NEWS

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ILLINOIS TOLLWAY LAUNCHES NEW, STREAMLINED PROCESS FOR CONTESTING TOLL VIOLATIONS

Will help approximately 2,000 customers per month who say they are not responsible for tolls

DOWNERS GROVE, IL – The Illinois Tollway is offering its customers a better way to contest toll violations for which they are not responsible, usually in situations where the vehicle had been sold or stolen prior to the date of the violations. Beginning today, drivers who receive a toll violation notice can go online, download a user-friendly form, attach the required documentation and return it to the Tollway for review and consideration. Prior to this new process, customers would need to call the Tollway or visit a Customer Service Center to explain why they were not legally responsible for the violations.

"For the first time, the Tollway is clearly defining for our customers the circumstances in which contesting a toll violation is acceptable," said Illinois Tollway Executive Director Kristi Lafleur. "This new improved process gives our customers the ability to make their case and contest the toll violation as quickly and effortlessly as possible."

Drivers receive a toll violation notice after three toll violations have occurred in a two-year period. Upon receipt of the initial notice, drivers have 21 days to either pay the tolls and associated fines, request a hearing or contest the violation.

Customers who seek to contest a toll violation can now visit the Illinois Tollway's website at www.illinoistollway.com, download the affidavit of nonliability form and select from the following seven reasons:

- **Sold:** Vehicle had been sold and was in possession of a new owner at the time the violations occurred.
- **Stolen:** Vehicle had been stolen and was not in my possession at the time the violations occurred.
- **Divorced:** Ex-spouse was responsible for the vehicle at the time the violations occurred.
- **Deceased:** Registered owner is no longer living.
- **Inactive Replacement Transponder:** I received toll violations when using my replacement transponder.
- **Incorrect Registered Owner:** I am not the registered owner of this vehicle.
- **Repossession:** Vehicle was in the custody of a repossession company at the time the violations occurred.

Customers are asked to complete the affidavit of nonliability form and mail it with the required documentation to the Tollway for review. A written notice of the agency's decision will be mailed to the customer. If the reason for contesting the toll violations is not listed on the form, they can call Tollway Customer Service at 800-UC-IPASS (800-824-7277) for assistance.

The Tollway anticipates that approximately 2,000 customers per month will be able to use this new process to contest their toll violations based on types of dispute.

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The Illinois Tollway is a user-funded system that receives no state or federal funding for maintenance and operations. Because of this, the Illinois Tollway is obligated to pursue unpaid tolls on behalf of the more than 95 percent of customers who pay their fair share daily while traveling on the Tollway.

In recent years, the Illinois Tollway has enhanced its efforts to provide greater customer service and transparency to its customers. In 2011, the Tollway launched a new feature which allows customers to review their license plate images and dispute toll violations online if the license plate image is incorrect or missing. To date, more than 11,000 customers have viewed more than 44,500 images, resulting in 1,700 violations disputed via the Web. Customers can also view recent online payments and balances due and make payments on an open violation balance.

The Tollway also implemented a policy to make sure that customers received their violations in a timely manner. Effective June 2011, Tollway policy requires all violation notices to be mailed within 90 days of a Tollway user's third violation. The new policy means that violation notices will typically contain fewer violations and be delivered more quickly to Tollway users.

About the Illinois Tollway
The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 286 miles of interstate tollways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90) and the Tri-State Tollway (I-94/I-294/I-80).

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