



Florida Department of Transportation/Florida's Turnpike Enterprise

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Customer Service Announcement Encourages Turnpike Toll Users to Update Accounts *Delinquent and Overdrawn Accounts May See Collection Activity*

Ocoee, Fla. – Florida's Turnpike Enterprise (FTE) Executive Director Nicola Liquori released a customer service announcement today encouraging customers with delinquent and overdrawn TOLL-BY-PLATE and SunPass accounts to bring their accounts current.

To see the video, click [Florida's Turnpike Enterprise CSA](#).

FTE anticipates sending delinquent and overdrawn accounts to a collection agency in early 2020. The CSA is designed to encourage customers to pay outstanding balances to prevent collection activity. **As a promotion, if a customer switches the TOLL-BY-PLATE balance to a new SunPass account, the customer will receive a credit and be eligible to pay a reduced SunPass toll rate.** Once an account is sent to collections, it will not be eligible for this promotion.

The current delay in image reviews, due to PRIDE Enterprises' inability to process images, will not cause any TOLL-BY-PLATE account to be sent to collections. Those accounts impacted by the delay will have the same amount of time to remit payment as normal.

Collection activity had been suspended after challenges with the implementation of a new back-office system for SunPass in June 2018. Since that time, SunPass has achieved several benchmarks, including a dramatic decrease in wait times for customer calls – from 45 minutes to less than 40 seconds – and improved customer service scores.

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