

Just in Time for Holiday Travel, Peach Pass Now Works on Florida and North Carolina Toll Roads

Pay n GO! Peach Pass Customers Must Convert Account



Great news! The State Road and Tollway Authority (SRTA) announced today that Peach Pass customers can now drive on Florida and North Carolina toll roads without having to stop at toll booths or receive a separate bill in the mail. Georgia's "Peach Pass," Florida's "SunPass" and North Carolina's "Quick Pass" are "interoperable," meaning customers of one state can use toll facilities in the other two states and tolls will be automatically deducted from their home state account. Peach Pass customers can access North Carolina's Triangle Expressway and more than 700 miles of SunPass-only toll lanes in Florida. The vehicle license plate MUST be registered on their account in order to take advantage of this new benefit. Therefore, Pay n GO! Peach Pass customers in Georgia must convert their account to a standard account (personal toll account) BEFORE they can use their Peach Pass to pay tolls in Florida and North Carolina.

"Today marks a significant achievement for tolling in the southeast region of the United States, and Georgia is proud to be a part of it," said Christopher Tomlinson, Executive

In This Issue

Peach Pass Now Works in FL and NC

More Than One Toll Account? No Problem!

REMINDER: Open Your SRTA Mail

FAQs Answered



Director of the State Road and Tollway Authority in Georgia. "Through this enhanced Peach Pass benefit, Georgia motorists can enjoy their travels to Florida and North Carolina without stopping to pay at toll booths or paying a separate higher priced video bill. Peach Pass customers will receive the same toll rate as SunPass and Quick Pass customers instead of the higher cash toll rates charged in both states. This partnership signifies our continued effort to enhance mobility and quality of life for every Georgian."

Toll roads in Florida and North Carolina became interoperable in July 2013, paving the way for Georgia to join the partnership this fall. North Carolina's "Quick Pass" and Florida's "SunPass" will also work on the I-85 Express Lanes in Georgia and all future toll roads in Georgia.

"We are pleased to see the strong collaboration between the three states to provide this significant benefit to the driving public," said Keith Golden, Commissioner of the Georgia DOT and SRTA Board Member. "Georgia DOT is proud to partner with SRTA on interoperability in order to give motorists a seamless experience when traveling on toll roads in Florida and North Carolina just in time for the holidays."

For more information on interoperability, go to: www.PeachPass.com.



PEACH PASS
Keep Moving.™



Malika Reed Wilkins
Director of Marketing &
Communications, SRTA
mwilkins@georgiatolls.com

Adrian B. Carver
Communications & Outreach
Specialist, SRTA
acarver@georgiatolls.com

More Than One Toll Account? No Problem!



Your Peach Pass will now work on toll roads in Georgia, Florida and North Carolina! However, if you have a Peach Pass account AND a SunPass or Quick Pass account, here is important information you should know:

- If you decide to keep more than one account active, you should not be double charged for trips taken in any of the three states. However, we suggest that you check your accounts regularly to ensure all trips are being posted correctly. For trips outside the state that issued your transponder, it will take longer for those charges to post to your account.
- Toll mode changing is only available to Peach Pass with a standard, personal toll account. Keep in mind that if you decide to close your Peach Pass account, you will not be able to change your toll mode on the I-85 Express Lanes between toll and non-toll depending on your occupancy levels. This is a feature that is only available to Peach Pass account holders. In addition, if you decide to close your SunPass

Join My Mailing List

Update Your Email
Address

Like us on Facebook

Follow us on twitter

View our videos on YouTube

account, you will not be eligible for transaction volume-based, discounted toll rates or rebates in Florida (see <https://www.sunpass.com/discountsAndRebates>).

- One more important reminder: in order for interoperability to work successfully, each vehicle that will be using the toll roads must be on your Peach Pass account with the correct license plate information listed and your credit card information must be up-to-date on your account. You can call our customer service center at 1-855-PCH-PASS (724-7277), go online to [PeachPass.com](https://www.PeachPass.com) or download our Peach Pass GO! Mobile App to confirm all information associated with your account.

If you need additional information or have questions, contact the Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277) during normal business hours. Please continue to check [PeachPass.com](https://www.PeachPass.com) for updates. We hope this new service offers additional convenience for all our Peach Pass customers!

REMINDER: Open Your SRTA Mail and Save Your Money!

by Sarah Weaver



We all get tons of mail each day and more often than not, it goes right in the waste basket. But before you trash that letter from the State Road and Tollway Authority (SRTA), consider this: ***opening that envelope may save you money!***

Many customers might mistakenly believe that a letter from SRTA contains a Peach Pass account statement or solicitation. Not so. All SRTA account statements are sent out via email. So, chances are that if you're receiving a physical letter from us, it is a toll violation notice that requires immediate action.

We will continue to send notices in hopes that we reach you and can make arrangements to resolve your issue. However, we encourage a quick response to save you the cost of additional violations that accrue with every trip in the Express Lanes after the first notice is mailed. You also could face additional administrative fees and fines associated with judicial action if the notices continue to go unacknowledged.

Here's the good news - most violations can be easily avoided with just a few precautions:

- **Keep your license plate and vehicle information up to date.** Your Peach Pass account is unique to your license plate and vehicle, so any change that is not updated on your account profile will result in a violation.

- **Update your address on your account whenever you move or it changes.**
If we do not have your current address, there may be a delay in you receiving violation notices that could be resolved in a timely manner.
- **Update your debit/credit card information before the card expires or if you receive a new one.** Tolls are automatically deducted from the card listed on your Personal Toll Account and could result in a negative balance and create violations if the card expires or you change cards without updating your account.
- **Check your account frequently** online at www.PeachPass.com, by phone at 1-855-PCH-PASS (724-7277) or by visiting a Peach Pass Customer Service Center location to ensure that your financial and vehicle information is current and your balance is adequate for your needs.
- **ALWAYS open and read any official correspondence from the State Road and Tollway Authority (SRTA) and/or Peach Pass.** It could save you money!

FAQs Answered

Each issue of this newsletter will include questions received from the public and the corresponding responses. A full list of [frequently-asked questions](#) can be found on the Peach Pass web site www.PeachPass.com.

QUESTION: When I ordered a new Peach Pass online for my new car, was the Peach Pass in my old car automatically deactivated?

ANSWER: No. While you can update your vehicle information and place an order for a new Peach Pass online, you will need to contact the Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277) to deactivate the old Peach Pass transponder.

[Forward email](#)



This email was sent to acarver@georgiatolls.com by outreach@georgiatolls.com | [Update Profile/Email Address](#) | Rapid removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).