

2. Information to Submit the Toll Dispute

This completed form must be submitted to NC Quick Pass. 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 ncquickpass.com/documents-and-applications under Toll Dispute Forms.

What Needs to be Submitted

1. A copy of the STATEMENT or INVOICE with the toll transactions you are disputing clearly marked.
2. Completed First Responder Toll Dispute: Informal Review Request form.

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

How to Submit Completed Forms

Completed forms can be submitted to the NC Quick Pass Fleet Specialist using the following methods:

Online ncquickpass.com/contact-us

By Email ncquickpassfleet@ncdot.gov

By Mail Attention: NC Quick Pass Fleet Specialist, P.O. Box 100020 Atlanta, GA 30348-0020

By Fax (919) 388-3279

Additional Questions

If you have additional questions, please contact the NC Quick Pass Fleet Specialist Team:

Theresa Short-Harris
Fleet Supervisor

Darlene Jones
Fleet Specialist

Phone (919) 804-7394

Phone (919) 804-7403

Contact Us

Online
ncquickpass.com

Mail
P.O. Box 100020
Atlanta, GA 30348-0020

Phone
(877) 769-7277

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(919) 388-3279