

Under North Carolina law, the registered owner of the motor vehicle is responsible for payment of tolls incurred unless the registered owner establishes that the motor vehicle was in the care, custody, and control of another person when it was driven on the toll facility. A patron of any North Carolina toll facility is entitled to dispute any toll transaction(s) incurred in North Carolina through the completion and submittal of this form to the NC Quick Pass Customer Service Center (CSC). For disputes regarding tolls incurred on out-of-state toll roads, you must contact that agency directly regarding their dispute process. Contact information for each agency can be found on our website.

To avoid liability, additional fees and penalties, disputes must be submitted within 30 days of the date on the NC Quick Pass statement (STATEMENT) or Bill by Mail invoice (INVOICE). After 30 days the customer waives their right to dispute any and all tolls listed on the STATEMENT or INVOICE. Tolls will be imposed where the registered owner fails to provide accurate and complete information.

Submit the following to the CSC via mail or fax as part of your toll dispute:

1. A copy of the STATEMENT or INVOICE with the toll transactions you are disputing clearly marked.
2. Completed 'Section 1: Request for Informal Review' using the information as it appears on your STATEMENT or INVOICE.

Note: 'Section 2: Affidavit of Non-Liability' only needs to be completed if the reason for toll dispute selected in Section 1, Part D is "vehicle in the custody of another person".

(You may add more pages if you wish to provide a further written explanation of the circumstances)

SECTION 1: REQUEST FOR INFORMAL REVIEW

A. CUSTOMER INFORMATION As it appears on statement/invoice.

LAST NAME _____ FIRST NAME _____ MI _____ SUFFIX _____
MAILING ADDRESS _____ CITY _____ STATE _____ ZIP _____
PHONE NUMBER _____ - _____ - _____ EMAIL _____

B. STATEMENT/INVOICE INFORMATION

DATE OF STATEMENT/INVOICE _____ ACCOUNT/INVOICE # _____

C. DISPUTED TOLL TRANSACTIONS

TOTAL NUMBER OF DISPUTED TOLL TRANSACTIONS _____ TOTAL DISPUTED TOLL AMOUNT \$ _____

D. REASON FOR TOLL DISPUTE Please select one.

- OVERCHARGED (Based on number of axles) VEHICLE IN THE CUSTODY OF ANOTHER PERSON (Must Complete Section 2 - Affidavit of Non-Liability) INCORRECT LICENSE PLATE IMAGE (Does not match vehicle registration)
- DUPLICATE CHARGE OTHER _____

E. CUSTOMER SIGNATURE

I declare that the foregoing information is true and accurate to the best of my knowledge.

AUTHORIZED SIGNATURE REQUIRED _____ DATE _____

COMMENTS:

Completed forms can be submitted to the NC Quick Pass Customer Service Center using the following methods:

By Fax 1-919-388-3279

By Mail 200 Sorrell Grove Church Road, Suite A, Morrisville, NC 27560

In Person 9 a.m. - 5 p.m. Monday-Friday, 9 a.m. - 2 p.m. Saturday. Please visit www.ncquickpass.com for customer service center locations.

SECTION 2: AFFIDAVIT OF NON-LIABILITY

Sworn Affidavit of Non-Liability is required if contesting liability based on vehicle being in custody, care or control of another person (Section 1, Part D). You must include substantial evidence of the claims you are making, such as a contract of sale, police report of theft, a written rental or lease agreement, a copy of the certificate of title or other evidence of the transfer.

A. REASON FOR SWORN AFFIDAVIT OF NON-LIABILITY

 Please select one.

- SOLD**
(Attach copy of proof of sale)
- LEASED/RENTED**
(Attach copy of lessee or rental agreement)
- STOLEN - DATE OF THEFT** _____
(Attach copy of police report or insurance claim)
- TRANSFER OF LIABILITY**

NEW OWNER/TRANSFeree/LESSEE OR RENTER INFORMATION

If selected sold, leased/rented or transfer of liability above, please fill out the new owner, lessee/renter or transferee information.

NAME _____

MAILING ADDRESS _____ CITY _____ STATE _____ ZIP _____

TRANSFeree SIGNATURE _____ DATE _____

B. CUSTOMER SIGNATURE

I, depose and state that in accordance with G.S. 136-89.218, I contest the above referenced toll(s) and request an Informal Review by NC Quick Pass based on the fact that someone else had the care, custody, and control of the motor vehicle when the toll was incurred. I solemnly affirm under the penalties of perjury and upon personal knowledge that the foregoing is true and correct.

AUTHORIZED SIGNATURE REQUIRED _____ DATE _____

C. NOTARY INFORMATION/SIGNATURE

COUNTY _____ STATE OF _____ DATE _____

Signed and sworn to (or affirmed) before me this day by (name of Registered Owner) _____

MY COMMISSION EXPIRES _____

PRINTED NAME OF NOTARY _____

SIGNATURE OF NOTARY _____

OFFICIAL SEAL

This completed form must be submitted to the CSC. If, upon completion of the Informal Review, it is found that you remain liable, your toll transactions will remain on your account and you will be responsible for payment of the INVOICE. Failure to pay the amounts due on the INVOICE will result in the imposition of additional fees and penalties and your motor vehicle registration may be blocked and the balanced owed may be sent to a collection agency.

If through the Informal Review process, NC Quick Pass determines you are liable for the toll transactions and you disagree with this decision, you may file a petition for contested case hearing with the Office of Administrative Hearings (OAH) within 60 days of the date of the notice. Information on how to file with OAH can be found on our website at www.ncquickpass.com under the Resources tab and Applications and Forms page.

If you have questions, please contact NC Quick Pass Customer Service.

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