

1. Applicant Information

A. Agency Information

Agency Name _

First Responder Toll Dispute: Informal Review Request

In accordance with state law and NC Quick Pass business policies, the North Carolina Turnpike Authority (AUTHORITY) allows the exemption of tolls for law enforcement, fire, rescue and emergency medical services vehicles (first responder vehicles) responding to emergency situations on all NC toll facilities. (See N.C.G.S. § 136-89.211(2)). 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 NC Quick Pass.

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 toll 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.

B. Contact Informat	ion			
First NameEmail		Last Name		
			Phone Number	
C. Account Information Invoice/Account Number Date of Statement/Invoice D. Disputed Toll Transactions List the license plate/transponder, transaction date and time, toll zone, reason for dispute and amount for each dispute.				
				Total
Printed Name of Cus	tomer to Sign		Date	
Customer Signature	Required		Date	

1

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 **Darlene Jones** Fleet Supervisor Fleet Specialist Phone (919) 804-7394