

# Customer Service



Tampa-Hillsborough Expressway Authority (THEA)

Department: Toll Operations

Functional Unit: Customer Service and Toll Enforcement (CSTE)

Mailing Templates

11/6/19

**Purpose:**

The purpose of this document is to outline the different invoices and letter templates used by THEA to collect and/or enforce payment of tolls.

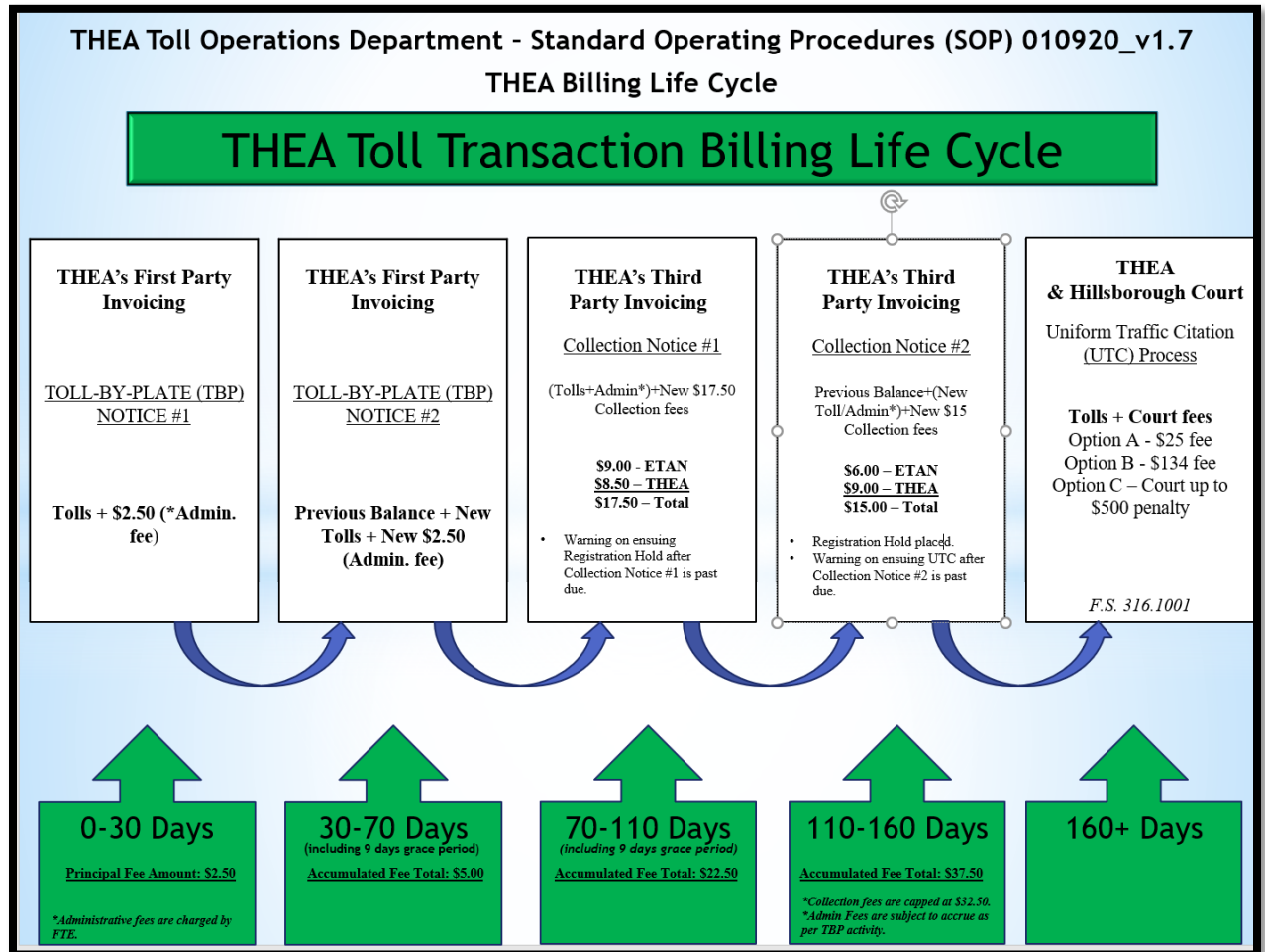
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# 1. THEA Toll Transaction Billing Life Cycle

Toll-by-Plate accounts are escalated as per SOP 010920\_1.7 THEA Billing Life Cycle.



## 2. Toll-by-plate Notices

Toll-by-Plate invoices are issued, on behalf of THEA, by the Florida's Department of Transportation.

When non-SunPass customers drive the Selmon Expressway, pictures of the front and/or rear license plates are taken for toll billing purposes. After the pictures are processed by THEA's toll systems, the extrapolated data is then sent to FTE for further processing. FTE then tries to match vehicle license-plate information to an existing Toll-by-Plate or SunPass account. If an account is not found, FTE works with the Florida's Division of Highway Safety and Motor Vehicle (DHSMV) to obtain the customer's name and mailing address provided on the vehicle registration. Once the information is found, a Toll-by-Plate account is then established, and a Toll-by-Plate invoice is issued within 14-days. After the first invoice is issued, the established toll account is configured with an invoice anniversary cycle of 30-days.

Invoice issued after June 1, 2018:

2.1. FDOT Toll Enforcement Invoice: Gray Top Banner invoice used by FTE, THEA and MDX to operate All Electronic Tolling (AET) facilities.

Invoice Lifecycle (Applicable to all FTE issued notices):

New customers: 14-days after toll account is established by FTE.

Recurrent customers: 30-days.

Fees: FTE charges an Administration Fee of \$2.50 per issued invoice to compensate for billing costs.

**For information on the Invoices issued before June 1, 2018, please consult Appendix A.**

## 2.1. Sample FDOT Toll Enforcement Invoices

TOLL ENFORCEMENT INVOICE			
Invoice #:	Account #:	License Plate:	State: FL Invoice Date: 01/14/19
INVOICE SUMMARY			
Previous Amount Due	Payments/Credits	New Toll Charges	Fees/Charges
\$0.00	\$0.00	\$5.85	\$0.00
Total Amount Due			Pay By
\$5.85			

010047

You are receiving this invoice for toll transactions recorded by the TOLL-BY-PLATE system(s) of the Florida Department of Transportation (FDOT), Miami-Dade Expressway Authority (MDX), Tampa Hillsborough Expressway Authority (THEA), and/or another partner agency. The vehicle identified in the image below is either registered, leased or was rented by you, and payment is required. To resolve this invoice and to prevent referral to a collections agency or imposition of a Vehicle Registration Stop, it is important that you pay the Total Amount Due on or before the "Pay By" date listed.

If you are an existing SunPass® customer, see Payment Options on page 2 for instructions.

License Plate: [REDACTED]

PAYMENT OPTIONS	
Convert to a SunPass Account (see reverse) <div style="text-align: center; margin-top: 10px;">   <small>PEOPLE'S TOLL PROGRAM</small> </div>	Online at sunpass.com (see reverse) <div style="text-align: center; margin-top: 10px;"> </div>
Cash (see reverse) <div style="text-align: center; margin-top: 10px;"> </div>	Mail (use payment slip below) <div style="text-align: center; margin-top: 10px;"> </div>

Per 320.05 and 316.1001 Florida Statutes, if payment in full for this invoice is not received by the "Pay By" date listed on the front of this document, the Florida Department of Transportation has the authority to place a registration stop against the registered owner of the vehicle and prevent you from renewing your license plate. Subsequent unpaid tolls may also result in additional fees, referral to collections and/or the issuance of a Uniform Traffic Citation for each unpaid toll.

Please detach this portion of this invoice and return with your payment to ensure proper credit. To pay by credit card, please go to [www.sunpass.com](http://www.sunpass.com) or call 888-465-4352.

License Plate	Invoice #	Invoice Date	
[REDACTED]	[REDACTED]	01/14/19	

Total Amount Due	Pay By
\$5.85	

AMOUNT ENCLOSED:  .

INV: 194387332

To update your address, please see the frequently asked questions information on the reverse side.

Make check payable and remit to:  
 FDOT  
 P.O. Box 71237  
 Charlotte, NC 28272-1237

Make check or money order payable to FDOT. Please include the invoice # on your check or money order to ensure proper posting of your payment. DO NOT SEND CASH, COINS or TEMPORARY CHECKS. DO NOT fold, staple or paperclip contents.

INV194387332 0088120807 00000585 1

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## ONE INVOICE MAKES PAYING TOLLS EASIER

As part of our continuing effort to improve customer service, the Florida Department of Transportation (FDOT), Miami-Dade Expressway Authority (MDX), and the Tampa Hillsborough Expressway Authority (THEA) have created a single TOLL-BY-PLATE invoice that reduces administrative fees and provides a single point of contact for any tolling questions that you may have.

### PAYMENT OPTIONS



#### If I am an existing SunPass customer, why did I receive this notice?

If you are an existing customer and you received this invoice, your SunPass account may not have sufficient funds. To add funds, please log in to your account at [SunPass.com](http://SunPass.com) and add the total needed to pay the toll invoice amount due. This amount will be deducted from your SunPass account within 48 hours and applicable fees/violation charges will be waived. You may also have received this invoice because the vehicle license plate listed on this invoice is not associated with your account. Please log in to your SunPass account and add the license plate with an effective date prior to the earliest transaction date on your invoice. Follow the prompts to pay your tolls at the discounted SunPass rate and all applicable fees/violation charges will be waived. If you have any questions regarding the information above, please call the SunPass Customer Service Center at 1-888-TOLL-FLA (1-888-865-5352).



#### How can I convert my invoice to a SunPass account?

To have applicable fees/violation charges waived and to pay the discounted SunPass toll rate, you can resolve this invoice by becoming a SunPass customer. Go to [www.sunpass.com](http://www.sunpass.com) and click on "Toll Invoices." Enter your Invoice Number and License Plate Number. Select "Open a SunPass Account" and follow prompts to complete the process.



#### How do I pay my invoice with a credit card or my bank account?

Visit [www.sunpass.com](http://www.sunpass.com) and click "Toll Invoices" for easy online payment instructions.



#### How can I pay my invoice with cash?

You can pay cash at one of our walk-in centers or at a retail location. Visit [www.buch-n-buy.com/sunpass](http://www.buch-n-buy.com/sunpass) for a list of locations that accept cash invoice payments or [www.sunpass.com/contactsunpass](http://www.sunpass.com/contactsunpass) for a list of our walk-in centers and hours of operation.



#### How do I pay my invoice by mail?

Detach the payment slip on the reverse side of this document and return with your check or money order in the envelope provided.

### FREQUENTLY ASKED QUESTIONS

#### How can I dispute this invoice?

If you do not believe you are responsible for the tolls included on this document and would like to dispute this Toll Invoice, you can visit [www.sunpass.com](http://www.sunpass.com) and click on "Unpaid Tolls" followed by "File a Dispute." For more information about disputes call our Customer Service Center at 1-888-865-5352.

#### Why did I get Express Lane Violations?

Tolls in Florida's Express Lanes are collected electronically, using an active, properly mounted SunPass or other interoperable transponder. Cash and TOLL-BY-PLATE are not accepted. If you received an Express Lanes Violation on this invoice, you are being charged the toll(s) incurred, plus a \$25.00 daily violation charge for each day an active transponder was not detected. To avoid the \$25.00 daily violation charge, purchase and activate a SunPass, or another interoperable transponder. (The Lee Roy Selmon Reversible Express Lanes are not subject to this charge.)

#### How do I get a Vehicle Registration Stop removed for failure to pay my tolls?

If there has been a Registration Stop for failure to pay tolls, please pay immediately and allow 10 business days for processing from the date payment is received. If you require an immediate release of a Registration Stop placed by:

- FDOT and/or MDX, visit [www.sunpass.com](http://www.sunpass.com), click "Registration Stop" and follow the instructions or contact our Customer Service Center at 1-888-865-5352.
- THEA, please visit [www.paytheatolls.com](http://www.paytheatolls.com), click "Registration Hold Information" and follow the instructions or contact 1-877-258-5205.

#### What if the address on this invoice needs to be changed?

Per Florida Statute, toll authorities in Florida rely on the accuracy of your motor vehicle record to obtain the address used in creating the documents issued.

- If your vehicle is registered in Florida, you can update your address at any Department of Motor Vehicle Service location, County Tax Collector offices or online at [gotorenew.com](http://gotorenew.com).
- If your vehicle is registered in another state, please visit the applicable Department of Motor Vehicles website for instructions on how to update.



# TOLL ENFORCEMENT INVOICE



Invoice #: [REDACTED] Account #: [REDACTED] License Plate: [REDACTED] State: FL Invoice Date: 01/14/19

## Current Activity Period Detail Including Unpaid Toll Transaction(s)

Previous Amount Due							\$0.00
Post Date	Agency	Description	Lane	Axle Count	Date	Time	Amount
11/13/18	THEA	SR 618 EAST-MAINLINE WEST	60S	2	06/14/18	10:16:10 PM	\$2.03
11/13/18	FDOT	I/CONNECTOR-SELMON WB TO H WB	50S	2	06/14/18	10:12:42 PM	\$0.78
11/13/18	FDOT	SR528 BEACHLINE WEST ORT W MP6	2S	2	06/15/18	8:50:25 PM	\$2.50
11/13/18	FDOT	SR589 HILLSBOROUGH AVE SB ON MP4	60S	2	06/26/18	3:30:30 PM	\$0.54
01/14/19		ADMINISTRATIVE CHARGE			01/14/19	12:59:24 AM	\$0.00
Total Current Activity							\$5.85

Previous Amount Due \$0.00  
 Current Activity Subtotal \$5.85  
**TOTAL AMOUNT DUE \$5.85**

### 3. THEA Customer Service Free SunPass Mini Programs

In an effort to help toll customers save money and enhance customer service, THEA provides customers traveling the Selmon Expressway with the opportunity to receive a complementary SunPass mini transponder via promotional inserts delivered either by mail or at THEA office lobby.

Below are coupons currently in use. For a list of previously-used coupons and inserts, please see Appendix B.

**MacDill Commuters**  
**Cut your toll costs**  
#Love your drive!  
**SAVE UP TO \$270**  
annually on daily commutes on the Selmon Expressway  
**Get your FREE SunPass today!**  
\*Plus Sales Tax  
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY  
Control Number:  
Please have this number ready when you call for your free SunPass Mini Transponder.

To obtain your free SunPass Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10.00, just follow these easy instructions:  
Call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m. to 5 p.m. Have the following information available:  
• Your name, current mailing address, phone number and valid e-mail address  
• Your driver's license number  
• Your vehicle's license plate number  
• Make, model, year and color of your vehicle  
• Control Number (see below)  
• A valid credit or debit card  
This certificate entitles you to one SunPass Mini Transponder and has no cash value.  
\*Upon opening your new SunPass account, appropriate sales tax will be collected for the SunPass Mini Transponder. A retail value of \$4.99.  
Offer Expires December 31, 2021

**Support local businesses.**  
**Shop Gandy!**  
ShopGandy.com  
Get a **FREE SunPass.**  
\* Plus Sales Tax  
**SAVE up to \$270**  
annually on daily commutes on the Selmon Expressway  
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY  
Control Number:  
Please have this number ready when you call for your free SunPass Mini Transponder.

To obtain your free SunPass Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10.00, just follow these easy instructions:  
Call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m. to 5 p.m. Have the following information available:  
• Your name, current mailing address, phone number and valid Email address  
• Your driver license number  
• Your vehicle license plate number  
• Make, model, year and color of your vehicle  
• Control Number (see below)  
• A valid credit or debit card  
This certificate entitles you to a maximum of two (2) SunPass Mini Transponders, and has no cash value.  
\*Upon opening your new SunPass account, appropriate sales tax will be collected for the SunPass Mini Transponder. A retail value of \$4.99.  
Offer expires December 27, 2019

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY  
Control Number:  
Please have this number ready when you call for your free SunPass Mini Transponder.

## 4. Tampa-Hillsborough Expressway Authority (THEA) Debt Collector's Notices

Collection notices are issued, on behalf of THEA, by Credit Protection Association (CPA). There are currently six templates for notices issued by CPA, compliant with the Fair Debt Collection Practices Act (FDCPA) and are configured with an anniversary cycle of 45 days.

Should there be an outstanding toll balance owed after the FTE Toll-By-Plate invoicing life cycle is complete, the account is then referred to THEA's Debt Collector for further processing. The account will receive the first collection notice after a grace period of 14 days. Pursuant to Florida Law, and to prevent early escalation of unpaid tolls to the Clerk of Court for Florida registered toll accounts, THEA uses an interface with the DHSMV to suspend the ability to register or renew the registration of any vehicle under the customer's name within the State of Florida until the toll violations have been resolved. For out of state accounts, a series of collection notices with notification of debt are sent. Uniform Traffic Citations (UTC) may be issued for both in state and out of state accounts.

Notice Types:

**4.1. FIRST COLLECTION NOTICE (IN STATE AND OUT OF STATE):** This notice is to notify the customer of a delinquent unpaid toll account placed into collections with THEA's Debt Collectors and warning of ensuing registration hold.

**4.2. SECOND COLLECTION NOTICE (IN STATE):** This notice is sent to customers with active delinquent accounts informing them that THEA has notified DHSMV to suspend the ability to register or renew the registration of any vehicle in their name.

**4.3. SECOND COLLECTION NOTICE (OUT OF STATE):** This notice is sent to customers that remain with an active delinquent account and warn of an ensuing UTC.

**4.4. NOTICE OF ADDITIONAL UNPAID TOLL VIOLATIONS:** This notice is sent to notify customers of an additional placement at collections that has accumulated.

**4.5. THEA'S COLLECTIONS CUSTOMER COMMUNICATIONS:** The Backoffice Staff manages expectations for customer service by quickly resolving issues received via email, phone, fax and regular mail. Our goal is to resolve all customer disputes and/or requests within two business days.

**Fees:** CPA charges a Collection Fee of \$17.50 for the first notice plus any outstanding Toll-By-Plate invoice fees charged by FTE. If the first collection notice is not paid within the 30-days allowed, then CPA will issue a second collection notice with a total fee of \$32.50 (which includes outstanding fees charged in the first notice) plus any outstanding Toll-By-Plate invoice fees charged by FTE.

## 4.1. FIRST COLLECTION NOTICE (IN STATE) Sample



License Plate: CSLP95 (FL)  
Billed to: John Doe  
1000 Street Address  
Tampa, FL 00000

### FIRST COLLECTION NOTICE

Account Number: 2732751  
Notice Number: 158193



Previous Balance Due	\$	19.20
Payments since last Notice	\$	0.00
Adjustments since last Notice	\$	0.00
Fees since last Notice	\$	45.00
<b>TOTAL AMOUNT DUE:</b>	<b>\$</b>	<b>64.20</b>

*This is an attempt to collect a debt and any information obtained will be used for that purpose.  
See reverse for important information.*

*Please allow up to 24 hours for your payment to be reflected in the THEA and CPA systems. See next page(s) for transaction detail and go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com) for transaction images and details of past-due amounts.*

**PAY ONLINE:** [www.PayTHEATolls.com](http://www.PayTHEATolls.com)  
**PAY BY MAIL:** PO BOX 865460  
ORLANDO FL 32886-5460  
**PAY BY PHONE:** 877-258-5205  
**Available Payment Options:**  
• Check • Money Order • Visa • Master Card  
• AMEX • Discover • MoneyGram Receive #15811

### YOUR ACCOUNT IS IN COLLECTIONS

Please resolve this matter to avoid additional fees and the placement of a STOP on all of your vehicle registrations.

## PAYING ONLINE IS EASY AT PAYTHEATOLLS.COM

Please detach this portion of this letter and return with your payment to ensure proper credit. To pay by credit card, please go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or by phone at 877-258-5205.

License Plate	Account Number	Notice Date
CSLP95 (FL)	2732751	10/15/2017

Amount Due
\$64.20



1170\*\*\*\*\*AUTO\*\*5-DIGIT 33015 T9 P1  
|||||||  
John Doe  
1000 Street Address  
Anywhere USA 00000-0000

Remit by mail to:

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY (THEA)  
PO BOX 865460  
Orlando FL 32886-5460  
|||||||

000123456789011 02502013 005500 7



on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

The Tampa-Hillsborough Expressway Authority is an agency of the State of Florida created to operate and maintain the Lee Roy Selmon Expressway. To clear your past due account pay the amount due on this website: [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

### WHY DID I GET THIS NOTICE?

You traveled on the Selmon Expressway using the Toll-By-Plate payment option. Previously, the Florida's Turnpike Enterprise issued two (2) Toll-By-Plate notices to you and payment was not received before the notice's due date.

### WHAT IF I DON'T HAVE A SUNPASS ACCOUNT?

If you are not a SunPass customer with a valid account, log into [www.PayTHEATolls.com](http://www.PayTHEATolls.com) and pay your notice using a credit or debit card. Payments via the Web are secure and the site is available 24-hours a day.

### BUT I HAVE A SUNPASS ACCOUNT

There are many possibilities as to why you could have received this document including:

- ✓ Your license plate number is not registered with SunPass
- ✓ Your account balance is negative
- ✓ Your transponder may not be properly mounted on your windshield
- ✓ Your credit card has expired or changed

### HOW DO I RELEASE MY VEHICLE REGISTRATION STOP AT THE DHSMV or TAG AGENCY?

To pay your outstanding toll balance 24 hours a day, please log into our self-service website [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or call 1-877-258-5205 and pay the total amount due using credit or debit card. THEA will automatically notify the DHSMV or Tax Collector's Office within 24 hours of your payment processing. Registration STOP release requests received at our Customer Service Center during regular business hours are processed in the order received and sent to the applicable agency via fax communication after all outstanding tolls and fees are paid in full.

### WHAT HAPPENS IF I DON'T PAY?

Pursuant to Florida law, THEA may request the Florida Department of Highway Safety and Motor Vehicles to suspend the ability to register or renew the registration of any vehicles in your name within the State of Florida.

Furthermore, under Florida law, failure to resolve this matter may result in THEA issuing a Uniform Traffic Citation which carries a mandatory \$100 fine against the registered owner of the vehicle issued the above-referenced license plate number. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

### PLEASE NOTE:

According to the Tampa-Hillsborough Expressway Authority (THEA), you have an unpaid toll notice in the amount shown above for toll violations and related fees and costs incurred by your vehicle on the Lee Roy Selmon Expressway (State Road 618).

Credit Protection Association, L.P., a division of ETAN Industries, services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA). Credit Protection Association, L.P. is a debt collector and this is an attempt to collect a debt. Any information obtained will be used for that purpose.





on behalf of

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY

Lee Roy Selmon Expressway

License Plate: CSLP95 (FL)  
Account Number: 2732751  
Notice Number: 158193

Fees This Period	TOTAL	\$45.00
FTE Admin Fee:		\$2.50
Returned Check Fee:		\$25.00
Delinquent Account Fee:		\$17.00

**PLEASE NOTE:**

Credit Protection Association, LP services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA). As a result, the address and/or payee information for remitting payments has changed. See reverse for important information.

Unless, within 30 days after your receipt of this notice, you dispute the validity of the debt or any portion thereof, we will assume the debt to be valid. If, within 30 days after your receipt of this notice, you notify us, in writing, that the debt or any portion thereof is disputed, we will obtain a verification of the debt or a copy of a judgment, if any, and mail it to you. If the original creditor is different from the creditor named above, then upon your written request within 30 days after your receipt of this notice, we will provide you with the name and address of the original creditor.

Please update your bank bill pay REMIT TO address to: PO Box 865460, Orlando, FL 32886-5460. Your account number must be included to ensure proper credit. When paying multiple notices, separate payments are required for each individual notice.

Past-due Toll Transactions			TOTAL	\$11.22
Posted Date	Transaction Date/Time	Location	Toll	
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33	
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33	
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33	
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33	
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33	
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33	





on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

#### **NOTICE OF IMPORTANT RIGHTS**

The following states require that we provide residents in that state with the information below:

##### **FOR CALIFORNIA RESIDENTS:**

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 a.m. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or [www.ftc.gov](http://www.ftc.gov).

##### **FOR COLORADO RESIDENTS:**

A consumer has the right to request, in writing, that a debt collector or a collections agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt. For information about the Colorado Fair Debt Collections Practices Act see [WWW.COAG.GOV/CAR](http://WWW.COAG.GOV/CAR)

Credit Protection Association, LP local office: 7200 S. Alton Way, Suite B180, Englewood, CO 80112  
Telephone: (800) 255-6775 or (303) 768-0200

##### **FOR MAINE RESIDENTS:**

Telephone: (800) 255-6775, Dallas Corporate Office Hours: 8:00 a.m. to 5:30 p.m. CST, Monday – Friday

##### **FOR MASSACHUSETTS RESIDENTS:**

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide a written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the debt collector.

This collection agency can be contacted at (800) 255-6775/  
Dallas Office Hours: 8:00 a.m. to 5:30 p.m. CST Monday - Friday.

##### **FOR MINNESOTA RESIDENTS:**

This collection agency is licensed by the Minnesota Department of Commerce.

##### **FOR NEW YORK RESIDENTS:**

This collection agency is licensed by the New York City Department of Consumer Affairs:  
License Number 1002932. Telephone: (800) 255-6775.

##### **FOR NORTH CAROLINA RESIDENTS:**

Authorized to do business in the state of North Carolina under the name of:  
Credit Protection Association, Limited Partnership, 13355 Noel Road Dallas, TX 75240  
North Carolina Licensing Permit Number 3835

##### **FOR TENNESSEE RESIDENTS:**

Credit Protection Association, LP is a collection agency licensed by the Collection Service Board of the State Department of Commerce and Insurance.

##### **FOR TEXAS RESIDENTS:**

Credit Protection Association, Limited Partnership PO Box 802068, Dallas, TX 75380,  
Telephone: (800) 255-6775

##### **FOR WISCONSIN RESIDENTS:**

CPA is authorized to do business in the state of Wisconsin, under the name of Credit Protection Association, Limited Partnership; 13355 Noel Road, Dallas, TX 75240, Telephone: (800) 255-6775. This collection agency is licensed by the Division of Banking in the Wisconsin Department of Financial Institutions, [www.wdfl.org](http://www.wdfl.org).

## 4.2. SECOND COLLECTION NOTICE (IN STATE) Sample



on behalf of  
**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY** | Lee Roy Selmon Expressway

**License Plate:** CSLP95 (FL)  
**Billed to:** John Doe  
1000 Street Address  
Tampa, FL 00000

### SECOND COLLECTION NOTICE

**Account Number:** 2732751  
**Notice Number:** 158193

Previous Balance Due	\$	64.20
Payments since last Notice	\$	0.00
Adjustments since last Notice	\$	0.00
Fees since last Notice	\$	15.00
<b>Subtotal</b>	<b>\$</b>	<b>79.20</b>
Toll charges	\$	8.62
<b>Total Amount Due</b>	<b>\$</b>	<b>87.82</b>



*This is an attempt to collect a debt and any information obtained will be used for that purpose.  
See reverse for important information.*

Please allow up to 24 hours for your payment to be reflected in the THEA and CPA systems. See next page(s) for transaction detail and go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com) for transaction images and details of past-due amounts.

**PAY ONLINE:** [www.PayTHEATolls.com](http://www.PayTHEATolls.com)  
**PAY BY MAIL:** PO BOX 865480  
ORLANDO FL 32886-5460  
**PAY BY PHONE:** 877-258-5205

#### Available Payment Options:

- Check • Money Order • Visa • Master Card
- AMEX • Discover • MoneyGram Receive #15811

**YOUR ACCOUNT IS IN COLLECTIONS and your vehicle's registration may have been placed on STOP.**

Please resolve this matter to avoid additional fees, charges and delays. If you are a Florida resident and your registration has been placed on STOP, please refer to the back of this page for instructions on how to remove the STOP. You can check on the status of your registration online at:

<https://services.flhsmv.gov/MVCheckWeb/>

## PAYING ONLINE IS EASY AT PAYTHEATOLLS.COM

Please detach this portion of this letter and return with your payment to ensure proper credit. To pay by credit card, please go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or by phone at 877-258-5205.

License Plate	Account Number	Notice Date
CSLP95 (FL)	2732751	11/15/2017

Amount Due
\$87.82



1170\*\*\*\*\*AUTO\*\*5-DIGIT 33015 T9 P1  
John Doe  
1000 Street Address  
Anywhere USA 00000-0000

Remit by mail to:

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY (THEA)  
PO BOX 865460  
Orlando FL 32886-5460

000123456789011 02502013 005500 7





on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

The Tampa-Hillsborough Expressway Authority is an agency of the State of Florida created to operate and maintain the Lee Roy Selmon Expressway. To clear your past due account pay the amount due on this website: [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

### WHY DID I GET THIS NOTICE?

You traveled on the Selmon Expressway using the Toll-By-Plate payment option. Previously, the Florida's Turnpike Enterprise issued two (2) Toll-By-Plate notices to you and payment was not received before the notice's due date.

### WHAT IF I DON'T HAVE A SUNPASS ACCOUNT?

If you are not a SunPass customer with a valid account, log into [www.PayTHEATolls.com](http://www.PayTHEATolls.com) and pay your notice using a credit or debit card. Payments via the Web are secure and the site is available 24-hours a day.

### BUT I HAVE A SUNPASS ACCOUNT

There are many possibilities as to why you could have received this document including:

- ✓ Your license plate number is not registered with SunPass
- ✓ Your account balance is negative
- ✓ Your transponder may not be properly mounted on your windshield
- ✓ Your credit card has expired or changed

### HOW DO I RELEASE MY VEHICLE REGISTRATION STOP AT THE DHSMV or TAG AGENCY?

To pay your outstanding toll balance 24 hours a day, please log into our self-service website [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or call 1-877-258-5205 and pay the total amount due using credit or debit card. THEA will automatically notify the DHSMV or Tax Collector's Office within 24 hours of your payment processing. Registration STOP release requests received at our Customer Service Center during regular business hours are processed in the order received and sent to the applicable agency via fax communication after all outstanding tolls and fees are paid in full.

### WHAT HAPPENS IF I DON'T PAY?

Pursuant to Florida law, THEA may request the Florida Department of Highway Safety and Motor Vehicles to suspend the ability to register or renew the registration of any vehicles in your name within the State of Florida.

Furthermore, under Florida law, failure to resolve this matter may result in THEA issuing a Uniform Traffic Citation which carries a mandatory \$100 fine against the registered owner of the vehicle issued the above-referenced license plate number. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

### PLEASE NOTE:

According to the Tampa-Hillsborough Expressway Authority (THEA), you have an unpaid toll notice in the amount shown above for toll violations and related fees and costs incurred by your vehicle on the Lee Roy Selmon Expressway (State Road 618).

Credit Protection Association, L.P., a division of ETAN Industries, services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA). Credit Protection Association, L.P. is a debt collector and this is an attempt to collect a debt. Any information obtained will be used for that purpose.



on behalf of

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY

Lee Roy Selmon Expressway

License Plate: CSLP95 (FL)  
Account Number: 2732751  
Notice Number: 158193

Fees This Period	TOTAL	\$45.00
FTE Admin Fee:		\$2.50
Returned Check Fee:		\$25.00
Delinquent Account Fee:		\$17.00

**PLEASE NOTE:**

Credit Protection Association, LP services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA). As a result, the address and/or payee information for remitting payments has changed. Credit Protection Association, LP is a debt collector and this is an attempt to collect a debt. Any information obtained will be used for that purpose. See reverse for important information.

Please update your bank bill pay REMIT TO address to: PO Box 865460, Orlando, FL 32886-5460. Your account number must be included to ensure proper credit. When paying multiple notices, separate payments are required for each individual notice.

Past-due Toll Transactions	TOTAL	\$11.22
----------------------------	-------	---------

Posted Date	Transaction Date/Time	Location	Toll
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33
10/07/2016	10/01/2016 18:08:40	West Mainline – Westbound	\$1.33



on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

### **NOTICE OF IMPORTANT RIGHTS**

The following states require that we provide residents in that state with the information below:

#### **FOR CALIFORNIA RESIDENTS:**

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 a.m. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or [www.ftc.gov](http://www.ftc.gov).

#### **FOR COLORADO RESIDENTS:**

A consumer has the right to request, in writing, that a debt collector or a collections agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt. For information about the Colorado Fair Debt Collections Practices Act see [WWW.COAG.GOV/CAR](http://WWW.COAG.GOV/CAR)

Credit Protection Association, LP local office: 7200 S. Alton Way, Suite B180, Englewood, CO 80112  
Telephone: (800) 255-6775 or (303) 768-0200

#### **FOR MAINE RESIDENTS:**

Telephone: (800) 255-6775, Dallas Corporate Office Hours: 8:00 a.m. to 5:30 p.m. CST, Monday – Friday

#### **FOR MASSACHUSETTS RESIDENTS:**

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide a written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the debt collector.

This collection agency can be contacted at (800) 255-6775/  
Dallas Office Hours: 8:00 a.m. to 5:30 p.m. CST Monday - Friday.

#### **FOR MINNESOTA RESIDENTS:**

This collection agency is licensed by the Minnesota Department of Commerce.

#### **FOR NEW YORK RESIDENTS:**

This collection agency is licensed by the New York City Department of Consumer Affairs:  
License Number 1002932. Telephone: (800) 255-6775.

#### **FOR NORTH CAROLINA RESIDENTS:**

Authorized to do business in the state of North Carolina under the name of:  
Credit Protection Association, Limited Partnership, 13355 Noel Road Dallas, TX 75240  
North Carolina Licensing Permit Number 3835

#### **FOR TENNESSEE RESIDENTS:**

Credit Protection Association, LP is a collection agency licensed by the Collection Service Board of the State Department of Commerce and Insurance.

#### **FOR TEXAS RESIDENTS:**

Credit Protection Association, Limited Partnership PO Box 802068, Dallas, TX 75380,  
Telephone: (800) 255-6775

#### **FOR WISCONSIN RESIDENTS:**

CPA is authorized to do business in the state of Wisconsin, under the name of Credit Protection Association, Limited Partnership; 13355 Noel Road, Dallas, TX 75240, Telephone: (800) 255-6775. This collection agency is licensed by the Division of Banking in the Wisconsin Department of Financial Institutions, [www.wdfl.org](http://www.wdfl.org).



### 4.3. FIRST COLLECTION NOTICE (OUT OF STATE) Sample

on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

CREDIT PROTECTION ASSOCIATION

an ETAN company

Lee Roy Selmon Expressway

**License Plate** [REDACTED]

**Billed To:** [REDACTED]

**Account Number:** [REDACTED]

**Notice Number:** [REDACTED]

Previous Balance Due	\$ 0.00
Payments since last Notice	\$ 0.00
Adjustments since last Notice	\$ 0.00
Fees since last Notice	\$ 20.00
<b>Subtotal</b>	<b>\$ 20.00</b>
Toll Charges	\$ 29.48
<b>Total Amount Due</b>	<b>\$ 49.48</b>

**FIRST COLLECTION NOTICE**

This is an attempt to collect a debt and any information obtained will be used for that purpose.  
See reverse for important information.

Please allow up to 24 hours for your payment to be reflected in THEA and ETAN systems. See next page(s) for transaction detail and go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com) for transaction images and details of past due amounts.

**PAY ONLINE:** [www.PayTHEATolls.com](http://www.PayTHEATolls.com)

**PAY BY MAIL:** PO BOX 865460  
ORLANDO FL 32886-5460

**PAY BY PHONE:** 877-258-5205

Available Payment Options:

- Check • Money Order • Visa • Master Card
- AMEX • Discover • MoneyGram Receive #15811

YOUR ACCOUNT IS IN COLLECTIONS

Please resolve this matter to avoid additional fees and the placement of a STOP on all of your vehicle registrations.

**PAYING ONLINE IS EASY AT PAYTHEATOLLS.COM**

Please detach the bottom of this letter and return with your payment to ensure proper credit. To pay by credit card, please go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or by phone at 877-258-5205.

License Plate	Account Number	Notice Date	TAMPA-HILLSBOROUGH <b>EXPRESSWAY</b> AUTHORITY
[REDACTED]	[REDACTED]	06/07/2018	

**Amount Due**

\$49.48

3999\*\*\*\*\*AUTO\*\*MIXED AADC 750 T17 P1

003999

[REDACTED]

000007645736 07062018 00004948 0

Remit by mail to:

Tampa-Hillsborough Expressway Authority (THEA)  
PO BOX 865460  
ORLANDO FL 32886-5460





on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

The Tampa-Hillsborough Expressway Authority is an agency of the State of Florida created to operate and maintain the Lee Roy Selmon Expressway. To clear your past due account pay the amount due on this website: [www.PayTHEATolls.com](http://www.PayTHEATolls.com)

#### WHY DID I GET THIS NOTICE?

You traveled on the Selmon Expressway using the Toll-By-Plate payment option. Previously, the Florida's Turnpike Enterprise issued two (2) Toll-By-Plate notices to you and payment was not received before the notice's due date.

#### WHAT IF I DON'T HAVE A SUNPASS ACCOUNT?

If you are not a SunPass customer with a valid account, log into [www.PayTHEATolls.com](http://www.PayTHEATolls.com) and pay your notice using a credit or debit card. Payments via the Web are secure and the site is available 24-hours a day.

#### BUT I HAVE A SUNPASS ACCOUNT

There are many possibilities as to why you could have received this document including:

- ✓ Your license plate number is not registered with SunPass
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- ✓ Your transponder may not be properly mounted on your windshield
- ✓ Your credit card has expired or changed

#### HOW DO I RELEASE MY VEHICLE REGISTRATION STOP AT THE DHSMV or TAG AGENCY?

To pay your outstanding toll balance 24 hours a day, please log into our self-service website [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or call 1-877-258-5205 and pay the total amount due using credit or debit card. THEA will automatically notify the DHSMV or Tax Collector's Office within 24 hours of your payment processing. Registration STOP release requests received at our Customer Service Center during regular business hours are processed in the order received and sent to the applicable agency via fax communication after all outstanding tolls and fees are paid in full.

#### WHAT HAPPENS IF I DON'T PAY?

Pursuant to Florida law, THEA may request the Florida Department of Highway Safety and Motor Vehicles to suspend the ability to register or renew the registration of any vehicles in your name within the State of Florida.

Furthermore, under Florida law, failure to resolve this matter may result in THEA issuing a Uniform Traffic Citation which carries a mandatory \$100 fine against the registered owner of the vehicle issued the above-referenced license plate number. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

#### PLEASE NOTE:

According to the Tampa-Hillsborough Expressway Authority (THEA), you have an unpaid toll notice in the amount shown above for toll violations and related fees and costs incurred by your vehicle on the Lee Roy Selmon Expressway (State Road 618).

Credit Protection Association, L.P., a division of ETAN Industries, services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA).



on behalf of

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY

Lee Roy Selmon Expressway



License Plate:

Account Number:

Notice Number:

Notice Date:

06/07/2018

#### Fees This Period

**TOTAL \$20.00**

FTE Admin Fee:

**\$2.50**

Delinquent Account Fee:

**\$17.50**

#### PLEASE NOTE:

Credit Protection Association, LP services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA). As a result, the address and/or payee information for remitting payments has changed. **See reverse for important information.**

The Fair Debt Collection Practices Act requires that we, as the debt collector, inform you that: unless you, within 30 days after receipt of this initial notice, dispute the validity of the debt, or any portion thereof, the debt will be assumed valid by the debt collector. If you notify the debt collector in writing within the 30-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of judgement against you and mail it to you. If requested in writing within 30 days, the debt collector will also provide you with the name and address of the original creditor, if different from the current creditor.

Please update your bank bill pay REMIT TO address to: PO Box 865460, Orlando, FL 32886-5460. Your account number must be included to ensure proper credit. When paying multiple notices, separate payments are required for each individual notice.

#### Past-due Toll Transactions

**TOTAL \$29.48**

Posted Date	Transaction Date/Time	Location	Toll
05/25/2018	01/09/2018 21:50:54	SELMON EXPY EAST MAIN WB	\$1.99
05/25/2018	01/09/2018 21:55:09	SELMON EXPY WEST MAIN WB	\$1.41
05/25/2018	01/09/2018 23:07:19	SELMON EXPY WEST MAIN EB	\$1.41
05/25/2018	01/09/2018 23:11:52	SELMON EXPY EAST MAIN EB	\$1.99
05/25/2018	01/18/2018 15:42:31	SELMON EXPY EAST MAIN WB	\$1.99
05/25/2018	01/18/2018 20:52:35	SELMON EXPY EAST MAIN EB	\$1.99
05/30/2018	01/30/2018 18:01:33	SELMON EXPY EAST MAIN WB	\$1.99
05/30/2018	01/30/2018 18:49:20	Reversible Lanes - Eastbound	\$1.99
05/30/2018	02/04/2018 01:15:02	SELMON EXPY EAST MAIN WB	\$1.99
05/30/2018	02/04/2018 01:19:24	SELMON EXPY WEST MAIN WB	\$1.41
05/30/2018	02/04/2018 03:20:12	Willow Avenue OFF - Eastbound	\$1.12
05/30/2018	02/04/2018 04:10:26	Plant Avenue On - Eastbound	\$0.83
05/30/2018	02/04/2018 04:15:17	SELMON EXPY EAST MAIN EB	\$1.99
05/30/2018	02/10/2018 00:13:09	SELMON EXPY EAST MAIN WB	\$1.99
05/30/2018	02/10/2018 02:38:52	SELMON EXPY EAST MAIN EB	\$1.99
05/30/2018	02/16/2018 19:34:27	SELMON EXPY EAST MAIN WB	\$1.99
05/30/2018	02/16/2018 19:39:38	SELMON EXPY WEST MAIN WB	\$1.41



on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

### NOTICE OF IMPORTANT RIGHTS

The following states require that we provide residents in that state with the information below:

#### FOR CALIFORNIA RESIDENTS:

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 a.m. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or [www.ftc.gov](http://www.ftc.gov).

#### FOR COLORADO RESIDENTS:

A consumer has the right to request, in writing, that a debt collector or a collections agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt. For information about the Colorado Fair Debt Collections Practices Act see [WWW.COAG.GOV/CAR](http://WWW.COAG.GOV/CAR)

Credit Protection Association, LP local office: 7200 S. Alton Way, Suite B180, Englewood, CO 80112  
Telephone: (800) 255-6775 or (303) 768-0200

#### FOR MAINE RESIDENTS:

Telephone: (800) 255-6775, Dallas Corporate Office Hours: 8:00 a.m. to 5:30 p.m. CST, Monday – Friday

#### FOR MASSACHUSETTS RESIDENTS:

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide a written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the debt collector.

This collection agency can be contacted at (800) 255-6775/  
Dallas Office Hours: 8:00 a.m. to 5:30 p.m. CST Monday – Friday.

#### FOR MINNESOTA RESIDENTS:

This collection agency is licensed by the Minnesota Department of Commerce.

#### FOR NEW YORK RESIDENTS:

This collection agency is licensed by the New York City Department of Consumer Affairs:  
License Number 1002932, Telephone: (800) 255-6775.

#### FOR NORTH CAROLINA RESIDENTS:

Authorized to do business in the state of North Carolina under the name of:  
Credit Protection Association, Limited Partnership, 13355 Noel Road Dallas, TX 75240  
North Carolina Licensing Permit Number 3635

#### FOR TENNESSEE RESIDENTS:

Credit Protection Association, LP is a collection agency licensed by the Collection Service Board of the State Department of Commerce and Insurance.

#### FOR TEXAS RESIDENTS:

Credit Protection Association, Limited Partnership PO Box 802068, Dallas, TX 75380,  
Telephone: (800) 255-6775

#### FOR WISCONSIN RESIDENTS:

CPA is authorized to do business in the state of Wisconsin, under the name of Credit Protection Association, Limited Partnership, 13355 Noel Road, Dallas, TX 75240, Telephone: (800) 255-6775. This collection agency is licensed by the Division of Banking in the Wisconsin Department of Financial Institutions, [www.wdfi.org](http://www.wdfi.org).



## 4.4. SECOND COLLECTION NOTICE (OUT OF STATE) Sample

<b>CPA</b> <small>on behalf of</small> <b>TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY</b>   Lee Roy Selmon Expressway															
License Plate: <span style="border: 1px solid black; display: inline-block; width: 150px; height: 20px;"></span> Billed To: <span style="border: 1px solid black; display: inline-block; width: 150px; height: 40px;"></span> 	<h3>SECOND COLLECTION NOTICE</h3>														
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">           Account Number: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>            Notice Number: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Previous Balance Due</td> <td style="text-align: right;">\$ 58,64</td> </tr> <tr> <td>Payments since last Notice</td> <td style="text-align: right;">\$ 0,00</td> </tr> <tr> <td>Adjustments since last Notice</td> <td style="text-align: right;">\$ 0,00</td> </tr> <tr> <td>Fees since last Notice</td> <td style="text-align: right;">\$ 15,00</td> </tr> <tr> <td><b>Subtotal</b></td> <td style="text-align: right;"><b>\$ 73,64</b></td> </tr> <tr> <td>Toll Charges</td> <td style="text-align: right;">\$ 19,49</td> </tr> <tr> <td><b>Total Amount Due</b></td> <td style="text-align: right;"><b>\$ 93,13</b></td> </tr> </table>	Previous Balance Due	\$ 58,64	Payments since last Notice	\$ 0,00	Adjustments since last Notice	\$ 0,00	Fees since last Notice	\$ 15,00	<b>Subtotal</b>	<b>\$ 73,64</b>	Toll Charges	\$ 19,49	<b>Total Amount Due</b>	<b>\$ 93,13</b>	<p style="font-size: small; text-align: center;">This is an attempt to collect a debt and any information obtained will be used for that purpose. See reverse for important information.</p> <p style="font-size: x-small;">Please allow up to 24 hours for your payment to be reflected in THEA and ETAN systems. See next page(s) for transaction detail and go to <a href="http://www.PayTHEATolls.com">www.PayTHEATolls.com</a> for transaction images and details of past due amounts.</p>
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<b>PAY ONLINE:</b>	<a href="http://www.PayTHEATolls.com">www.PayTHEATolls.com</a>														
<b>PAY BY MAIL:</b>	PO BOX 865460 ORLANDO FL 32886-5460														
<b>PAY BY PHONE:</b>	877-258-5205														
<h2 style="margin: 0;">PAYING ONLINE IS EASY AT PAYTHEATOLLS.COM</h2> <p style="font-size: x-small; margin-top: 5px;">Please detach the bottom of this letter and return with your payment to ensure proper credit. To pay by credit card, please go to <a href="http://www.PayTHEATolls.com">www.PayTHEATolls.com</a> or by phone at 877-258-5205.</p>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 25%;">License Plate</th> <th style="width: 25%;">Account Number</th> <th style="width: 50%;">Notice Date</th> </tr> <tr> <td style="text-align: center;"><span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span></td> <td style="text-align: center;"><span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span></td> <td style="text-align: center;">04/13/2018</td> </tr> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <b>Amount Due</b>        \$93.13     </div>	License Plate	Account Number	Notice Date	<span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>	<span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>	04/13/2018									
License Plate	Account Number	Notice Date													
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2978*****AUTO**MIXED AADC 750 T14 P1  <div style="border: 1px solid black; width: 150px; height: 30px; margin: 5px auto;"></div>	<p style="font-size: small;">Remit by mail to:</p> <p style="font-size: small;">Tampa-Hillsborough Expressway Authority (THEA)          PO BOX 865460          ORLANDO FL 32886-5460</p>														
000007427669 05122018 00009313 0															



on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY**

Lee Roy Selmon Expressway

The Tampa-Hillsborough Expressway Authority is an agency of the State of Florida created to operate and maintain the Lee Roy Selmon Expressway. To clear your past due account pay the amount due on this website: [www.PayTHEATolls.com](http://www.PayTHEATolls.com)

### WHY DID I GET THIS NOTICE?

You traveled on the Selmon Expressway using the Toll-By-Plate payment option. Previously, the Florida's Turnpike Enterprise issued two (2) Toll-By-Plate notices to you and payment was not received before the notice's due date.

### WHAT IF I DON'T HAVE A SUNPASS ACCOUNT?

If you are not a SunPass customer with a valid account, log into [www.PayTHEATolls.com](http://www.PayTHEATolls.com) and pay your notice using a credit or debit card. Payments via the Web are secure and the site is available 24-hours a day.

### BUT I HAVE A SUNPASS ACCOUNT

There are many possibilities as to why you could have received this document including:

- ✓ Your license plate number is not registered with SunPass
- ✓ Your account balance is negative
- ✓ Your transponder may not be properly mounted on your windshield
- ✓ Your credit card has expired or changed

### HOW DO I RELEASE MY VEHICLE REGISTRATION STOP AT THE DHSMV or TAG AGENCY?

To pay your outstanding toll balance 24 hours a day, please log into our self-service website [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or call 1-877-258-5205 and pay the total amount due using credit or debit card. THEA will automatically notify the DHSMV or Tax Collector's Office within 24 hours of your payment processing. Registration STOP release requests received at our Customer Service Center during regular business hours are processed in the order received and sent to the applicable agency via fax communication after all outstanding tolls and fees are paid in full.

### WHAT HAPPENS IF I DON'T PAY?

Pursuant to Florida law, THEA may request the Florida Department of Highway Safety and Motor Vehicles to suspend the ability to register or renew the registration of any vehicles in your name within the State of Florida.

Furthermore, under Florida law, failure to resolve this matter may result in THEA issuing a Uniform Traffic Citation which carries a mandatory \$100 fine against the registered owner of the vehicle issued the above-referenced license plate number. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

### PLEASE NOTE:

According to the Tampa-Hillsborough Expressway Authority (THEA), you have an unpaid toll notice in the amount shown above for toll violations and related fees and costs incurred by your vehicle on the Lee Roy Selmon Expressway (State Road 618).

Credit Protection Association, L.P., a division of ETAN Industries, services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA).



on behalf of

TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY

Lee Roy Selmon Expressway



License Plate:

Account Number:

Notice Number:

Notice Date:



1490265

04/13/2018

**Fees This Period**

**TOTAL \$15.00**

**Collections Fee:**

**\$15.00**

**PLEASE NOTE:**

Credit Protection Association, LP services your account through an agreement with the Tampa Hillsborough Expressway Authority (THEA). As a result, the address and/or payee information for remitting payments has changed. **See reverse for important information.**

The Fair Debt Collection Practices Act requires that we, as the debt collector, inform you that: unless you, within 30 days after receipt of this initial notice, dispute the validity of the debt, or any portion thereof, the debt will be assumed valid by the debt collector. If you notify the debt collector in writing within the 30-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of judgement against you and mail it to you. If requested in writing within 30 days, the debt collector will also provide you with the name and address of the original creditor, if different from the current creditor.

Please update your bank bill pay REMIT TO address to: PO Box 865460, Orlando, FL 32886-5460. Your account number must be included to ensure proper credit. When paying multiple notices, separate payments are required for each individual notice.

**Past-due Toll Transactions**

**TOTAL \$19.49**

Posted Date	Transaction Date/Time	Location	Toll
03/17/2018	12/24/2017 16:18:01	SELMON EXPY WEST MAIN EB	\$1.41
03/17/2018	12/25/2017 09:01:25	SELMON EXPY WEST MAIN WB	\$1.41
03/17/2018	12/31/2017 19:11:39	SELMON EXPY WEST MAIN EB	\$1.41
03/17/2018	01/01/2018 02:12:10	SELMON EXPY WEST MAIN WB	\$1.41
03/17/2018	01/01/2018 15:33:34	SELMON EXPY WEST MAIN EB	\$1.41
03/17/2018	01/01/2018 21:41:09	SELMON EXPY WEST MAIN WB	\$1.41
03/17/2018	01/06/2018 17:51:21	SELMON EXPY WEST MAIN EB	\$1.41
03/17/2018	01/06/2018 19:07:41	SELMON EXPY WEST MAIN WB	\$1.41
03/17/2018	01/07/2018 16:42:54	SELMON EXPY WEST MAIN EB	\$1.41
03/17/2018	01/07/2018 16:48:44	Reversible Lanes - Eastbound	\$1.59
03/17/2018	01/07/2018 17:55:39	SELMON EXPY EAST MAIN WB	\$1.59
03/17/2018	01/07/2018 18:00:23	SELMON EXPY WEST MAIN WB	\$1.41
03/17/2018	01/13/2018 17:18:00	SELMON EXPY WEST MAIN EB	\$1.41





on behalf of

**TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY** | Lee Roy Selmon Expressway

### **NOTICE OF IMPORTANT RIGHTS**

The following states require that we provide residents in that state with the information below:

#### **FOR CALIFORNIA RESIDENTS:**

The state Rosenthal Fair Debt Collection Practices Act and the federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 a.m. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or [www.ftc.gov](http://www.ftc.gov).

#### **FOR COLORADO RESIDENTS:**

A consumer has the right to request, in writing, that a debt collector or a collections agency cease further communication with the consumer. A written request to cease communication will not prohibit the debt collector or collection agency from taking any other action authorized by law to collect the debt. For information about the Colorado Fair Debt Collections Practices Act see [WWW.COAG.GOV/CAR](http://WWW.COAG.GOV/CAR)

Credit Protection Association, LP local office: 7200 S. Alton Way, Suite B180, Englewood, CO 80112  
Telephone: (800) 255-6775 or (303) 768-0200

#### **FOR MAINE RESIDENTS:**

Telephone: (800) 255-6775, Dallas Corporate Office Hours: 8:00 a.m. to 5:30 p.m. CST, Monday – Friday

#### **FOR MASSACHUSETTS RESIDENTS:**

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide a written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the debt collector.

This collection agency can be contacted at (800) 255-6775/  
Dallas Office Hours: 8:00 a.m. to 5:30 p.m. CST Monday - Friday.

#### **FOR MINNESOTA RESIDENTS:**

This collection agency is licensed by the Minnesota Department of Commerce.

#### **FOR NEW YORK RESIDENTS:**

This collection agency is licensed by the New York City Department of Consumer Affairs:  
License Number: 1002932, Telephone: (800) 255-6775.

#### **FOR NORTH CAROLINA RESIDENTS:**

Authorized to do business in the state of North Carolina under the name of:  
Credit Protection Association, Limited Partnership, 13355 Noel Road Dallas, TX 75240  
North Carolina Licensing Permit Number 3635

#### **FOR TENNESSEE RESIDENTS:**

Credit Protection Association, LP is a collection agency licensed by the Collection Service Board of the State Department of Commerce and Insurance.

#### **FOR TEXAS RESIDENTS:**

Credit Protection Association, Limited Partnership PO Box 802068, Dallas, TX 75380,  
Telephone: (800) 255-6775

#### **FOR WISCONSIN RESIDENTS:**

CPA is authorized to do business in the state of Wisconsin, under the name of Credit Protection Association, Limited Partnership, 13355 Noel Road, Dallas, TX 75240, Telephone: (800) 255-6775. This collection agency is licensed by the Division of Banking in the Wisconsin Department of Financial Institutions, [www.wdfi.org](http://www.wdfi.org).

## 4.5. Letter/e-mail Correspondence

There are eleven (11) letter templates available for US Mail and e-mail correspondence. All contain a black and white logo, a barcode for returned mail processing, generic letter text, form filled account data, a static signature line; and editable information highlighted in yellow for easy review and modification. Examples of all letter template are as follows:

### 4.5.1. Generic Correction to Account



Date: August 18, 2016



Date: August 18, 2016

First and Last Name

Street Address

City, State & Zip Code

Account Number: XXXXXXXXX

Dear Sir or Madam:

Thank you for your recent correspondence regarding invoice XXXX for license plate number XXXXXX (ST). We were able to track down the error(s) and have corrected the item(s) accordingly. We sincerely apologize for any inconvenience this may have caused.

If we can be of further assistance to you please contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205 or visit us online any time at [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

#### 4.5.2. Dispute Accepted



Date: August 18, 2016



Date: August 18, 2016

First and Last Name

Street Address

City, State & Zip Code

Account Number: XXXXXXXXXX

Dear Sir or Madam:

Thank you for your recent correspondence regarding invoice XXXX for license plate number XXXXX (ST). This notification confirms that your dispute was accepted and that you are no longer liable for the item(s) in question. We apologize for any inconvenience this may have caused, and thank you for bringing this matter to our attention.

If we can be of further assistance to you please contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205 or visit us online any time at [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

#### 4.5.3. Dispute Partially Accepted



Date: August 18, 2016



Date: August 18, 2016

First and Last Name  
Street Address  
City, State & Zip code

Account Number: XXXXXXXX

Dear Sir or Madam:

Thank you for your recent correspondence regarding invoice XXXX for license plate number XXXXXX (ST). Please note that your dispute was **partially accepted**. For additional information regarding this matter please log into your account online at [www.PayTHEATolls.com](http://www.PayTHEATolls.com) and visit the Monitor Dispute page.

If we can be of further assistance to you feel free to contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205.

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

#### 4.5.4. Dispute Rejected



Date: August 18, 2016



Date: August 18, 2016

First and Last Name  
Street Address  
City, State & Zip code

Account Number: XXXXXXXX

Dear Sir or Madam:

Thank you for your recent correspondence regarding invoice <Inv Num> for license plate number XXXXX (ST). Please note that your dispute was rejected for the following reasons:

- Reason #1
- Reason #2

If we can be of further assistance to you please contact the Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205 or visit us online any time at [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

#### 4.5.5. Adjustment to Account Incorrect Tolls



Date: August 18, 2016



Date: August 18, 2016

First and Last Name  
Street Address  
City, State & Zip code

Account Number: XXXXXXXX

Dear Sir or Madam:

Thank you for your recent inquiry regarding toll transaction(s):

- 7/11/2013 0:15:46 AM SR112 Airport Toll Plaza (at SR112)-Lane 2
- 7/12/2013 0:15:46 AM SR112 Airport Toll Plaza (at SR112)-Lane 4
- 7/13/2013 0:15:46 AM SR112 Airport Toll Plaza (at SR112)-Lane 8
- 7/14/2013 0:15:46 AM SR112 Airport Toll Plaza (at SR112)-Lane 3

We were able to track down the error(s) and have corrected the item(s) accordingly. We sincerely apologize for any inconvenience this may have caused. If we can be of further assistance to you please contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205 or visit us online any time at [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).



#### 4.5.6. Registration Hold Issued



Date: August 18, 2016



Date: August 18, 2016

JOHN DYLAN  
898 PROMINTORY POINTE  
ABSHERVILLE, NC 75241

Account Number: 10001316

Dear Sir or Madam:

This notice is to inform you that a Registration Hold will be filed with the Department of Highway Safety and Motor Vehicles in support of Florida Law. Please be advised that payments for Registration Holds must be received within 30 days from the citation Issue Date. To make payment go to [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

#### 4.5.7. Registration Hold (Collections) Notice Issued



Date: August 18, 2016



Date: August 18, 2016

First and Last Name  
Street Address  
City, State & Zip code

Account Number: XXXXXXXX

Dear Sir or Madam:

Please be advised that a Registration Hold was filed with the Department of Highway Safety and Motor Vehicles in support of Florida Law for collections notice <Notice Number>. As a result, all unpaid tolls, fines and fees must be paid directly to The Tampa Hillsborough Expressway Authority within 30 days otherwise additional fees will apply.

Please remit payment immediately by cashier's check or money order to: Tampa Hillsborough Expressway Authority (THEA) PO Box 865460 Orlando, FL 32886-5460. To make a payment online please visit [www.PayTHEATolls.com](http://www.PayTHEATolls.com) or contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205.

Thank you for your prompt attention to this matter.

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

#### 4.5.8. Government Account Letter # 1



Date: August 18, 2016



Date: August 18, 2017

First and Last Name  
Street Address  
City, State & Zip code

Account Number: XXXXXXXX

Dear Entity Name:

I am writing you on behalf of License Plate LPN #. This vehicle has outstanding toll balances that have been incurred on the Selmon Expressway. As a courtesy from THEA, this vehicle has been placed in a hold status to prevent local governmental entity accounts from incurring additional fees and collections activity.

Please be advised however, that accounts not paid in full by DATE will be excluded from the hold process; resulting in the escalation of the account into a collections status whereby your account is subject to additional fees and the potential for registration suspension.

We appreciate your direct attention regarding this matter and respectfully expect for appropriate action to be taken to resolve this matter as quickly as possible. Should you have any questions, please do not hesitate to contact me directly. My contact information is indicated below for your future reference.

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

Sincerely,

Toll Enforcement Officer  
Office: 813-272-6740 Ext. 209

#### 4.5.9. Government Account Letter # 2



Date: August 18, 2016



Date: August 18, 2017

First and Last Name

Street Address

City, State & Zip code

Account Number: XXXXXXXX

Dear Entity Name:

Please be advised that ## vehicles registered in your company's name have incurred outstanding toll balances on the Selmon Expressway. As a courtesy from THEA, we are contacting you in an effort to resolve this matter quickly and to prevent the further escalation of the following accounts. Please also note that accounts not paid in full within ## days are subject to additional fees and the possibility of registration suspension.

Account #1	LPN #1
Account #2	LPN #2
Account #3	LPN #3
Account #4	LPN #4

We appreciate your direct attention regarding this matter and respectfully expect for appropriate action to be taken to resolve this matter as quickly as possible. Should you have any questions, please do not hesitate to contact me directly. My contact information is indicated below for your future reference.

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money by going to [www.SunPass.com](http://www.SunPass.com). Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

Sincerely,

Toll Enforcement Officer  
Office: 813-272-6740 Ext. 209

#### 4.5.10. Commercial Accounts- Delinquent Letter # 1



Date: August 18, 2016



Date: August 18, 2017

Name

Title

USPS Mailing Address

City, State Zip Code

Dear Entity Name:

Please be advised that ## vehicles registered in your company's name have incurred outstanding toll balances on the Selmon Expressway. As a courtesy from THEA, we are contacting you in an effort to resolve this matter quickly and to prevent further escalation of the following accounts. Please also note that accounts not paid in full within DAYS are subject to additional fees and the possibility of registration suspension.

Account #1	LPN #1
Account #2	LPN #2
Account #3	LPN #3
Account #4	LPN #4

We appreciate your immediate attention regarding this matter, and respectfully expect for appropriate action to be taken to resolve this matter as quickly as possible. Should you have any questions, please do not hesitate to contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205, or log into your account(s) online at [www.PayTHEATolls.com](http://www.PayTHEATolls.com) where you can review license plate images, confirm transactions, and make payment in full via credit or debit card 24 hours a day.

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

Sincerely,

The THEA Collections Center

#### 4.5.11. Commercial Accounts Delinquent Letter # 2



Date: August 18, 2016



Date: August 18, 2017

Name

Title

USPS Mailing Address

City, State Zip Code

Dear: (CFO or Accounts Payable Name here):

This notice is to inform you that the Tampa Hillsborough Expressway Authority (THEA) has (# of LPNs) vehicles registered to your company with delinquent account balances. Please contact us to resolve this matter immediately otherwise Registration Holds could be filed on each vehicle with the Department of Highway Safety and Motor Vehicles in support of Florida Law.

To make a payment, please access our website [www.PayTHEATolls.com](http://www.PayTHEATolls.com) using the account and license plate number indicated below. If we can be of further assistance feel free to contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205. Additionally, if interested in our making a single payment for all accounts please inquire about our Fleet Service option.

Account #1      LPN #1

Account #2      LPN #2

Account #3      LPN #3

Account #4      LPN #4

Sincerely,

The THEA Collections Center

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).



#### 4.5.12. Commercial Accounts - Registration Hold Letter # 3



Date: August 18, 2016



Date: August 18, 2017

Name

Title

USPS Mailing Address

City, State Zip Code

Dear Entity Name:

Please be advised that in support of Florida Law Registration Hold(s) were filed with the Department of Highway Safety and Motor Vehicles on the following license plate numbers for outstanding toll balances incurred on the Selmon Expressway. We appreciate your immediate attention regarding this matter and respectfully request that appropriate action to be taken within ## of days to resolve this situation. Additionally, if interested in our making a single payment for all accounts please inquire about our Fleet Service option.

Account #1	LPN #1
Account #2	LPN #2
Account #3	LPN #3
Account #4	LPN #4

Should you have any questions, please do not hesitate to contact the THEA Collections Center Monday through Friday 7 AM to 7 PM at 1-877-258-5205, or log into your account(s) online at [www.PayTHEATolls.com](http://www.PayTHEATolls.com) where you can review license plate images, confirm transactions, and make payment in full via credit or debit card 24 hours a day.

Want to save money? Open a SunPass Prepaid Toll Account today! Fund your SunPass Account with cash, check, debit or credit card. Click here to see how easy it is and start saving money [www.SunPass.com](http://www.SunPass.com).

Sincerely,

The THEA Collections Center

#### 4.5.13. Internal Use Only: Registration Hold Release



**THEA Collections Center**  
**PO Box 865460**  
**Orlando, FL 32886-5460**  
**1-877-258-5205**

Date Issued:	6/23/2014
To:	Tag Agency
From:	THEA Toll Collection Firm
Re:	Registration Hold
Issued To:	John Doe
License Plate Number:	FL ABC123

#### Registration Hold Release

This is an official receipt from the Tampa-Hillsborough Expressway Authority for payment of monies owed by the party indicated above. **THIS RECEIPT WILL BE VALID FOR 3 BUSINESS DAYS FROM THE DATE OF ISSUANCE.** If a Hold Release is not resolved within the allotted timeframe, please contact THEA Collections Center for a new Hold Release.

This receipt confirms payment of all outstanding balances to the Tampa-Hillsborough Expressway Authority. Therefore, the Registration Hold for the above stated customer can be removed.

**This document confirms the Registration Hold is cleared.**

## 5. THEA Registration Hold Insert program

In an effort to help toll customers save money and enhance customer service, THEA provides the opportunity to receive a complementary SunPass mini transponder to those who satisfy their delinquent account(s). This is done through promotional inserts mailed with the second collection notice. THEA also periodically sends post cards to inform customers of their delinquent account(s). Below are examples of current inserts. See Appendix C for previous registration hold inserts and post cards.

## 6. THEA SunPass Advertisement Program

In an effort to help toll customers save money, time, and enhance customer service, THEA provides the opportunity to receive a complementary SunPass mini transponder to customers visiting local Hillsborough County Tax Collector Offices via digital marketing promotional offers.



To obtain your SunPass® Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10, just follow these easy instructions:

Call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m. to 5 p.m. Have the following information available:

- Your name, current mailing address, phone number and valid e-mail address
- Your driver's license number
- Your vehicle's license plate number
- Make, model, year and color of your vehicle
- Control Number (see to the right)
- A valid credit card or debit card

**This certificate entitles you to one SunPass® Mini Transponder and has no cash value.**



**PLEASE NOTE:** This is a promotional offer. Limited quantities are available. This offer may be withdrawn at any time without prior notice.

**Offer Expires December 31, 2021.**

\*Upon opening your new SunPass® account, appropriate sales tax will be collected for each SunPass® Mini Transponder. A retail value of \$4.99 each.

Control Number:

**Please have this number ready when you call for your free SunPass Mini Transponder.**

## 7. Tampa-Hillsborough Expressway Authority (THEA) Mailings

Mailings are issued to toll customers to address customer service issues and as enforcement of tolls. Mailings consist of invoices for rejected transactions due to technical or user issues, SunPass mini transponder vouchers for customers who have satisfied their account(s), informational letters on how to prevent issues in the future, escalated customer toll disputes, and escalated notices for toll users with outstanding unpaid toll balances. Additional mailings are sent to help inform customers of unpaid toll accounts prior of the escalation to the Clerk of Court and law enforcement infractions. All escalation processes are in accordance with the Toll Enforcement Officer (TEO) Business Rules. There are no fees currently assessed with these mailings. These mailings are issued by the TEO and have an initial due date of 30 business days from the date of the mailing.

### Mailing Types:

#### 1. Customer Service Letters

- 1.1 APOLOGY LETTER: Letter issued to a customer that received an invoice with valid disputed transactions.
  - 1.1.1. From internal audits: incorrect posting discovered by daily audits on video transactions.
  - 1.1.2. From toll disputes: toll(s) disputed by customers - misread and other issues.
  - 1.1.3. From axle adjustments: reported by CCSS team and/or THEA's daily audits.
- 1.2. Letter to address excessive Image Toll (I-TOLL) transactions
- 1.3. Letter replying to the person reporting an issue on behalf of the customer
- 1.4. Letter to address a Better Business Bureau (BBB) complaint

#### 2. Enforcement Letters

- 2.1. ENFORCEMENT LETTER: Letter issued to a customer with an unreadable license plate due to plate cover, defaced plate, damaged plate, and physical obstruction.
- 2.2. NOTICE OF INTENT TO SUSPEND VEHICLE REGISTRATION(S): Sent by the TEO to provide the customer with an opportunity to resolve any outstanding balance.
- 2.3. NOTICE OF INTENT TO ISSUE UNIFORM TRAFFIC CITATION (UTC) In state: Sent by the TEO to provide the customer with an opportunity to resolve any outstanding toll balance before possible issuance of a UTC.
- 2.4. NOTICE OF INTENT TO ISSUE UNIFORM TRAFFIC CITATION (UTC) Out of state: Sent by the TEO to provide the customer with an opportunity to resolve any outstanding toll balance before possible issuance of a UTC.
- 2.5. REGISTRATION HOLD INSERT E-MAIL RESPONSE: Sent by the TEO to provide the customer with instructions on how to receive his or her free SunPass mini transponder. E-mail is based on satisfaction of the account in collections. See Appendix D for past registration hold inserts e-mail response.

### **3. Invoices**

3.1. REJECTED TRANSACTION INVOICE: Sent by the TEO to a customer that may have had transactions rejected due to technical issues.



### 1.1.1. APOLOGY LETTER – From THEA’s Audits



Date

Name

Address

City, State Zip Code

Reference: Incorrect posting discovered by THEA’s internal audits, LPN

Dear (Name):

The Tampa Hillsborough Expressway Authority’s daily audits determined that a misread transaction was posted to your Toll-By-Plate account and therefore we have dismissed it. In addition, to help prevent these types of issues from occurring in the future, we have addressed potential training related issues with our Image Review Team.

Please be advised that effective immediately, we have taken the necessary steps to ensure that you will no longer receive a misdirected Toll-By-Plate invoice for tolls processed by THEA.

We apologize for any inconvenience this error may have caused. Should you have any questions or concerns, please do not hesitate to contact us.

Respectfully,

Toll Operations Specialist  
813-272-6740 ext. 209

### 1.1.2. APOLOGY LETTER – From Toll Disputes



Date

Name

Address

City, State Zip Code

Reference: Misdirected Toll-By-Plate invoice, License Plate Number – Plate, State

Dear (Name):

On behalf of the Tampa Hillsborough Expressway Authority's (THEA) Team, please accept my sincere apology for the inconvenience for the Misdirected Toll-By-Plate invoice may have caused you. Please be assured that THEA's customer service team will remain available to address your concerns related to the use of the Lee Roy Selmon Expressway.

Please be advised that effective immediately, I have taken the necessary steps to ensure that you will no longer receive misdirected toll invoices for tolls incurred on the Selmon Expressway.

I have enclosed a coupon for a free SunPass mini transponder which will help prevent delays in posting toll transactions onto your SunPass account. This transponder can help you better manage your account balance and prevent Toll-By-Plate added fees. Should you have any questions or concerns in resolving this matter, please do not hesitate to contact me directly.

Respectfully,

Toll Operations Specialist  
813-272-6740 ext. 209  
Enclosure



Date

Name

Address

City, State Zip Code

Reference: Toll Dispute received on Date, License Plate Number – Plate, State

Dear (Name):

On behalf of the Tampa Hillsborough Expressway Authority's (THEA) Team, please accept my sincere apology for the inconvenience that this issue may have caused you. Please be assured that THEA's customer service team will remain available to address your concerns related to the use of the Lee Roy Selmon Expressway.

Resolution:

- 1.
- 2.

I have enclosed a coupon for a free SunPass mini transponder which will help prevent delays in posting toll transactions onto your SunPass account. This transponder can help you better manage your account balance and prevent Toll-By-Plate added fees. Should you have any questions or concerns in resolving this matter, please do not hesitate to contact me directly.

Respectfully,

Toll Operations Specialist  
813 -272-6740 ext. 209  
Enclosure

### 1.1.3. APOLOGY LETTER – Axle adjustment



Date

Name

Address

City, State Zip Code

Reference: Axle count dispute – License plate number/Account Plate, state, Account

Dear (Name):

On behalf of the Tampa Hillsborough Expressway Authority's (THEA) Team, please accept my sincere apologies for the inconvenience that this issue may have caused you. Please be assured that THEA's customer service team will remain available to address your concerns related to the use of the Lee Roy Selmon Expressway.

We have validated your dispute and have corrected the axle count on the disputed transactions.

We appreciate you bringing this matter to our attention and apologize for any inconvenience this error has caused. Should you have any questions or concerns in resolving this matter, please do not hesitate to contact me directly.

Respectfully,

Toll Operations Specialist  
813-272-6740 ext. 209

Enclosure



## 1.2. EXCESSIVE ITOLS LETTER



Date

Name

Address

City, State Zip Code

Dear (Name):

Based on your recent travel on the Lee Roy Selmon Expressway, we have noticed that your vehicle may not be equipped with a SunPass transponder. Should this be the case and as a token of our appreciation, the Tampa-Hillsborough Expressway Authority (THEA) is willing to provide you with a free SunPass mini transponder for your vehicle. Activating a SunPass transponder will help prevent delays in posting toll transactions onto your SunPass account. This transponder can help you better manage your account balance and prevent Toll-By-Plate added fees.

To take advantage of THEA's offer, please email us at [freesunpass@tampa-xway.com](mailto:freesunpass@tampa-xway.com).  
Thank you again for your business and safe travels!

Respectfully,

The Tampa-Hillsborough Expressway Authority Team

### 1.3. REPLYING TO A PERSON REPORTING CUSTOMER ISSUE



Date

Name

Address

City, State, Zip

Reference: Customer's dispute received from (Lawyer, DMV staff)

Dear (Lawyer, DMV staff):

Thank you for contacting us on behalf of customer, (Customer Name). We have escalated the issue to the appropriate group.

Issue:

Resolution:

- 1.
- 2.

We appreciate you bringing this matter to our attention and apologize for any inconvenience this error has caused. Should you have any questions or concerns in resolving this matter, please do not hesitate to contact me directly.

Respectfully,

Toll Operations Specialist  
813-272-6740 ext. 209

## 1.4. Better Business Bureau (BBB) COMPLAINT RESOLUTION LETTER

Date

On behalf of the Tampa Hillsborough Expressway Authority's (THEA) Team, please accept my sincere apology for the inconvenience that this issue has caused you. Please be assured that THEA's customer service team will remain available to address your concerns related to the use of the Lee Roy Selmon Expressway and the payment of incurred tolls.

Resolution:

- 1.
- 2.

If you have any issues with the SunPass website in making a payment or updating your license plate information, please make sure to contact SunPass at 888-865-5352. To make a payment on a collection notice received please call 1-877-258-5205 or use the website, [www.PayTHEATolls.com](http://www.PayTHEATolls.com).

Again, we apologize for the inconvenience this may have caused and we hope this is a satisfactory resolution.

Should you have any other questions and/or concerns, please do not hesitate to contact me.

THEA's Toll Operations Specialist  
813-272-6740 ext. 209

## 2.1. ENFORCEMENT LETTER



February 18, 2019

John Doe  
1104 East Twiggs St, Suite 300  
Tampa, FL 33602

RE: Video-Toll Transactions, License Plate Number – ABC123, FL

Dear Mr./Mrs. Doe:

The Tampa-Hillsborough Expressway Authority (THEA) would like to notify you that the noted condition of the license plate installed on your vehicle is preventing our automated system from processing and generating invoices for your video-based toll transactions. The license plate includes one or more of the following conditions:

- ☐ Defaced
- ☒ Damaged
- ☐ License plate frame/cover
- ☐ Removable physical obstruction

In an effort to prevent you from incurring additional costs and to provide you with the opportunity for future savings on tolls, I have enclosed a coupon for a free SunPass mini transponder which will allow you to register an account for your vehicle. Should you not wish to register for a SunPass account but intend to continue traveling on our facility, we request that you take the proper steps to ensure that your vehicle's license plate is clearly displayed for proper processing of video-toll transactions.

We appreciate your patronage and stand ready to assist you. Should you have any questions or concerns in resolving this matter, please do not hesitate to contact me directly.

Respectfully,

Toll Enforcement Officer  
813-272-6740 ext. 209

Enclosure



## 2.2. NOTICE OF INTENT TO SUSPEND VEHICLE REGISTRATION(S) Sample

December 27, 2018

<Company Name>

<Company Address>

<City><State><Zip Code>

Vehicle License Plate Number: <License Plate>< License Plate State>

### NOTICE OF INTENT TO SUSPEND VEHICLE REGISTRATION(S)

The Tampa-Hillsborough Expressway Authority (THEA) would like to provide you with the opportunity to resolve the balance on your toll account before initiating actions which will result in your (or your company's) inability to register or obtain a revalidation sticker for any of your (or any of its) vehicles.

To date, your accumulated balance of unpaid tolls in Collections is \$<Total Amount Due>

**To avoid further action please make payment within thirty (30) days of the date of this notice.**

***To resolve your toll account balance, please call THEA's collections service provider: ETAN Industries.***

***Toll-free phone number:***

***1-877-258-5205***

***Or visit during business hours (7 a.m. to 5 p.m., M-F) at:***

***10002 Princess Palm Ave., Suite 304, Tampa, FL 33619***

Pursuant to Florida law, if this toll account remains unpaid, THEA will prevent your ability to register any of your vehicles in the State of Florida. Furthermore, pursuant to Florida law, failure to resolve this matter may result in THEA issuing a traffic citation, which carries a mandatory \$100 fine, plus court fees, against the registered owner of the above-referenced vehicle. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

**To avoid further action please make payment within thirty (30) days of the date of this notice.**

Since you may continue to use the Lee Roy Selmon Expressway, please note that the above amount indicates **only the amount due that is in Collections**. You may owe money for other tolls and should contact 1-888-824-8655 to resolve your unpaid tolls.

Thank you in advance for your prompt attention to this matter.

Sincerely,

|

Patrick T. Maguire  
General Counsel

**1104 East Twiggs Street ■ Suite 300 ■ Tampa ■ FL ■ 33602**

## 2.3. NOTICE OF INTENT TO ISSUE UNIFORM TRAFFIC CITATION (IN STATE) Sample



February 27, 2018

NAME  
ADDRESS  
CITY, ST, ZIP

License Plate Number: LPN NUMBER, LP STATE

### **\*\*\*NOTICE OF INTENT TO ISSUE UNIFORM TRAFFIC CITATION\*\*\***

The Tampa-Hillsborough Expressway Authority (THEA) would like to advise you that **all** vehicles registered to you have been placed on hold due to unpaid tolls. You cannot re-register any of your vehicles until the toll balance has been paid. Before initiating further actions, which could result in mandatory fees added by the Florida's Clerk of the Court, we are offering this opportunity to pay the toll amount due.

To date, your accumulated toll account balance in collections is: **\$1,000.00.**

**To avoid further action please make payment within thirty (30) days of the date of this notice.**

***To resolve your toll account balance, please call THEA's collections service provider: ETAN Industries.***

***Toll-free phone number:***

***1-877-258-5205***

***Or visit during business hours (7 a.m. to 5 p.m., M-F) at:***

***10002 Princess Palm Ave., Suite 304, Tampa, FL 33619***

Pursuant to Florida law, failure to resolve this matter may result in THEA issuing a traffic citation, which carries a mandatory \$100 fine, plus court fees, against the registered owner of the above-referenced vehicle. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

Since you may continue to use the Lee Roy Selmon Expressway, please note that the above account balance indicates **only the amount due that is in Collections**. You may owe money for other tolls and should contact 1-888-824-8655 to resolve your unpaid tolls.

### **IMPORTANT NOTE:**

If you believe you may qualify for a reduction in fines or fees due to a personal hardship, you must contact the THEA Collections Service Center within 30 days of the date of this notice for a review of your account.

To prevent the issue from occurring in the future, please email us at [freesunpass@tampa-xway.com](mailto:freesunpass@tampa-xway.com) to receive a free SunPass-mini, courtesy of THEA. SunPass is a prepaid toll account that saves you money on each toll and there is no administration fee. For more information, please visit [www.SunPass.com](http://www.SunPass.com).

Thank you in advance for your prompt attention to this matter.

Sincerely,

THEA's Toll Enforcement Officer

# \*\*\*SAMPLE UNIFORM TRAFFIC CITATION\*\*\*

## UNIFORM TRAFFIC CITATION

ISSUE DATE: June 21, 2012



JOHN DOE  
7941 GLADES RD  
BOCA RATON FL 33433

### DIRECTIONS TO RESOLVE THIS CITATION

1. If you are a SunPass Account Holder: You must contact the SunPass Service Center at 1-888-865-5352 by Jul 21, 2012. Please be prepared to update your account information, including your vehicle license plate.

2. If you are an E-PASS or LeeWay Account Holder: You must contact your agency's Customer Service Center by Jul 21, 2012. E-PASS: (407) 823-7277 or LeeWay: (239) 533-9297.

3. If 1 or 2 is not applicable or IF THE CITATION HAS NOT BEEN RESOLVED after contacting the appropriate agency, you must choose one of the following options:

☐ **OPTION A** – Pay **\$25.25** (\$25.00 plus the toll amount of \$0.25) by the due date of Jul 21, 2012. By selecting this option, you will have **NO POINTS** and **NO ADJUDICATION** assessed to your driving record. Access [FDOTDOCUMENTS.com](http://FDOTDOCUMENTS.com) to pay online or search for a convenient location to pay with cash. To make a payment by mail, follow the directions in **OPTION A** on the right hand side of this document.

☐ **OPTION B** – After Jul 21, 2012, you may elect to pay **\$135.25** (Court Fee \$135.00 plus toll amount of \$0.25) by the due date of Sep 03, 2012. By selecting this option, you will have **NO POINTS** and **NO ADJUDICATION** assessed to your driving record. Failure to comply by due date may increase fine amount. Follow directions in **OPTION B** on the right hand side of the page.

☐ **OPTION C** – Prior to Sep 03, 2012, plead **NOT GUILTY**. Follow directions in **OPTION C** on the right hand side of this page.

**FAILURE TO RESOLVE THIS CITATION BY COMPLYING WITH ONE OF THESE OPTIONS MAY RESULT IN YOUR DRIVER LICENSE AND REGISTRATION BEING SUSPENDED.**

Location: Griffin Rd East/West 04D Toll Required: \$0.25  
Violation Date and Time: 3/30/2012 1:07:10 PM Toll Paid: \$0.00  
Vehicle License: SAMPLE



FLORIDA UNIFORM TRAFFIC CITATION				XXXX -TIO		CHECK CITY	
COUNTY OF <b>BROWARD 10</b>				<input type="checkbox"/> TPA <input type="checkbox"/> TPA <input type="checkbox"/> TPA <input checked="" type="checkbox"/> TPA		AGENCY NAME Florida Department of Transportation AGENCY # OFFICE OF TOLL OPERATIONS - 091	
CITY (IF APPLICABLE)				SUMMONS (DEFENDANT'S COPY)			
IN THE COURT DESIGNATED BELOW THE UNDERSIGNED CERTIFIES THAT HE/SHE HAS JUST AND REASONABLE GROUNDS TO BELIEVE AND DOES BELIEVE THAT ON				DATE OF WEEK MONTH DAY YEAR TIME			
Fri 03 30 2012 1:07:10							
NAME FIRST LAST				DOE			
7941 GLADES RD				IF DIFFERENT THAN ONE ON DRIVER'S LICENSE "C" HERE			
CITY BOCA RATON				STATE FL ZIP CODE 33433-3115			
TELEPHONE NUMBER				DATE OF BIRTH NO DAY MONTH YEAR RACE SEX M F			
DRIVER LICENSE NUMBER D0000000000000				CLASS FL CLASS E COL LICENSE YES NO			
VEHICLE YEAR MAKE MODEL COLOR				VEHICLE TYPE COMMERCIAL VEHICLE YES NO			
2010 FORD FUSION BLUE				PLACATED HAZARDOUS MATERIAL YES NO			
VEHICLE LICENSE NO SAMPLE TRAILER TAG NO STATE FL YEAR TAG EXPIRES				PASSENGERS YES NO			
Griffin Rd East/West 04D				VEHICLE LICENSE YES NO			
IF A PUBLIC STREET OR HIGHWAY, OR OTHER LOCATION, NAMELY				VEHICLE LICENSE YES NO			
PI MILES OF NONE							
DID UNLAWFULLY COMMIT THE FOLLOWING OFFENSE.							
IN VIOLATION OF: <input type="checkbox"/> LOCAL ORDINANCE <input checked="" type="checkbox"/> STATE STATUTE SECTION 316.1001							
ISSUE DATE: June 21, 2012				TOLL REQUIRED: \$0.25			

**IMPORTANT INSTRUCTIONS TO AN INDIVIDUAL CHARGED WITH A NON-CRIMINAL TRAFFIC INFRACTION. IF YOU CHOOSE OPTION A OR B BELOW, COURT APPEARANCE IS NOT REQUIRED.** YOU WERE ISSUED A UNIFORM TRAFFIC CITATION FOR A VIOLATION OF SECTION 316.1001, FLORIDA STATUTES, WHICH REQUIRES THAT YOU COMPLY WITH ONE OF THE OPTIONS. IF YOU FAIL TO COMPLY WITH ONE OF THE FOLLOWING OPTIONS WITHIN THE PERIOD SPECIFIED BELOW, YOUR DRIVING PRIVILEGE WILL BE SUSPENDED AS OF THE DATE OF SUCH FAILURE UNTIL YOU COMPLY. YOU WILL NOT BE ABLE TO RENEW YOUR VEHICLE REGISTRATION, AND YOU SHALL BE REQUIRED TO PAY A PENALTY AND A SERVICE FEE.

#### OPTIONS: (Mark One)

☐ **Option A** – Elect to pay \$25.25, which must be received by Jul 21, 2012 directly to the Florida Department of Transportation. By selecting this option, **NO POINTS WILL BE ASSESSED TO YOUR DRIVER LICENSE RECORD.** The check or money order must be made payable to: Florida Department of Transportation. You must also sign and date this Citation and include this original Citation with your payment, which must be sent to the Florida Department of Transportation, Violation Enforcement Section, P.O. Box 880069, Boca Raton, FL 33488-0069. A pre-addressed envelope is enclosed for your convenience. **DO NOT MAIL CASH.**

☐ **Option B** – Elect to pay \$135.25 by mail or in person to the Clerk of the County Court, from Jul 21, 2012 to Sep 03, 2012. By selecting this option, **NO POINTS WILL BE ASSESSED TO YOUR DRIVER LICENSE RECORD.** You must sign and date this Citation and include the original Citation with your payment to Howard Forman, Clerk of the County Court at TRAFFIC DIVISION, P.O. Box 14610, Ft. Lauderdale, FL 33302-4610. If you request a hearing and the County Judge/Magistrate/Hearing Officer determines that you have committed the offense, the County Judge/Magistrate/Hearing Officer may impose a penalty not to exceed \$500.00 AND POINTS WILL BE ASSESSED AS APPLICABLE. If the County Judge/Magistrate/Hearing Officer determines that no infraction has been committed, no cost or penalties shall be imposed. THE COURT WILL SCHEDULE YOUR HEARING DATE AND NOTIFY YOU.

☐ **Option C** – Not Guilty – Elect to request a court hearing prior to Sep 03, 2012. Prior to Jul 21, 2012, you may sign, date, and send this original Citation to the Florida Department of Transportation, Violation Enforcement Section, P.O. Box 880069, Boca Raton, FL 33488-0069. A pre-addressed envelope is enclosed for your convenience. The Florida Department of Transportation will then notify the Court of your not guilty plea. After Jul 21, 2012 but before Sep 03, 2012, sign, date, and send this original Citation directly to Howard Forman, Clerk of the County Court at TRAFFIC DIVISION, P.O. Box 14610, Ft. Lauderdale, FL 33302-4610. If you request a hearing and the County Judge/Magistrate/Hearing Officer determines that you have committed the offense, the County Judge/Magistrate/Hearing Officer may impose a penalty not to exceed \$500.00 AND POINTS WILL BE ASSESSED AS APPLICABLE. If the County Judge/Magistrate/Hearing Officer determines that no infraction has been committed, no cost or penalties shall be imposed. THE COURT WILL SCHEDULE YOUR HEARING DATE AND NOTIFY YOU.

COLEENIS GIBSON 9114485  
RANK SIGNATURE OF OFFICER BADGE NO. ID NO. TROOP/POINT  
FORM NO. SP050-A-022

## 2.4. NOTICE OF INTENT TO ISSUE UNIFORM TRAFFIC CITATION (OUT OF STATE) Sample



February 27, 2018

NAME

ADDRESS

CITY, ST, ZIP

License Plate Number: LPN NUMBER, LP STATE

**\*\*\*NOTICE OF INTENT TO ISSUE UNIFORM TRAFFIC CITATION\*\*\***

The Tampa-Hillsborough Expressway Authority (THEA) would like to provide you with the opportunity to resolve the balance on your toll account before initiating actions which may result in escalated mandatory fees added by the Florida's Clerk of Court.

To date, your accumulated toll account balance in collections is: **\$1,000.00**.

To avoid further action please make payment within thirty (30) days of the date of this notice.

*To resolve your toll account balance, please call THEA's collections service provider: ETAN Industries.*

*Toll-free phone number:*

**1-877-258-5205**

*Or visit during business hours (7 a.m. to 5 p.m., M-F) at:*

**10002 Princess Palm Ave., Suite 304, Tampa, FL 33619**

Pursuant to Florida law, failure to resolve this matter may result in THEA issuing a traffic citation, which carries a mandatory \$100 fine, plus court fees, against the registered owner of the above-referenced vehicle. The court may suspend a driver's license for 60 days for a person convicted of 10 or more toll violations within any 36-month period.

Since you may continue to use the Lee Roy Selmon Expressway, please note that the above account balance indicates **only the amount due that is in Collections**. You may owe money for other tolls and should contact 1-888-824-8655 to resolve your unpaid tolls.

**IMPORTANT NOTE:**

If you believe you may qualify for a reduction in fines or fees due to a personal hardship, you must contact the THEA Collections Service Center within 30 days of the date of this notice for a review of your account.

To prevent the issue from occurring in the future, please email us at [freesunpass@tampa-xway.com](mailto:freesunpass@tampa-xway.com) to receive a free SunPass-mini, courtesy of THEA. SunPass is a prepaid toll account that saves you money on each toll and there is no administration fee. For more information, please visit [www.SunPass.com](http://www.SunPass.com).

Thank you in advance for your prompt attention to this matter.

Sincerely,


Toll Enforcement Officer





### 3.1. REJECTED TRANSACTION INVOICE Sample

Tampa Hillsborough Expressway Authority  
1104 East Twiggs Street, Suite 300 Tampa, Florida 33602  
Tel 813-272-6740 Fax 813-273-3730



INVOICE ID: INV999999
1/1/2015

**Bill To**

John Doe

1104 East Twiggs Street,  
Suite 300  
Tampa, FL 33602

**Instructions**


Please make payment payable to the order of Tampa Hillsborough Expressway Authority. Please complete payment within 30 days of this invoice date.

If you have any questions, please feel free to contact me, Brian Ramirez at 813-272-6740 ext.209.

Date	Time	Plaza	Axes	Rate
11/1/2014	20:06:27	101725_25S	2	1.33
11/1/2014	21:19:36	101725_25S	2	1.33
11/2/2014	6:01:41	101720_20S	2	1.33
11/2/2014	21:09:00	101725_25S	2	1.33
11/3/2014	5:23:07	101765_65S	2	1.87
11/3/2014	5:28:01	101720_20S	2	1.33
11/3/2014	5:44:15	101765_65S	2	1.87
11/3/2014	6:11:52	101760_60S	2	1.87
11/3/2014	6:24:28	101760_60S	2	1.87
11/3/2014	7:20:01	101725_25S	2	1.33
11/3/2014	11:24:56	101725_25S	2	1.33
11/3/2014	17:58:54	101760_60S	2	1.87
11/3/2014	18:00:20	101760_60S	2	1.87
11/3/2014	18:33:49	101760_60S	2	1.87
11/3/2014	22:21:28	101725_25S	2	1.33
11/4/2014	5:25:02	101720_20S	2	1.33
11/4/2014	5:40:47	101720_20S	2	1.33
<b>Total Due:</b>				<b>\$26.39</b>

Thank you for your business!


Tampa Hillsborough Expressway Authority  
1104 East Twiggs Street, Suite 300 Tampa, Florida 33602  
Tel 813-272-6740 Fax 813-273-3730



INVOICE ID: INVTHEA99999999
1/1/2015

**Bill To**

John Doe  
1104 E Twiggs Street,  
Suite 300 Tampa, FL 33602



**Payment Instructions**

Please make cashier's check or money order payable to the order of Tampa Hillsborough Expressway Authority. Payment is due within 30 days of this invoice date.

If you have any questions, please feel free to contact me, Brian Ramirez at 813-272-6740 ext.209.

License Plate	Description	Axes	Total
ABC123	Plate FL-ABC123 on 10/06/2014 09:57:58 AM at East Mainline - Westbound, Lane 60S with 2 Axes	2	\$1.87
<b>Total Due</b>			<b>\$1.87</b>

Thank you for your business!



FDOT UNPAID TOLL VIOLATION: Red Top Banner notice used by FTE to operate non-AET facilities. Depending on the toll account anniversary date, customers may receive an unpaid toll violation including Selmon Expressway tolls.

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#### About this Toll Invoice

This toll invoice reflects the toll Amount Due as of the Issue Date listed on the previous page. Payments received after the Issue Date may not be reflected on this invoice. If you have recently made a payment which is not reflected on this invoice, please login to [www.tollbyplate.com](http://www.tollbyplate.com) to find your current balance.

Tolls over 75 days past due may be assigned to a Collection Agency prior to the Due Date on this document. These assigned tolls can only be paid through the Collection Agency. Please login to [www.tollbyplate.com](http://www.tollbyplate.com) for Collection Agency contact information.

#### Registration Stop Payments

If this payment is intended to clear a Registration Stop, please allow 30 business days for processing from the date we receive your payment. If you need expedited clearing of a Registration Stop, contact the SunPass Customer Service Center at 888-824-8655 or visit [www.tollbyplate.com](http://www.tollbyplate.com).

#### What is TOLL-BY-PLATE and how does it work?

TOLL-BY-PLATE is an image-based electronic toll collection system that uses photographic images of a vehicle's license plate to identify the vehicle's owner for toll payment. When you receive your invoice, just pay the Amount Due before the Due Date by using one of the payment options listed on the front of this invoice.

#### Why should I get a SunPass?

Establishing a prepaid SunPass account saves customers the TOLL-BY-PLATE administrative fees. SunPass customers avoid the hassle of paying the TOLL-BY-PLATE invoice. Plus, SunPass customers save on toll rates and your SunPass can be used to pay tolls on nearly all toll roads and bridges in Florida. SunPass customers can enjoy worry-free airport parking at several major Florida airports.

#### What Other Toll Agency Transponders are accepted in Florida?

The Florida Turnpike Enterprise accepts (or is interoperable with) the SPASS from the Central Florida Expressway Authority, the LeeWay Pass from Lee County, Florida, the Peach Pass from Georgia, and the NC Quick Pass from North Carolina.



Save time and money. Sign up for SunPass today by visiting [www.sunpass.com](http://www.sunpass.com)

Per 320.03 and 316.1001 Florida statutes, if the invoice is not paid in full by the due date listed on the previous page, the Florida Department of Transportation has the authority to place a registration stop against the registered owner of the vehicle and prevent you from renewing your license plate. Subsequent unpaid tolls may also result in the issuance of a Uniform Traffic Citation for each unpaid toll.

Return portion below with payment. ▼

You may pay your invoice online at [tollbyplate.com](http://tollbyplate.com)

- Payment accepted by check or money order only. **DO NOT SEND CASH, COINS OR TEMPORARY CHECKS!**
- Please include the invoice ID number on the face of your check or money order to ensure proper application of the payment.
- Make your check or money order payable to "FDOT".
- **DO NOT** fold, staple or perforate contents.

#### Address Change

Per Florida statute, FDOT relies on the accuracy of your motor vehicle record to obtain the address used in creating the documents we send.

- If your vehicle is registered in Florida, you can update your address at any DHSMV or Tax Collector office or visit [goenew.com](http://goenew.com).
- If your vehicle is registered in another state, please visit the applicable Department of Motor Vehicles website for instructions on how to update your address.

Page 3 of 4



## TOLL-BY-PLATE INVOICE

Access [tollbyplate.com](http://tollbyplate.com) to pay your invoice online or search for a convenient location to pay with cash.

PLEASE PAY TOTAL AMOUNT DUE OF \$5.10

Issue Date: May 07, 2015  
Due Date: Jun 01, 2015  
Invoice ID: [REDACTED]  
License Plate: [REDACTED]

Post Date:	Description:	Amount:
04/13/2015	Previous Balance	\$0.00
04/13/2015	OPENING BALANCE	\$0.00
04/13/2015	on 04/06/2015 05:12:46 PM at Sunrise Marina NE DRT Lte, Lane 005 with 2 Axes	\$1.30
04/13/2015	on 04/06/2015 05:29:15 PM at SR889 Overpass A Man NE NP95, Lane 505 with 2 Axes	\$1.30
04/28/2015	Address/Free Charge 04/28/2015/38007	\$2.50

PrintMachine™  
DEVELOPER

Page Sub Total: \$5.10  
Total Amount Due: \$5.10

Per 320.03 and 316.1001 Florida statutes, if the invoice is not paid in full by the due date listed above, the Florida Department of Transportation has the authority to place a registration stop against the registered owner of the vehicle and prevent you from renewing your license plate. Subsequent unpaid tolls may also result in the issuance of a Uniform Traffic Citation for each unpaid toll.

Page 4 of 4





## UNPAID TOLL VIOLATION

Access [fdotxstate.com](http://fdotxstate.com) to pay your document online or search for a convenient location to pay with cash.

PLEASE PAY TOTAL AMOUNT DUE OF \$3.50

Issue Date: May 07, 2015

Due Date: Jun 01, 2015

Document ID: [REDACTED]

License Plate: [REDACTED]

REGISTRATION STOP has been placed on your License Plate

Post Date:	Description:	Amount:
	Previous Balance	\$0.00
06/13/2015	OPENED BALANCE	\$0.00
06/13/2015	[REDACTED] on 04/05/2015 09:46:12 AM at Orlando South, Lane 07D with 2 Axles	\$1.00
06/28/2015	2015 TOLLING Charge UTV0029739139	\$2.50

Page Sub Total: \$3.50

Total Amount Due: \$3.50

PrintMachine™  
DEVELOPER

Per 328.03 and 316.1001 Florida Statutes, if document is not paid in full by the due date listed above, the Florida Department of Transportation has the authority to place a registration stop against the registered owner of the vehicle and prevent you from renewing your license plate. Subsequent unpaid tolls may also result in the issuance of a Uniform Traffic Citation for each unpaid toll.

Page 3 of 3



## Appendix B. Previous THEA Customer Service Free SunPass Mini Transponder Programs



Attention  
*MacDill commuters-*

**Cut your  
TOLL  
COSTS**

SAVE up to  
**\$270** annually  
on daily commutes  
on the Selmon Expressway

Get your **FREE**  
**SUNPASS**  
MINI TRANSPONDER  
today!

To obtain your free SunPass Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10.00, just follow these easy instructions:

- Call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.
- Please have the following required information available: Name, current mailing address and phone number, driver license number, valid email address, vehicle license plate number and description (year, make, model and color), Control Number (below) and a valid credit/debit card.

This certificate entitles you to one (1) SunPass Mini Transponder only, and has absolutely no cash value.

\*Upon opening your new SunPass account, appropriate sales tax will be collected for the SunPass Mini Transponder. A retail value of \$4.99.

Offer expires 12/31/16

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY

Control Number:

Please have this number ready and mention you received a Tampa Hillsborough Expressway Authority voucher for a SunPass Mini Transponder.



**LOWER  
YOUR  
TOLLS!**

Get your **FREE**  
**SUNPASS**  
MINI TRANSPONDER  
today!

SAVE \$ on each toll.

PLEASE NOTE: This is a promotional offer. Limited quantities are available. This offer may be withdrawn at any time without prior notice.

To obtain your SunPass® Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10, just follow these easy instructions:

Call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m. to 5 p.m. Have the following information available:

- Your name, current mailing address, phone number and valid Email address
- Your driver license number
- Your vehicle license plate number
- Make, model, year and color of your vehicle
- Control Number (see below)
- A valid credit card or debit card

This certificate entitles you to a maximum of two (2) SunPass® Mini Transponders, and has no cash value.

Offer expires December 30, 2015.

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY

Control Number:

Please have this number ready when you call for your free SunPass Mini Transponder.



Compliments of  
**THEA-**

**Cut your  
TOLL  
COSTS**

SAVE up to  
**\$270** annually  
on daily commutes  
on the Selmon Expressway

Get your **FREE**  
**SUNPASS**  
MINI TRANSPONDER  
today!

To obtain your free SunPass Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10.00, just follow these easy instructions:

- Call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.
- Please have the following required information available: Name, current mailing address and phone number, driver license number, valid email address, vehicle license plate number and description (year, make, model and color), Control Number (below) and a valid credit/debit card.

This certificate entitles you to one (1) SunPass Mini Transponder only, and has absolutely no cash value.

\*Upon opening your new SunPass account, appropriate sales tax will be collected for the SunPass Mini Transponder. A retail value of \$4.99.

Offer expires 12/31/16

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY

Control Number:

Please have this number ready and mention you received a Tampa Hillsborough Expressway Authority voucher for a SunPass Mini Transponder.



**GET YOUR  
FREE  
SUNPASS  
MINI TRANSPONDER  
AND  
SAVE**

SunPass customers:

- ✓ Pay no administrative fee and less per toll than TOLL-BY-PLATE customers.
- ✓ Save up to \$270 annually on daily Selmon Expressway commutes.

Offer expires 11/30/13

To obtain your free SunPass Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10.00, just follow these easy instructions:

- Please email Sue Chrzan at: [sue@tampa-xway.com](mailto:sue@tampa-xway.com)
- Please have the following information available: driver license, license plate information, Control Number (below) and a valid credit/debit card

This certificate entitles the bearer to one (1) SunPass Mini Transponder only, and has absolutely no cash value.


Upon opening your new SunPass account, appropriate sales tax will be collected.

Offer expires 11/30/13

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY


Control Number:

Please have this number ready and mention you received a THEA voucher



**SAVE up to**  
**\$270**  
**ANNUALLY**  
**ON YOUR DAILY COMMUTE!**

Get your **FREE**  
Transponder Required for State Use



**SUNPASS**  
 PREPAID TOLL PROGRAM  
 MINI TRANSPONDER  
**today!**

**SAVE \$ on each toll.**

PLEASE NOTE: This is a promotional offer. Limited quantities are available. This offer may be withdrawn at any time without prior notice.

To obtain your SunPass® Mini Transponder and fund your new SunPass Prepaid account with a minimum of \$10, just follow these easy instructions:  
 Call 1-888-TOL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m. to 5 p.m. Have the following information available:  
 \* Your name, current mailing address, phone number and valid Email address  
 \* Your driver license number  
 \* Your vehicle license plate number  
 \* Make, model, year and color of your vehicle  
 \* Control Number (see below)  
 \* A valid credit card or debit card

This certificate entitles you to a maximum of two (2) SunPass® Mini Transponders, and has no cash value.  
 Offer expires June 24, 2016.

\*Some parking fees, tolls, fuel surcharges, account, approval and other fees will be collected for each SunPass® Mini Transponder. A total value of \$1.00 each.

**TAMPA-HELIXSPRING**  
**EXPRESSWAY**  
 AUTHORITY

Control Number:

Please have this number ready when you call for your free SunPass Mini Transponder.



## Appendix C. Previous registration hold inserts and post cards



**YOUR VEHICLE HAS A REGISTRATION HOLD ON IT.**

**Get a FREE SunPass Mini!**  
(See reverse side)

**Follow these 3 easy steps to get a FREE SunPass Mini!**

  
**Call**  
and settle your toll account to remove the registration hold on your vehicle. 1-877-258-5205.

  
**Email**  
[freesunpass@tampa-xway.com](mailto:freesunpass@tampa-xway.com)  
with your name, license plate number and mailing address.

  
**In 10 days**  
you will receive instructions on how to get your free SunPass Mini.

Valid 30 days from date of enclosed letter.

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY



# Whoops!

We noticed that your vehicle registration is up for renewal, but you might have unpaid tolls.

Before you renew, please check <https://services.flhsmv.gov/mvcheckweb> or call 1-877-258-5205.

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY

**Follow these 3 easy steps to get a FREE SunPass Mini!**

**CALL** and settle your toll account to remove the registration hold on your vehicle. **1-877-258-5205**.

**EMAIL** [freesunpass@tampa-xway.com](mailto:freesunpass@tampa-xway.com) with your name, license plate number and mailing address.

**IN 10 DAYS** you will receive instructions on how to get your **free SunPass Mini**.



TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY

1104 E. Twiggs Street, Suite 300  
Tampa, FL 33602

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
AUTHORITY















# UNPAID TOLLS? HERE'S THE REMEDY!

**We noticed that your vehicle registration is up for renewal, but you might have unpaid tolls.**

Before you renew, please check  
<https://services.flhsmv.gov/mvcheckweb>  
 or call 1-877-258-5205.

TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
 AUTHORITY

**Follow these 3 easy steps to get a FREE SunPass Mini!**

**CALL** and settle your toll account to remove the registration hold on your vehicle. 1-877-258-5205.

**EMAIL** [freesunpass@tampa-xway.com](mailto:freesunpass@tampa-xway.com) with your name, license plate number and mailing address.

**IN 10 DAYS** you will receive instructions on how to get your **free SunPass Mini**.



TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
 AUTHORITY

1104 E. Twiggs Street, Suite 300  
 Tampa, FL 33602


TAMPA HILLSBOROUGH  
**EXPRESSWAY**  
 AUTHORITY









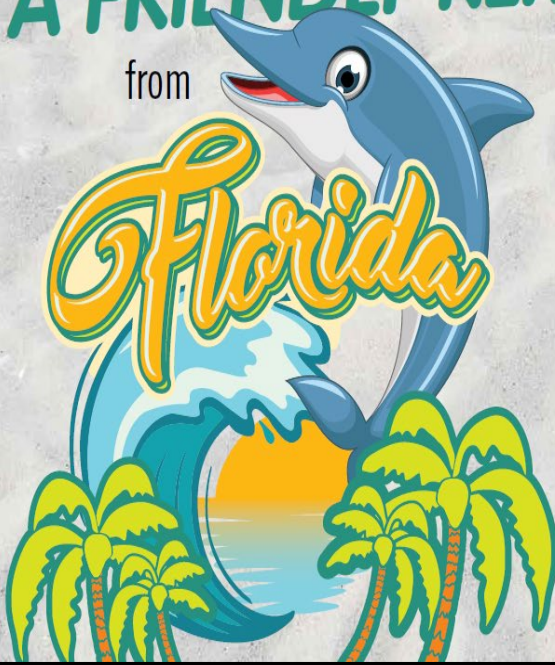






# A FRIENDLY REMINDER

from



**You have some unpaid tolls  
from your recent visit  
to The Sunshine State.**

To avoid additional fees  
or a traffic citation, visit  
[www.THEA-Tolls.com](http://www.THEA-Tolls.com)

**AND DON'T  
FORGET** You must register your vehicle  
within 10 days of becoming a  
resident of Florida.

[www.flhsmv.gov/dhsmv/newflres.html](http://www.flhsmv.gov/dhsmv/newflres.html)

## SAVE TIME AND MONEY WITH A FLORIDA SUNPASS.



A Florida SunPass can save you 25¢ at tolls compared to video tolling,  
plus there is no administrative fee. The savings really add up!  
Florida SunPass is also accepted on toll roads in Georgia and North Carolina.

To obtain your SunPass® Mini Transponder and  
fund your new SunPass Prepaid account with a  
minimum of \$10, just follow these easy instructions:

Call 1-888-TOLL-FLA (1-888-865-5352) Monday  
through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m.  
to 5 p.m. Have the following information available:

- Your name, current mailing address, phone  
number and valid email address
- Your driver license number
- Your vehicle license plate number
- Make, model, year and color of your vehicle
- Control Number (see to the right)
- A valid credit card or debit card

**PLEASE NOTE:** This is a promotional offer. Limited  
quantities are available. This offer may be  
withdrawn at any time without prior notice.

**Offer expires December 30, 2016.**

\*Upon opening your new SunPass® account, appropriate sales tax will be  
collected for each SunPass® Mini Transponder. A retail value of \$4.99 each.

Control Number:

Please have this number ready when you call  
for your free SunPass Mini Transponder.

This certificate entitles you to a maximum of two (2)  
SunPass® Mini Transponders, and has no cash value.



1104 E. Twiggs Street, Suite 300  
Tampa, FL 33602

## Appendix D. Previous registration hold E-mail response

Dear: \_\_\_\_\_

Thank you for satisfying your account at collections with ETAN Industries LLC. You now qualify for a free SunPass Mini transponder.

- **Please call 1-888-TOLL-FLA (1-888-865-5352) Monday through Friday, 7 a.m. to 7 p.m.; Saturday, 8:30 a.m. to 5p.m.**
- **You will need the following control number for activation: REG072015.**
- **This control number entitles you to a maximum of (2) SunPass® Mini Transponders, and has no cash value.**
- **Your SunPass® transponder has no toll funds and will not work until it has been activated by adding a minimum starting balance of \$10.00.**
- **Upon opening your new SunPass® account, appropriate sales tax will be collected for each SunPass® Mini Transponder.**

*Offer expires:* \_\_\_\_\_.

Thank you for your business!

Dear: \_\_\_\_\_

Please take the time to settle your account at collections with ETAN Industries LLC before inquiring for a free SunPass Mini transponder.

**You can complete your payment by calling toll-free to 1-877-258-5205 or by paying online at <http://www.paytheatolls.com/>**

Thank you for your business!