

FAQs for Overdraft Fee(s) Reimbursement Requests

If you are a SunPass customer enrolled in Easy Pay and incurred any overdraft fees from your financial institution due to multiple automatic replenishments on or after June 11, 2018, you may be eligible for a reimbursement of those fees. To qualify for overdraft reimbursement, customers must submit any bank records which reflect at least two automatic replenishments and the resulting overdraft fee(s) occurring between June 11, 2018 and August 17, 2018. Please follow the steps below to submit your request. To complete the process, you will need to have your bank statement ready to upload.

1. To expedite your request please log into your SunPass account
2. From the left side menu, select *Online Support*
3. On the Reason for Contact dropdown list select *Overdraft Fee Reimbursement*
4. On the Sub-Category menu select *Request*
5. Upload your bank statement in the field provided. Please be sure to remove any personal information, other than your first and last name. To qualify for overdraft reimbursement, customers must submit any bank records which reflect at least two automatic replenishments and the resulting overdraft fee(s) occurring between June 11, 2018 and August 17, 2018.
6. In the comment box, please briefly explain your situation and whether you prefer your reimbursement mailed to you in the form of a check or applied to your SunPass account as a toll credit.

The screenshot shows the SunPass Online Support portal. The top navigation bar includes 'My SunPass', 'WHAT IS SUNPASS?', 'TRAVELER INFORMATION', and 'UNPAID TOLLS'. The main header is 'ONLINE SUPPORT' with a breadcrumb trail 'Home / My SunPass / Online Support'. The left sidebar contains a menu with 'Online Support' highlighted in orange. The main content area is titled 'Question or Comment' and includes a 'CHAT COMING SOON!' button. Below this, there is a 'Reason for Contact*' dropdown menu with 'Please select a category' and a 'Sub-Category' dropdown menu with 'Please select a sub-category'. The 'Upload File' section shows a 'Browse...' button with 'No file selected.' and a link to 'Click Here to Attach Additional File'. Below this, it states 'Max file size: 2MB. Accepted file types: pdf, doc, docx, xls, xlsx, csv, jpg, bmp, png'. The 'Comments' section has a text area with a 'Max 1024 Characters (1024)' limit and a red arrow pointing to it. A 'SUBMIT' button is located at the bottom of the form.

7. You can also visit a walk-in center to submit your request. Please click [here](#) for locations.
8. Once approved, if submitted online or at one of the SunPass Walk-in Center locations, customers should expect to receive the reimbursement within 4-5 business days.
9. If you prefer to mail in your request, please send to General Customer Correspondence & Enrollment, Florida Department of Transportation/SunPass, P.O. Box 447, Ocoee, FL 34761. If you prefer to fax, please fax to 1-888-265-1725 (U.S. only). Please note, if you choose the mail or fax option it may take longer to process your request.