Reclaiming Inactive I-PASS Account Funds

August 2014
I-PASS Information

- The Illinois Tollway operates the largest open road tolling system in the nation
  - More than 2.2 million daily transactions
  - More than 3.6 million I-PASS accounts
  - More than 5 million I-PASS transponders
Inactive I-PASS Account Status

- Subject to the Illinois Unclaimed Property Act
- Affects accounts inactive for at least seven years
  - Approximately 59,000 accounts
- $2.2 million in unclaimed funds
  - Approximately $1.5 million in prepaid tolls
  - $700,000 in transponder deposits
- Average account balance exceeding $10 is $31 without transponder deposit and $45 with transponder deposit
- Approximately, 500 inactive accounts have unclaimed funds totaling $100 or more
Outreach to Customers

- **Letters to customers with inactive accounts**
  - Inactive for seven years or more
  - Balances of $10 or more

- **Response required by October 1**

- **Options for inactive accounts**
  - Customer re-activates I-PASS account
  - Customer closes I-PASS account and requests a refund for deposit and prepaid funds
  - No action – Tollway will close I-PASS account and transfer pre-paid funds to I-Cash Program
I-Cash Program

- Per the Unclaimed Property Act, property is remitted to Illinois State Treasurer’s Office
- One in eight Illinois residents has an asset to be claimed in I-Cash
- State currently has $2.1 billion dollars in cash which need to be returned to Illinois residents
Options for Customers

- I-PASS customers re-activating or closing accounts have several options
  - Phone - 1-800-UC-IPASS
  - In person - Customer Service Centers
  - By mail - I-PASS Fulfillment Center

- Information online
  - www.illinoistollway.com
  - www.icash.illinois.gov
THANK YOU