

Appendix A – Treatment Letters

Treatment 1: Enforcement Letter



ACT
Government

Access
Canberra.



We noticed you still have an
unpaid fine. Take action today.

Unpaid <<Type_proper>> Infringement



<<Given_names_proper>> <<Surname_proper>>
<<POSTAL_ADDRESS_LINE_1>>
<<POSTAL_ADDRESS_LINE_2>>
<<POSTAL_ADDRESS_LINE_3>>

Key details

Registration Number	<<REGO_NBR>>
Infringement Number	<<INF_NUMBER>>
Amount Due	\$<<AMOUNT_DUE>>
Letter issue date	<<LETTER_DATE>>

Dear <<Given_names_proper>> <<Surname_proper>>

You still owe a fine of \$<<AMOUNT_DUE>> for the below offence.

Unpaid fines don't go away unless you take action.

Payment options are listed below or for more information visit act.gov.au/unpaidfines.



Your Offence Details

- Infringement number: <<INF_NUMBER>>
- Vehicle registration: <<REGO_NBR>>
- Offence date: <<OFFENCE_DATE>>
- Offence description: <<OFFENCE_DESC>>
- Offence location: <<OFFENCE_LOCN>>

Your payment options



Online

Go to act.gov.au/unpaidfines and select pay an infringement online to make payment by Visa or Mastercard.



Biller code: 343533

Login to our financial institutions online banking service and select BPAY. You will need to enter the Biller Code and the above Infringement Notice Number as the reference number.



Bill pay code: 0286

Call **13 18 16** and follow the prompts. Enter the above Infringement Notice number as the reference number. Payment can be made with Visa or Mastercard. The National Relay Service is available for the hearing impaired on **13 36 77**.

Treatment 2: Social Norms Letter



You have an overdue fine. Please do the right thing and pay now.

Unpaid <<Type_proper>> Infringement



<<Given_names_proper>> <<Surname_proper>>
<<POSTAL_ADDRESS_LINE_1>>
<<POSTAL_ADDRESS_LINE_2>>
<<POSTAL_ADDRESS_LINE_3>>

Key details	
Registration Number	<<REGO_NBR>>
Infringement Number	<<INF_NUMBER>>
Amount Due	\$<<AMOUNT_DUE>>
Letter issue date	<<LETTER_DATE>>

Dear <<Given_names_proper>> <<Surname_proper>>

You still have an overdue fine of \$<<AMOUNT_DUE>> for the below offence.

Most people with overdue fines have already paid.

Payment options are listed below or for more information visit act.gov.au/unpaidfines.



Your Offence Details

- Infringement number: <<INF_NUMBER>>
- Vehicle registration: <<REGO_NBR>>
- Offence date: <<OFFENCE_DATE>>
- Offence description: <<OFFENCE_DESC>>
- Offence location: <<OFFENCE_LOCN>>

Your payment options



Online

Go to act.gov.au/unpaidfines and select pay an infringement online to make payment by Visa or Mastercard.



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Log in to your financial institutions online banking service and select BPAY. You will need to enter the Biller Code and the above infringement Notice Number as the reference number.



Bill pay code: 0286

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Appendix B – List of Variables

Outcome variables

- Amount of fine payment (in \$)
- Payment in full (Yes/No)
- Payment in partial or full (Yes/No)

Covariates

- Age
- Gender
- Infringement type
- Offence type
- Number of years since offence
- Penalty (in \$)
- Fee (in \$)
- Postcode (based on driver license information)