



The Ohio Turnpike and Infrastructure Commission



Customer Service Center - PO Box 460 - Berea, OH 44017

(440) 971-2222 - www.ohioturnpike.org

01/11/2022

Test Test
682 Prospect St
Berea, OH 44017

Account Closure

Re: Account # XXXX

Dear TEST TEST,

Your account has been **closed**. Any remaining balance will be refunded back to the credit card number that we have on file.

If you want to re-open your account:

Contact the E-ZPass Customer Service Center by calling 440-971-2222. Customer Service is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.

Please be advised, when the account is closed a \$10.00 lost/stolen fee is assessed for each unreturned transponder.

Thank you for traveling on the Ohio Turnpike.

E-ZPass Customer Service Center
Ohio Turnpike and Infrastructure Commission



The Ohio Turnpike and Infrastructure Commission



Customer Service Center - PO Box 460 - Berea, OH 44017

(440) 971-2222 - www.ohioturnpike.org

01/02/2022

Test Test
682 Prospect St
Berea, OH 44017

FRIENDLY REMINDER

Re: Account # XXXX

Dear Test Test,

A recent review of your account indicates that the credit card you chose for automatic replenishment has expired or will expire soon. The last four digits of the credit card in question are: **0000**.

Your account information needs to be updated. You may update your account by using one of the following methods:

1. Please visit www.ezpassoh.com to access your account and update your credit card.
2. Self-Service is available 24 hours a day by calling 440-971-2222. Select option 1 to enter your E-ZPass account number and phone number. Then select option 2 to update your credit card.
3. A Customer Service Representative is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.

Failure to respond could result in the interruption of your E-ZPass privileges.

Thank you for being an Ohio E-ZPass customer.

E-ZPass Customer Service Center
Ohio Turnpike and Infrastructure Commission



Ohio Turnpike and Infrastructure Commission
 682 Prospect Street
 Berea, OH 44017
 Phone: (440) 971-2222

Statement

Account Number: XXXX
 Account Type: Prepaid
 Payment Method: PrePaid
 From: 1/12/2022
 To: 2/11/2022

Test Test
 682 Prospect St
 Berea, OH 44017

Summary of Toll Charges by Transponder

Transponder	Toll Charges
0000000	\$1.23
Total Toll Charges:	\$1.23

Account Activity

Posted	Transaction	Transponder #	Entry Date	Entry Plaza	Exit Date	Exit Plaza	Class	Amount	Balance
01/12	STATEMENT FEE - PREPAID							(\$1.00)	\$49.00
01/13	MONTHLY TRANSPONDER FEE(S) - PREPAID							(\$1.50)	\$47.50
02/02	E-ZPASS INCOMING AWAY TOLL CHARGE - PREPAID	0000000	01/30/22 04:30:02	XXX	01/30/22 04:21:04	XXX	2	(\$1.23)	\$46.27
Ending Prepaid Balance									\$46.27

Account Summary

Beginning Balance	Toll Charges	Payments	Debit Adjustments	Credit Adjustments	Ending Balance
\$50.00	\$1.23	\$0.00	\$2.50	\$0.00	\$46.27

DO NOT PAY -- THIS IS NOT A BILL



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01/20/2022

Test Test
682 Prospect St
Berea, OH 44017

Rejected Credit Card Auto Replenishment Notification

Re: Account # XXXX

Dear Test Test,

A recent review of your account indicates that the credit card you chose for automatic replenishment has been rejected. The last four digits of the credit card in question are: 0000.

Please note we have recently updated to a new credit card processor. Due to this change your credit card company may no longer recognize the Ohio Turnpike Auto-Replenishment payment. Please contact your credit card company directly to authorize payment if you believe you have been affected by this change.

If the above credit card has recently expired or if you would like to use a different card for auto replenishment, you may update your account by using any of the following options:

1. Please visit www.ezpassoh.com to access your account and update your credit card.
2. Self-Service is available 24 hours a day by calling 440-971-2222. Select option 1 to enter your E-ZPass account number and phone number. Then select option 2 to update your credit card.
3. A Customer Service Representative is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.

Thank you for being an Ohio E-ZPass customer.

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Ohio Turnpike and Infrastructure Commission



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01/20/2022

Test Test
682 Prospect St
Berea, OH 44017

Insufficient Fund Notification

Re: Account # XXXX

Dear Test Test,

A recent review of your E-ZPass account indicates that the credit card you chose for automatic replenishment has failed to replenish your account. The last four digits of the credit card in question are: 0000. This has caused your account to enter an insufficient funds status. Failure to bring this account current will result in additional fees being added to this account.

Your account information needs to be updated. You may update your account by using one of the following methods:

1. Please visit www.ezpassoh.com to access your account and update your credit card.
2. Self-Service is available 24 hours a day by calling 440-971-2222. Select option 1 to enter your E-ZPass account number and phone number. Then select option 2 to update your credit card.
3. A Customer Service Representative is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.

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Ohio Turnpike and Infrastructure Commission



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01/20/2022

Test Test
682 Prospect St.
Berea, OH 44017

2nd Insufficient Fund Notification

Re: Account # XXXX

Dear Test Test,

A recent review of your E-ZPass account indicates an insufficient balance due of \$0.00. You were sent notification advising you of this on January 08, 2022. As of this writing, your account has not been brought to a current status. The purpose of this correspondence is to advise you that further delay in payment will be considered a willful evasion of the toll, constituting a violation of Ohio Administrative Code Section 5537.4-02 and will result in a \$100.00 fine.

If you no longer wish to participate in the E-ZPass program, please immediately remit the \$0.00 insufficient amount, along with the 1 transponder(s) in your possession. Failure to return the transponders (s) will result in an additional \$10.00 per transponder fee being applied to your account. In order to avoid legal action and the assessment of fines prescribed by Ohio Law, you are urged to immediately mail the transponder(s) and remit the insufficient amount made payable to:

Ohio Turnpike and Infrastructure Commission
682 Prospect Street
Berea, OH 44017

Insufficient fund accounts are subject to the efforts of an outside collection agency. Failure to honor this obligation may affect your credit rating.

You may update your account by using one of the following methods:

1. Please visit www.ezpassoh.com to access your account and update your credit card.
2. Self-Service is available 24 hours a day by calling 440-971-2222. Select option 1 to enter your E-ZPass account number and phone number. Then select option 2 to update your credit card.
3. A Customer Service Representative is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.

Thank you for being an Ohio E-ZPass customer.

E-ZPass Customer Service Center
Ohio Turnpike and Infrastructure Commission



The Ohio Turnpike and Infrastructure Commission



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01/20/2022

Test Test
682 Prospect St
Berea, OH 44017

UNPAID TOLL REMINDER

Re: Ticket #

Dear [REDACTED],

On December 20, 2021, you exited the Ohio Turnpike and were unable to pay your toll of \$50.75. At that time, you signed a promise to pay the \$50.75 toll within seven days. As of this writing, we have not received your payment. Further delay of payment of this toll will be considered a willful evasion of the toll, constituting a violation of Ohio Administrative Code Section 5537-4-02 and will result in a \$100.00 fine.

In order to avoid legal action and the assessment of fines as prescribed by Ohio Law, you are urged to remit the balance due immediately. Unpaid tolls are also subject to the efforts of an outside collection agency. Failure to honor this obligation may adversely affect your credit rating.

You may make a payment using any of the following methods:

1. Use our website at www.ezpassoh.com and select, Pay Your Unpaid Toll Ticket.
2. Self-Service is available 24 hours a day by calling 440-971-2222. Select option 2 and enter the ticket number and zip code listed on your ticket.
3. A Customer Service Representative is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.
4. Mail your check or money order. Please include the ticket or account number to ensure proper payment application. The address to send check or money order:

Ohio Turnpike and Infrastructure Commission
Attention: CFO/Comptroller
PO Box 75517
Berea, Oh 44101-4755

Thank you for traveling on the Ohio Turnpike.

E-ZPass Customer Service Center
Ohio Turnpike and Infrastructure Commission



The Ohio Turnpike and Infrastructure Commission



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01/20/2022

Test Test
682 Prospect St
Berea, OH 44017

2ND UNPAID TOLL NOTIFICATION

Re: Account # 784521

Dear [REDACTED],

On November 19, 2021, you exited the Ohio Turnpike and were unable to pay your toll of \$24.75. At that time, you signed a promise to pay toll within seven days. An unpaid toll reminder was sent to you on December 20, 2021. As of this second notification, we still have not received your payment.

Failure to pay your toll can result in an additional \$100.00 fine for toll evasion. The total amount currently due is \$24.75.

The purpose of this correspondence is to remind you that further delay in payment will be considered a willful evasion of the toll, constituting a violation of Ohio Administrative Code Section 5537-4-02. In order to avoid legal action and the assessment of fines as prescribed by Ohio Law, please remit the \$24.75 balance due immediately. Unpaid tolls are also subject to the efforts of an outside collection agency. Failure to honor this obligation may adversely affect your credit rating.

You may update your account by using any of the following methods:

1. Use our website at www.ezpassoh.com and select, Pay Your Unpaid Toll Ticket.
2. Self-Service is available 24 hours a day by calling 440-971-2222. Select option 2 and enter the ticket number and zip code listed on your ticket.
3. A Customer Service Representative is available Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.
4. Mail your check or money order. Please include the ticket or account number to ensure proper payment application. The address to send check or money order:

Ohio Turnpike and Infrastructure Commission
Attention: CFO/Comptroller
PO Box 75517
Berea, Oh 44101-4755

E-ZPass Customer Service Center
Ohio Turnpike and Infrastructure Commission

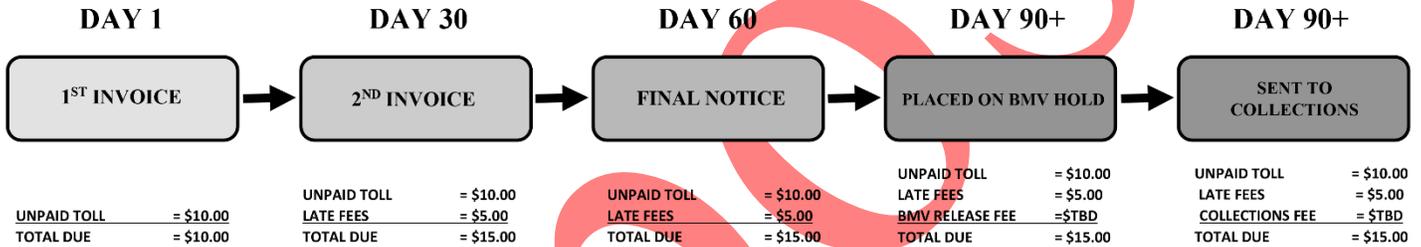


INVOICE

ENTRY PLAZA	EXIT PLAZA	EXIT DATE	EXIT TIME	CLASS	UNPAID TOLLS	LATE FEES	ADJUSTMENTS	TOTAL DUE
PLZ-142	PLZ-71	07/11/21	23:45:50	1	\$4.00	\$5.00		\$9.00
PLZ-110	PLZ-161	07/16/21	13:45:50	1	\$3.00		(\$3.00)	
PLZ-161	PLZ-110	07/16/21	17:10:03	1	\$3.00			\$3.00
TOTAL AMOUNT DUE								\$12.00

INVOICE TIMELINE

THE FOLLOWING IS AN EXAMPLE ONLY



TO DISPUTE THIS INVOICE PLEASE VISIT WWW.EZPASSOH.COM

WHY DID I RECEIVE THIS INVOICE?

YOUR VEHICLE TRAVELED THROUGH AN E-ZPASS EXIT LANE ON THE OHIO TURNPIKE AND A VALID E-ZPASS TRANSPONDER WAS NOT DETECTED. THOSE OVERHEAD CAMERAS CAPTURED LICENSE PLATE IMAGES OF YOUR VEHICLE AS IT PASSED.

WHAT IF I HAVE E-ZPASS?

YOUR E-ZPASS ACCOUNT MAY NEED ATTENTION:

- DOES YOUR ACCOUNT HAVE FUNDS AVAILABLE?
- IS YOUR LICENSE PLATE CORRECTLY LISTED ON YOUR ACCOUNT?
- IS YOUR TRANSPONDER PROPERLY MOUNTED ON THE WINDSHIELD?

AFTER UPDATING YOUR ACCOUNT SO YOU DO NOT RECEIVE FUTURE UNPAID TOLLS, PAY YOUR INVOICE AT WWW.EZPASSOH.COM

¿POR QUÉ RECIBÍ ESTA FACTURA?

SU VEHÍCULO VIAJÓ A TRAVÉS DE UN CARRIL DE SALIDA E-ZPASS EN EL TURNPIKE DE OHIO. LAS CÁMARAS AÉREAS CAPTURAN IMÁGENES DE LA PLACA DE LICENCIA MIENTRAS LOS VEHÍCULOS PASAN POR ESOS CARRILES.

¿COMO PUEDO PAGAR?

- PAGO EN LÍNEA WWW.EZPASSOH.COM O ESCANEE EL CÓDIGO QR A LA DERECHA. POR FAVOR TENGA SU NÚMERO DE FACTURA Y LA INFORMACIÓN DE LA PLACA DE LICENCIA DISPONIBLE.
- CHEQUE POR CORREO O ORDEN DE DINERO CON REMESO DE PAGO A CONTINUACIÓN EN EL SOBRE PROPORCIONADO.
- NO PAGAR LA CANTIDAD DEBIDA ANTES DE LA FECHA DE VENCIMIENTO RESULTARÁ EN QUE SE AGREGARÁN LAS TARIFAS TARDÍAS.
- LAS FACTURAS QUE ESTÉN SIN PAGAR DESPUÉS DE XX DÍAS SE ENVIARÁN A UNA AGENCIA DE COBRO DE DEUDAS CON CARGOS ADICIONALES AÑADIDOS.
- BAJO LA LEY DE OHIO (ORC 5537.041C), EL TURNPIKE DE OHIO PUEDE SOLICITAR SUSPENDER LA REGISTRATION DE SU VEHICULO O TRANSFERENCIA DE VEHICULO SI NO SOMETE SU PAGO.



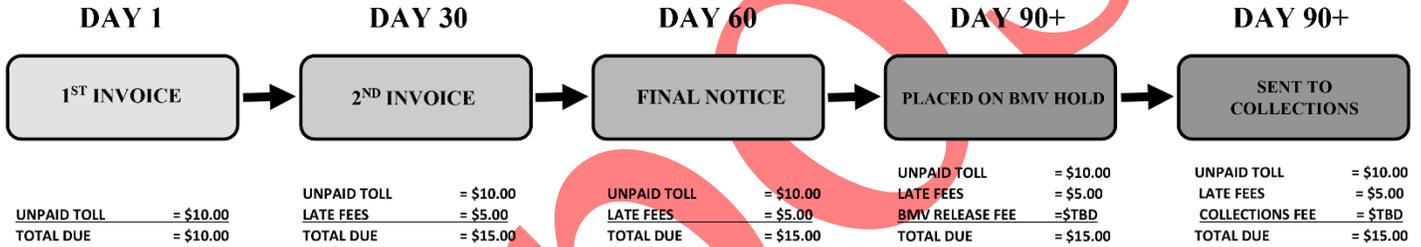


2ND INVOICE

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TOTAL AMOUNT DUE								\$12.00

INVOICE TIMELINE

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WHY DID I RECEIVE THIS INVOICE?

YOUR VEHICLE TRAVELED THROUGH AN E-ZPASS EXIT LANE ON THE OHIO TURNPIKE AND A VALID E-ZPASS TRANSPONDER WAS NOT DETECTED. THOSE OVERHEAD CAMERAS CAPTURED LICENSE PLATE IMAGES OF YOUR VEHICLE AS IT PASSED.

WHAT IF I HAVE E-ZPASS?

YOUR E-ZPASS ACCOUNT MAY NEED ATTENTION:

- DOES YOUR ACCOUNT HAVE FUNDS AVAILABLE?
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AFTER UPDATING YOUR ACCOUNT SO YOU DO NOT RECEIVE FUTURE UNPAID TOLLS, PAY YOUR INVOICE AT WWW.EZPASSOH.COM

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¿COMO PUEDO PAGAR?

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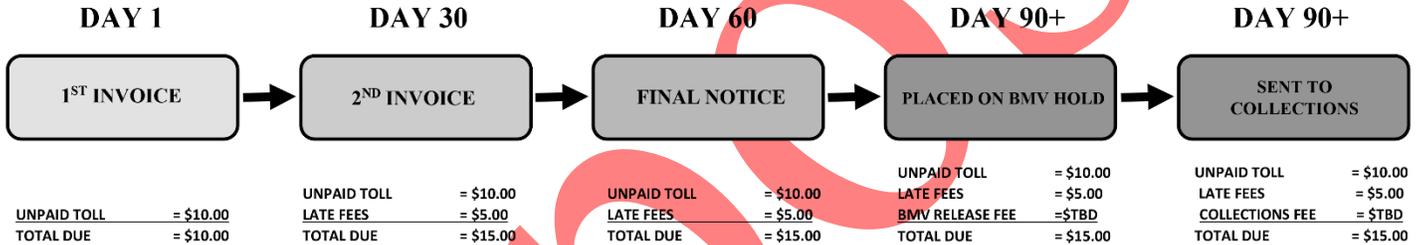


FINAL NOTICE

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INVOICE TIMELINE

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TO DISPUTE THIS INVOICE PLEASE VISIT WWW.EZPASSOH.COM

WHY DID I RECEIVE THIS INVOICE?

YOUR VEHICLE TRAVELED THROUGH AN E-ZPASS EXIT LANE ON THE OHIO TURNPIKE AND A VALID E-ZPASS TRANSPONDER WAS NOT DETECTED. THOSE OVERHEAD CAMERAS CAPTURED LICENSE PLATE IMAGES OF YOUR VEHICLE AS IT PASSED.

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YOUR E-ZPASS ACCOUNT MAY NEED ATTENTION:

- DOES YOUR ACCOUNT HAVE FUNDS AVAILABLE?
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AFTER UPDATING YOUR ACCOUNT SO YOU DO NOT RECEIVE FUTURE UNPAID TOLLS, PAY YOUR INVOICE AT WWW.EZPASSOH.COM

HOW DO I DISPUTE THIS INVOICE?

- TO DISPUTE THIS INVOICE PLEASE VISIT WWW.EZPASSOH.COM
- LOGIN WITH YOUR INVOICE NUMBER AND LICENSE PLATE NUMBER
- YOU MAY ALSO REQUEST A HEARING AT WWW.EZPASSOH.COM
- LOGIN WITH YOUR INVOICE NUMBER AND LICENSE PLATE NUMBER (NOTES: INFORMATION IN GREEN TBD)

¿POR QUÉ RECIBÍ ESTA FACTURA?

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¿COMO PUEDO PAGAR?

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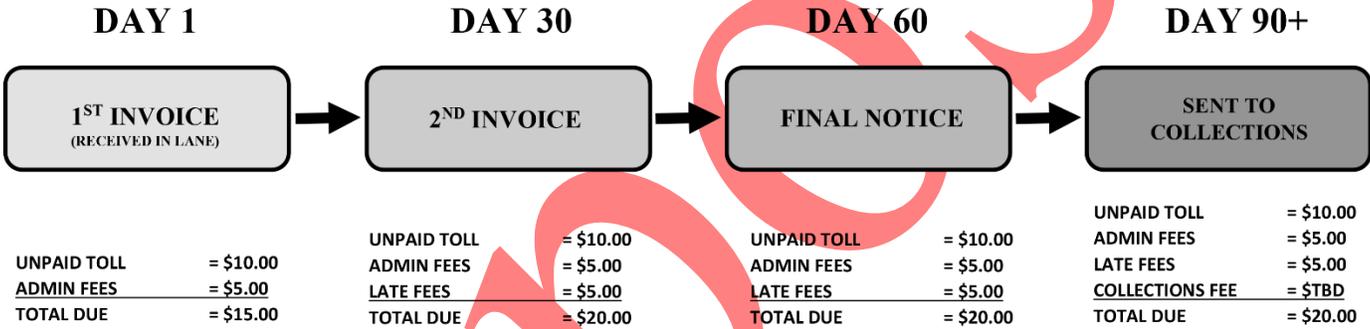


2ND INVOICE

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INVOICE TIMELINE

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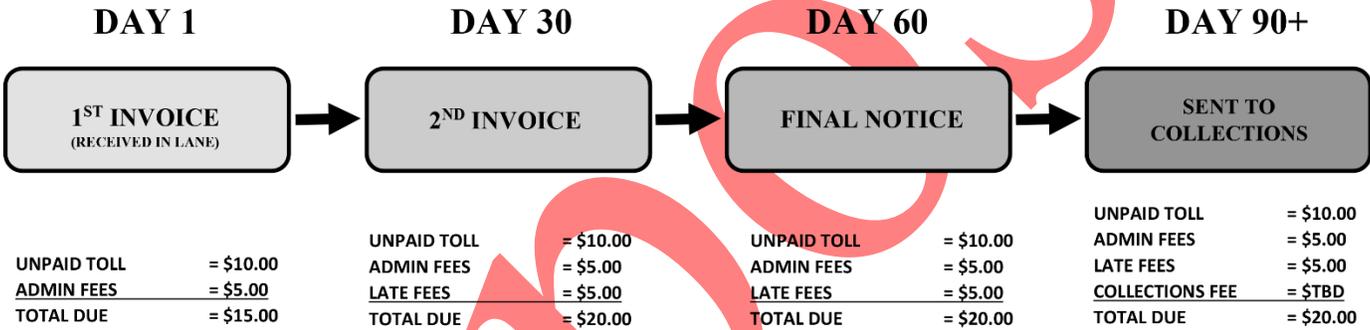


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