



## *Florida Department of Transportation*

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### **FDOT: SunPass Customers Must be Made Whole**

**Tallahassee, Fla.** – Following Florida Governor Rick Scott’s directive that SunPass customers be made whole, Florida Department of Transportation Secretary Mike Dew today issued the following statement regarding SunPass customers who have incurred overdraft expenses resulting from Conduent’s failure to deliver a functioning SunPass system. While FDOT is not penalizing users for Conduent’s backlog, some users who have setup their bill payment processes for automatic withdrawal are incurring overdraft expenses from their personal banks or lending institutions.

Secretary Dew said, “This isn’t fair to SunPass users who setup automatic withdrawal to pay their bills. To make these customers whole, we are beginning the process of standing up a new system where we can work with impacted users to make them whole, and then forward the bill straight to Conduent. We don’t want customers to be unfairly punished for trying to do the right thing.”

Florida Turnpike Executive Director Paul Wai said, “In the coming days, SunPass will provide detailed information for customers on the process for resolving any potential issues with their banking or credit card accounts. Until all transactions have been fully processed, customers who are concerned about overdrafts from their personal banks or lending institutions should consider changing their automatic withdrawal settings.”

FDOT will continue to hold the vendor fully accountable for the delays that it has caused and will be enforcing all penalty clauses of the contract to the maximum extent possible.

#### **FDOT continues to withhold payments to Conduent for the contract related to the SunPass Centralized Customer Service System.**

SunPass customers who are using the Easy Pay feature to automatically add funds to their account, may want to consider changing their replenishment amount to avoid having their bank/credit cards charged multiple times over a short period.

#### **Late fees and penalties will not be imposed until the system is providing the benefits and ease of access that SunPass customers deserve and expect.**

FDOT is committed to ensuring customers are not harmed in any way by the vendor’s problems. If customers have questions regarding their accounts, they may reach a SunPass representative at 1-888-TOLL-FLA or 1-888-865-5352. They can also log on to [www.SunPass.com](http://www.SunPass.com) or download the SunPass mobile application.

The updates to the CCSS system are not affecting the use of any SunPass toll facilities in Florida.