the month of **September and October**.

SEPTEMBER

- (A) September: products that are usually **billed in advance** (subscription services)
- Billing for this has already occurred in September (billed in full)
 - A pro-rated credit for the period **1st September – 13th September** has already been issued and applied to your previous invoice.
 - You will now receive a further credit (**Dealer Support Credit Part 9**) – this represents credits for the period **14th September – 30th September** (reflecting the extension of the support measures) for products billed in advanced for September such as Live Market subscriptions, Network Subscriptions etc. This will be applied against invoices issued at the beginning of September.
 - If you have already paid your previous invoice, this credit **can be applied** against future invoices.
- (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 products billed in arrears for September (covers period 1st – 30th

September) 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.

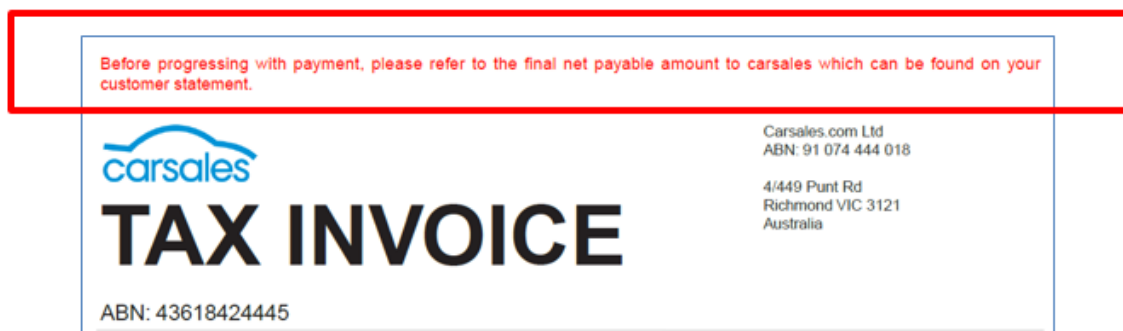
OCTOBER

- (A) October: products that are usually **billed in advance** (subscription services)
- Billing for this will occur as part of your October invoice
 - You will receive a credit in your **October** invoice (**Dealer Support Credit Part 11**) – this represents credits for the period **1st October – 18th October** for products billed in advanced for October such as Live Market subscriptions, Network Subscriptions etc. This credit is issued with and applied to your current invoice/statement.
- (B) October: products that are usually **billed in arrears** (such as leads)
- Billing for this will occur as part of your November invoice
 - You will receive a credit in your **November** invoice (**Dealer Support Credit Part 12**) – this represents credits for the period **1st October – 18th October** for products billed in arrears for October such as leads, promote purchases, listings or subscriptions / display billed in arrears. This will be provided with your next invoice/statement in November.

HOW WILL YOU RECEIVE YOUR BILLING DOCUMENTS

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

- 1) **Invoice (to be received by 8th October 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 will be no delays in receiving the usage report for carsales. This delay will merely impact the consolidated invoices sent.
 - 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 October 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 September services billed in advance - COVID-19 Dealer Support Credit (Part 9)
- Credits for September services billed in arrears COVID-19 Dealer Support Credit (Part 10)
- Credits for October services billed in advance – COVID-19 Dealer Support Credit (Part 11)

3) Customer Statement (to be received by 8th October 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.