

Important Notice Update

Dear Valued Customer:

Due to a higher than normal number of violations that occurred during the summer, we will be distributing a larger amount of violation notifications over the next several months. Our delivery of notices will increase by approximately 5500-6000 notices per week. This is in addition to our normal weekly circulation of an average of 6000 notifications, effectively doubling our weekly distribution.

This peak in notifications will most likely result in a higher than normal call volume to our Customer Service Center and could potentially increase hold times for customers. SRTA is employing several operational changes to minimize the impact to customers during this period including, but not limited to, training and deploying 25 additional new customer service representatives to receive calls.

Customers can take advantage of receiving a reduction of toll violation fees (\$20 per toll violation) if they pay before or on the due date by either contacting customer service or sending their payment by U.S. mail and calculating the reduction themselves (paying \$5 per toll violation instead of \$25).

Note: Peach Pass customers who received the violation notice due to an expired credit card on file, will only be charged the past due tolls + a single \$5 fee when they call or mail in their payment on or before the due date.

Currently our online payment system only accepts full payment of toll violations, so you must call in or mail in your payment to take advantage of the additional discounts outlined in this letter.

Even with these measures in place, our hold times may still be a little longer than what our customers typically experience. We apologize in advance for the inconvenience.

Thank you for your patience!

State Road & Tollway Authority



Access your account info online with this QR code