PROTECT YOURSELF FROM SMISHING

Smishing is when a fraudster tries to get your information via text. Scammers may pose as the IRS, a utility company, tech support, a real estate company, or even a friend or relative who “needs help”. The common thread in these scams is that they often demand immediate payment. By forcing you to act quickly, you are less likely to question the request. Don’t be rushed.

SunPass wants to remind customers to be careful of text messages or other communications that demand immediate payment for unpaid toll balances. These messages often pressure customers to make a quick payment to avoid late fees and include a link to a fake website to collect personal information.

Please note that SunPass does not send these messages. If you receive an unexpected text or message asking for immediate payment, do not click on the link. Instead, log in to your account via sunpass.com to view your account information.

If SunPass needs to contact its customers, it will appear as follows:
Email: customerservice@sunpass.com or **noreply@sunpass.com**
Text: 786727

HOW TO RECOGNIZE AND AVOID SMISHING ATTACKS

Watch Out For:

- Unknown or hidden numbers – In some cases, scammers are hiding their identity, but they can also “spoof” a local number to seem “authentic.”
- False claims about problems with your payment information.
- Fake invoices with instructions to contact them.
- Requests for personal information such as your name, address, social security number, or credit card details.
- Alarming messages creating a sense of panic.

What to Do:

- Never click links, reply to unknown text messages, or call numbers you don't recognize.
- Do not respond to messages, even if they ask you to "text STOP" to end messages.
- Delete all suspicious texts.
- Keep your smart device’s OS and security apps updated.
- Report smishing attempts to the U.S. Federal Trade Commission’s Fraud Reporting site and/or the Federal Bureau of Investigation’s Internet Crime Complaint Center by clicking the links below:

Report Smishing to FTC

Report Smishing to FBI