



SCAM ALERT

Ohio Turnpike Alerts Customers of SMS/Text ‘Smishing’ Scam Targeting Multiple Tolling Agencies

BEREA, Ohio (April 22, 2024) – The Ohio Turnpike and Infrastructure Commission has learned that a text message scam, known as “smishing,” is fraudulently claiming to represent tolling agencies from across the country. The scammers are requesting payment for unpaid tolls through fraudulent websites.

The targeted phone numbers appear to be chosen at random and are not uniquely associated with an account or usage of toll roads. Some customers have also reported receiving emails through phishing scams.

The Ohio Turnpike does NOT request its *E-ZPass* customers to make payments by text. Collections of unpaid tolls and/or toll violations do NOT occur by text either.

The only website links associated with the Ohio Turnpike’s *E-ZPass* accounts are ezpassoh.com and ohioturnpike.org.

The FBI, which is aware of the [smishing scam](#) impacting several states, recommends individuals who receive the fraudulent messages do the following:

- Contact the FBI’s Internet Crime Complaint Center (IC3) at ic3.gov, and be sure to include:
 - The phone number from where the text originated.
 - Contact the tolling agency’s customer service center.
- Delete any smishing texts received.
- If you clicked any link or provided your information, take efforts to secure your personal information and financial accounts. Dispute any unfamiliar charges.

We encourage all customers to stay alert to these types of phishing scams by text and email.

For questions about the Ohio Turnpike’s *E-ZPass* notifications, contact ezpassoh.com or ohioturnpike.org.

Contact:

Charles Cyrill
Communications Director
Ohio Turnpike and Infrastructure Commission
(m) 440.821.3399
charles.cyrill@ohioturnpike.org