

Addendum No. 2

RFP # 20-10230-8784

Debt Collection Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

ADDITION

1. Exhibit J – Invoice Samples - Samples of the first Toll by Plate “TBP” invoice and the past due TBP invoice for the breakdown of tolls and fees, as well as escalation.

QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of September 1, 2020. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

Proposer Questions			Pennsylvania Turnpike Commission (PTC)		
			RFP20-10230-8784		
#	Page	Section	Section Description	Proposer Question	Commission Response
1.	Part II Pg 4 of 8	4	Approach	Will the selected agency be permitted to offer settlements?	No, settlements will not be permitted without PTC approval.
2.	Part II Pg 4 of 8	4	Approach	Will the selected agency be permitted to report accounts to the credit bureaus?	Under Federal law, unpaid toll debt cannot be reported to credit bureaus.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
3.	n/a	Appendix G	Debt Collection Volumes and Statistics	If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up?	No, accounts or backlogs will not be moved to any new vendors.
4.	n/a	Attachment 6	Cost Proposal	What is the current fee structure(s) of incumbent?	The current vendor receives 15% on all amounts collected.
5.	n/a	Attachment 6	Cost Proposal	Please provide the name of PTC's current incumbent vendor(s)?	The PTC's current debt collection vendor is Professional Account Management, a Duncan Solutions Company.
6.	Page # 2 of 8	Section II – Item B	Technical Proposal Format and Contents	Can Proposers include their own Cover/Transmittal Letter in addition to completing the Proposal Cover Sheet? If so, where can/should it be included in the Technical Submittal? Before or after the Proposal Cover Sheet or Somewhere else?	Yes, a transmittal letter can be submitted. It is not subject to page count limitations. A proposer can include any additional documents or information as Attachment 7 – Additional Materials.
7.	Page # 3 of 8	Section II – B	Personnel	Will bios be acceptable in lieu of resumes?	No, the PTC expects proposers to provide the information in the manner and format as indicated in the RFP as stated in the personnel section item 1c.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
8.	Page #4 of 9	Section I-14	Proposals	States that “the proposal must remain valid for at least 180 days.” Do Proposers need to formally declare an acknowledgment of this somewhere within their proposal and, if so, where? OR is a Proposer’s agreement implied and bound by signing and returning the Proposal Cover Sheet?	The Proposer’s agreement is implied and bound by signing and returning the Proposal Cover Sheet as indicated in RFP Part 1, I-14.
9.	Page #4 of 9	Section I-19	Proposal Contents	Proposers are advised to include a written statement that identifies any specific portion(s) of their proposal that contain trade secret or confidential proprietary information. Where within the proposal structure of the Technical Submittal should this statement be included?	The PTC requests that any additional information or materials be identified with the appropriate section identified and be included as an Attachment 7 - Additional Materials.
10.	4	Part I-1	Purpose	How long has the Pennsylvania Turnpike Commission been contracted with its existing collection vendor?	The PTC agreement with our existing debt collection vendor began in September 2016.
11.	17	PART II-1 Proposal Section 4	Approach	Will the contractor be responsible for litigation associated with delinquent accounts?	No, the contractor is not responsible for litigation of accounts.
12.	21	PART II-3	Cost Proposal	What is the current commission rate for new accounts of the Pennsylvania Turnpike Commission?	The current vendor receives 15% on all amounts collected.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
13.	21	PART II-3	Cost Proposal	On average how many delinquent invoices exist per collections account?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.
14.	21	PART II-3	Cost Proposal	Generally, will multiple invoices on a single account be submitted as one collections placement or will invoices be submitted separately?	Unpaid invoices will be sent to our collection agency as indicated in the PTC's business rules. If additional or future invoices for the same customer/account meet the collections criteria, they will be sent to collections.
15.	21	PART II-3	Cost Proposal	What is the average number of collections placements per debtor?	The PTC can only provide historical data as reported in Appendix G. The PTC cannot forecast or predict future accounts that will be sent.
16.	21	PART II-3	Cost Proposal	Generally, how long will selected collections vendors be able to retain accounts and attempt collection?	For all debts placed with the Contractor for Services, the intended duration of Placement will be three (3) years or a total of thirty-six (36) months with the option for the PTC to remove these debts at any time.
17.	21	PART II-3	Cost Proposal	If applicable, will accounts held the incumbent or any backlog be moved to any new vendor(s) as a one-time placement?	No, accounts or backlogs will not be moved to any new vendors.

Proposer Questions			Pennsylvania Turnpike Commission (PTC)		
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18.	21	PART II-3	Cost Proposal	What collection activity is performed prior to submitting account to collection agency such as letters, text messages, emails, phone calls, or voicemail?	<p>TBP customers are sent an invoice after 30 days. If payment is not received within 30 days, a past due invoice is sent. If payment on the past due invoice is not received within 30 days, the TBP invoice is sent to collections.</p> <p>PRE debt is associated with PTC E-ZPass customers who have a negative or insufficient account balance with no funds available to pay tolls. The PTC notifies the customer of the status and provides them with 30 days to respond. If the customer fails to respond after 30 days, the customer is sent a second notification. If no response is received within 30 days, the customer is sent a final demand with 30 days to response before being turned over to collections. DV customers are sent an invoice and if payment is not received for 30 days, a past due notice is sent. If payment on the past due notice is not received within 30 days a final notice is sent. If payment is not received within 30 days of the final notice, the DV invoice is sent to collections.</p>

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
19.	21	PART II-3	Cost Proposal	Are their different tiers that we should bid on, i.e. primary, secondary, tertiary, warehouse? If so, can you detail the age of accounts within each tier and how long the agency would keep accounts within a specific tier?	No, the PTC does not have different tiers or levels.
20.	21	PART II-3	Cost Proposal	How many collections agencies does PTC expect to select?	The PTC cannot provide a definitive answer to this question as it will depend on the quantity and quality of proposals received.
21.	75	Appendix G	DEBT COLLECTION VOLUMES AND STATISTICS	Will the PTC provide the definition of the term / acronym COP for debt type? What are COP accounts?	COP (Certificate of Passage) accounts no longer exist and will not be sent to collection agencies. Appendix G is historical data for informational purposes only.
22.				Why is the Contract out to bid at this time?	The PTC's current contract for debt collection services expires in September 2021.
23.				How many vendors does the PTC anticipate selecting for this contract?	The PTC cannot provide a definitive answer to this question as it will depend on the quantity and quality of proposals received.
24.				How does the PTC anticipate selecting placement amounts for each vendor (will it be based on a Champion/Challenger model or split equally amongst vendors?)	While the PTC has not made a definitive decision and reserves the right to distribute debt as it deems necessary and outlined in the RFP, the initial intent is to split the debt equally among vendors.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
25.				For EZ-Pass (PRE) accounts does PTC capture email addresses? If so, would the PTC provide those email addresses to the selected vendors?	The PTC does not provide email addresses for any debt referred to collections.
26.				Section 4.4 of the RFP states “an initial notification shall be sent to customer within one week after the original debt placement”. Is any additional notification a requirement for this contract	No, the PTC only requires the initial notification be sent within one week of placement.
27.	Page 3 of 15 page 29 of 96	4.2	Types of Debt	Can we submit pricing for each type of debt independently?	There are two pricing approaches. Please refer to Part II, Section 3 on page 8 of 8.
28.	3 of 9	Part 1 General Information from Proposers	Table I-1: Key Procurement Dates	Does the email address to which Proposers are to send their proposal files have a file size limitation? If so, please provide the maximum size that the email address can accommodate.	The Commission’s limit is 100 MB per email.
29.	3 of 9	Part 1 General Information from Proposers	I-12: Addenda to the RFP	Are Proposers required to formally acknowledge in their proposals and/or on the PTC Web site the receipt of any addenda to the RFP? If so, please indicate how and where this should be done.	The PTC considers this the proposer’s responsibility to visit the PTC website to obtain any addendum’s or updates to the RFP.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
30.	4 of 9	Part 1 General Information from Proposers	I-14: Proposal Contents	Can items such as Audited Financial Statements, Sample Reports, etc. with pre-existing page numbering be exempt from the recommendation for additional page numbering?	Audited Financial Statements and Sample Reports are listed in the attachment section of the Proposal. These do not have page limitations.
31.	5 of 9	Part 1 General Information from Proposers	I-19: Proposal Contents	Where in the Technical Submittal should Proposers include their signed written statement about trade secret/confidential information? Should this be a separate signed document, or could the statement be included in the Transmittal Letter?	Yes, a transmittal letter can be submitted. It is not subject to page count limitations. A proposer can include any additional documents or information as Attachment 7 – Additional Materials.
32.	2 of 8	Part II Information Required from Proposers	I-1: Technical Submittal -Table II-1 Proposal Page Limitations	The page limit for Proposal Section 2: Personnel is 5 pages. Will PTC consider expanding this limit so as to accommodate the inclusion of the resumes required here? Or can the resumes instead be presented in a separate tabbed Appendix at the end of a proposal?	The PTC requests that Proposer comply with page limitations where listed in applicable sections. It is encouraged that proposers provide the most relevant experience of the personnel's resume to adhere to the page limitations.
33.	2 of 8	Part II Information Required from Proposers	I-1: Technical Submittal -Table II-1 Proposal Page Limitations	The page limit for Proposal Section 4: Approach is 25 pages. Will PTC consider expanding this limit so that Proposers can amply address all of the requirements contained in this section?	The PTC requests that Proposer comply with page limitations where listed in applicable sections.

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34.	2 of 8	Part II Information Required from Proposers	I-1: Technical Submittal -Table II-1 Proposal Page Limitations	Proposers are permitted to include a Cover or Transmittal Letter, but a page limit is not stated. Will PTC provide parameters for such a letter?	The Proposal Cover Sheet page limit is 1, it is listed within Table II-1.
35.	2 of 8	Part II Information Required from Proposers	II-1: Technical Submittal - Technical Proposal Format and Contents	Where within the proposal structure described here can/should Proposers include a Transmittal/Cover Letter? Before the Proposal Cover Sheet, or after?	Yes, a transmittal letter can be submitted. It is not subject to page count limitations. It be included after the Proposal Cover Sheet in the Proposal Executive Summary section.
36.	7 of 8	Part 2 Information Required from Proposers	II-1: Technical Submittal - B. Technical Proposal Format and Contents	Can Proposers provide a general Appendix at the end of the Technical Submittal to include as attachments other materials referenced that are not already specifically requested?	Yes, other materials or attachments not listed in Table II-1 specifically can be included in Attachment 7: Additional Materials.
37.	7 of 8	Part 2 Information Required from Proposers	II-1: Technical Submittal - B. Technical Proposal Format and Contents	In Section 4. Approach, item 11, Proposers are asked to include as Attachment 6 the Debt Collections Pricing Form. Please confirm that this form is to be included only in the Cost Proposal and not here in the Technical Proposal.	The Cost Proposal must be submitted separately and should not be included with the Technical Proposal.
38.	Pg. 2	Appendix F Diverse Business Requirements	1. Submission Requirements - Consultant Responsiveness, item b	Is the Statement of Intent cited here meant to be a separate signed formal document, or is it simply a declaration to be made as part of the response to the requirement?	Proposers should respond in their Diverse Business Submittal to the Diverse Business Requirements as directed in Part II-2.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
39.	1 of 9	Part I I-5	Type of Contract	This section states the Commission intends to award up to two contracts as a result of this RFP. Might there then be a total of up to three vendors including the incumbent or only two vendors total?	The PTC cannot provide a definitive answer to this question as it will depend on the quantity and quality of proposals received.
40.	PDF page 20	II-1, B, 11, f	Attachment 6: Debt Collections Pricing Form	Please confirm pricing information must be submitted separately, per instructions in Part II (PDF page 14), and NOT as an attachment in our Technical Proposal.	The Cost Proposal must be submitted separately and should not be included with the Technical Proposal.
41.	6	Part IV-4.4	Outbound Customer Contact - The PTC must review and approve the form and content of each type of notification sent by the Contractor to the Debtor.	Does the PTC restrict any forms of communication - ie. Email, Text, Chat	The PTC does not have any restrictions on the form of communication used. The PTC's primary concern is the content of the communication.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
42.	6	Part IV – 5.1	Payment Methods - ...The PTC prefers that the Contractor provide bilingual staff with English and Spanish-speaking capability to support efficient and effective communication with PTC customers.	What is the ratio of Spanish speaking accounts vs total accounts assigned? Does the PTC provide an identifier for Bilingual accounts upon assignment? What other languages are known to needed?	The PTC does not have that information.
43.		General		Will the PA Turnpike update/include on it's website to explain the transition from the existing collection agency to the new collection agency?	The PTC is unable to provide a response to this question at this time.
44.		General		Considering the current environment, does the PA Turnpike allow their collection agency vendor agents to work from home?	The selected proposer(s) will be responsible for performing the services as indicated in this RFP. The PTC has no authority or desire to dictate how the contractor handles their operations except as it relates to performance requirements as indicated in the contract.

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#	Page	Section	Section Description	Proposer Question	Commission Response
45.	II.3	1.e.	Audited Financial Statements	We consider our financial statements to be confidential, proprietary, trade secrets of the firm. Would PTC permit us to upload our audited financial statements to a third-party secure website (SmartRoom) for the PTC's authorized reviewers to access?	The PTC has a selection committee with a limited number of members, and they will be the only individuals to see these statements. Each member of the committee is required to sign a confidentiality statement.
46.	II.3	2.c.	Current Resume for Proposed Staff	Would PTC consider exempting the resumes requested in Section 2 from the page limitations?	The PTC requests that Proposer comply with page limitations where listed in applicable sections.

47.			<p>Section 4, Approach, item 4.c. states that proposer is required to "Provide the Proposer's latest Reporting on Controls as a Service Organization (SOC1) "Type 2", as Attachment 2, demonstrating that an independent audit has been performed in accordance with Statement on Standards of Attestation Engagements No. 16 (SSAE 16). The report shall be dated no more than thirteen (13) months prior to the date of the proposal."</p>	<p>Proposer is one of the largest accounts receivable outsourcers in the world and currently services the majority of the money center banks in the United States. Over the past several years, these clients have determined they will no longer require an SSAE 16 SOC 1, Type 2 and accordingly Proposer does not have a SSAE 16 SOC 1, Type 2 that was issued within the last 13 months. Proposer is willing to reengage Marcum LLP to perform the required work in order to bring current and reissue an SSAE 16 SOC 1, Type 2, however this process will require approximately 9 months. Given the limited financial exposure to the Pennsylvania Turnpike Commission as a result of the operational requirement for a daily remittance of collected funds, can Proposer offer compensating assurance to the Pennsylvania Turnpike Commission in lieu of an SSAE 16 SOC 1, Type 2, such as providing a surety bond in favor of the Pennsylvania Turnpike Commission or making the Pennsylvania Turnpike Commission a joint loss payee on Provider's \$5 million Commercial Fidelity Bond. We recently submitted the question above regarding the RFP, and we were remiss in not mentioning that our Corporate headquarters is in Ambler, PA.</p>	<p>Compensating assurance in the form of a security bond in lieu of an SSAE 16 SOC 1, Type 2 is not acceptable.</p>
48.		Attachment 6 – Cost Proposal		<p>For the "Proposed Percent of Dollar Amount Collected" field, should that be the expected amount to be</p>	<p>Based on the instructions and the assumptions provided in Attachment</p>

Proposer Questions			Pennsylvania Turnpike Commission (PTC)		
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#	Page	Section	Section Description	Proposer Question	Commission Response
				collected after the full 3 year collection period?	6, the PTC expects the proposer to indicate this on an annual basis.
49.		Attachment 6 – Cost Proposal		Should proposers submit a single version of Attachment 6 using the Key Assumption placement figures, with a single fee structure for all debt types or should proposers submit separate versions of Attachment 6 for each PTC debt type outlined in the procurement?	Proposers should submit a single version of Attachment 6 using the Key Assumption placement figures with a single fee structure for all debt types.
50.		Attachment 6 – Cost Proposal		Regarding the “Proposed Fees Charged to Customers” field, does the PTC prefer vendors pass some of their costs to the customer directly? If yes, do PTC billing policies or statutes allow for the collection vendor to assess additional fees above those added by the PTC internally? For the incumbent vendor, aside from their commission percentage, are any fees or costs added to the customer’s debt by the vendor?	<p>The PTC’s fee is already established and included in the amount due for accounts. No other fees should be added on behalf of the PTC.</p> <p>The PTC is asking the proposer to provide any fees that may be charged to debtors, such as credit card fees or payment plan fees, etc.</p>

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
51.		Attachment 6 – Cost Proposal		For the “Proposed Fee, Variable (if applicable)” field, is it the PTC’s expectation that this percentage is added to the customer’s balance (e.g. 20% fee, \$100 debt becomes \$120 when sent to the vendor)?	<p>The PTC’s fee is already established and included in the amount due for accounts. No other fees should be added on behalf of the PTC.</p> <p>The PTC is asking the proposer to provide any fees that may be charged to debtors, such as credit card fees or payment plan fees, etc.</p>
52.	Part IV Page 3	4.1 General	Paragraph 2	For those accounts that qualify for registration suspension or non-renewal under Act 165 of 2016, is it PTC’s intention to recall all customers who meet this threshold or only for the most serious violators that are referred for legal action internally by the PTC? If the PTC intends to recall any customer who is eligible for remedies under Act 165, approximately what percentage of the portfolio qualifies? Do Act 165 remedies apply to Toll-by-Plate invoices as well or only Toll Violations?	The PTC can recall any amount of accounts that fall within this legislation and cannot provide any historical statistics or data. Act 165 of 2016 applies to both unpaid TOLL BY PLATE invoices and Violation notices. However, the PTC ceased issuing Violation Notices when it converted to a cashless system on March 16, 2020.

Proposer Questions		Pennsylvania Turnpike Commission (PTC)			
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#	Page	Section	Section Description	Proposer Question	Commission Response
53.	Part IV Page 6	5.2	Paragraph 1	For adjustments, are these typically when a late fee or penalty is waived? From the specifications, it appears an average Toll-by-Plate invoice is around \$40-45, what is the average amount typically adjusted down on a balance? If available, what is the approximate percentage of Pay-Directs that have adjustments?	The PTC reserves the right to adjust amounts at any time for any reason. The PTC will not be providing any information on the number and values associated with adjustments.
54.		Appendix G		Can the PTC provide a sample breakdown of the fees and balance escalation for Toll-by-Plate invoices?	Please see Addition #1 above.
55.		Appendix G		Approximately what percentage of accounts are for out-of-state motorists? Which States does the PTC have registration suspension reciprocity?	As of May 31, 2020, the percentage of out of state unpaid toll debt is 54%. This percentage fluctuates based on the time of year. The PTC does not have any registration hold/suspension process in place with any other states but does plan to do so in the future.

All other terms, conditions and requirements of the original RFP dated July 8, 2020 and Addendum 1 remain unchanged unless modified by this Addendum.

INVOICE

Exhibit J - Sample Invoices
 RFP20-20-10230-8784
 Debt Collection Services



This invoice represents toll charges incurred by the vehicle/license plate identified below for travel on the PA Turnpike. The PA Turnpike uses registered owner's information to issue toll invoices and toll violation notices.



Invoice Number: [REDACTED]-1
 Account Number: [REDACTED]
 License Plate: [REDACTED]
 Invoice Date: 10/02/2018



Additional images are available at www.paturnpiketollbyplate.com

TOLL BY PLATE INVOICE SUMMARY

Toll Charges	\$20.25
Payments	\$0.00
Adjustments	\$0.00
Fees	\$0.00
AMOUNT DUE:	\$20.25
Payment Due Date	11/01/2018

PAYMENT INFORMATION

- Pay online at www.paturnpiketollbyplate.com
- Pay by phone at 1.877.736.6727, select Option 3.
- Mail check or money order with Payment Remittance below in envelope provided.
- Failure to pay the amount due by the due date will result in late fees being added.
- Invoices that are unpaid after 60 days will be sent to a debt collection agency with additional fees added.
- Under Act 165 of 2016, the PA Turnpike may request registration suspension and/or holds for PA and non-PA vehicle registrations with unpaid tolls and fees of \$500 or more. For more information, visit www.paturnpike.com



PAY LESS FOR YOUR TRAVEL WITH E-ZPASS

Open an E-ZPass account and pay the E-ZPass rate of \$14.20 for this invoice, a savings of \$6.05.

To open an E-ZPass account and pay this invoice, go to www.paturnpiketollbyplate.com or call 1.877.736.6727 and select Option 3



000120943961

PAYMENT REMITTANCE

Payment Remittance must be mailed with check or money order. Send Appeals and Bank Bill Pay with Appeal Remittance. Do not mail Cash or Credit Card information.

INVOICE NUMBER:	[REDACTED]-1
AMOUNT DUE:	\$20.25
PAYMENT DUE DATE:	11/01/2018
ACCOUNT NUMBER:	[REDACTED]
Amount Paid:	\$ _____

Make Check Payable to PA Turnpike

Refunds will not be issued for overpayments under \$1.00.



PA TURNPIKE TOLL BY PLATE
 PO BOX 645631
 PITTSBURGH PA 15264-5254



INVOICE DETAILS

ACCOUNT NUMBER



LICENSE PLATE



TOLL POSTING DATES

09/18/2018 06:46 to 10/02/2018 00:38

This invoice reflects transactions posted to your account during the current billing period. Transactions that occurred during this period that do not appear on this invoice will be reflected on your next invoice. If you have an additional vehicle that traveled through a TOLL BY PLATE location, this travel will be invoiced separately.

ACCOUNT ACTIVITY FOR INVOICE - PLATE NJ- [REDACTED]

POSTED	TRANSACTION	ENTRY DATE	ENTRY PLAZA	EXIT DATE	EXIT PLAZA	CLASS	AMOUNT
09/25/2018	TOLL BY PLATE			09/20/2018 03:33:25	Delaware River Bridge ORT	1	\$6.75
09/04/2018	TOLL BY PLATE			09/21/2018 03:41:22	Delaware River Bridge ORT	1	\$6.75
09/15/2018	TOLL BY PLATE			09/25/2018 03:00:06	Delaware River Bridge ORT	1	\$6.75

Additional travel, if applicable, will be listed on a separate page

TOTAL AMOUNT DUE: \$20.25

WHY DID I RECEIVE AN INVOICE?

Your vehicle traveled through a cashless tolling point on the PA Turnpike. Overhead cameras capture license plate images as vehicles pass through the cashless tolling points. Non-E-ZPass customers do not have the option to pay cash at these locations. The vehicle's registered owner is mailed a monthly invoice for the travel.

www.nocashzone.com



WHY TOLL BY PLATE?

Cashless Tolling:

- Reduced Traffic
- Improved Safety
- Greater Efficiency
- Enhanced Customer Convenience
- Reduced Vehicle Emissions

Payment Options:

- Credit card: www.paturnpiketollbyplate.com or by phone, 1.877.736.6727, Option 3
- Check/Money Order by mail

HELP, I HAVE E-ZPASS!!

Your E-ZPass Account may need attention:

- Does your account have funds available?
- Is your license plate correctly listed on your account?
- Is your transponder properly mounted on the windshield?

After updating your account, appeal your invoice at www.paturnpiketollbyplate.com or by returning Section A of the Appeal Form.

APPEAL FORM

Note: Appeals may not be processed on past due toll transactions

For your appeal to be considered, you must complete the following steps by 11/01/2018



1. Complete section A, B or C of the appeal form below.
2. **Sign and date the certification at the bottom of the appeal form.**
3. Mail this appeal form to the address at the bottom of this page.

Failure to send the required information within 30 days of the original invoice date will render the owner, lessor or rental agent liable for the total amount due.

SECTION A: E-ZPASS CUSTOMER VERIFICATION

Pennsylvania E-ZPass customer: We will attempt to deduct the toll from your E-ZPass account.

Out of State E-ZPass customer: Return appeal form with check/money order for the E-ZPass rate displayed on page 1 of invoice.

I hereby certify that I was an E-ZPass customer in good standing and had a valid E-ZPass transponder in the vehicle on the date(s) and time(s) of travel. (Please ensure that your account has a positive balance today and that the vehicle is correctly listed on your account).

Name of E-ZPass Accountholder

E-ZPass Account Number

E-ZPass Transponder Number

Signature of E-ZPass Accountholder

Telephone Number

SECTION B: CERTIFICATION OF NON-LIABILITY

The undersigned certifies that on the travel date(s) indicated on the invoice, the vehicle bearing the registration plate number was:

Stolen (Police Report Required)

Incorrectly Identified License Plate

Other/Written Appeal

Not My Vehicle (Documentation from DMV may be required)

Leased or Rented (Lease/Rental agreement required)

Lessee/Renter Information:

Name

Date of theft or execution of lease agreement

Street Address

City

State

Zip

SECTION C: OVERCOMING INFERENCE OF OWNER LIABILITY

The owner of the vehicle is inferred to be the operator at the time of the travel. In order to overcome the inference, the vehicle owner must provide the following information:

- Testimony/statement that the owner was not operating the vehicle at the time of the travel.
- Testimony/statement indicating the name and residence address of the person operating the vehicle at the time of travel.

Certification: Must be completed for all Appeal Form Sections (A, B and C) Unsigned Appeals will not be processed.

I certify that the foregoing statements are true and accurate to the best of my knowledge. I understand that if any of the foregoing statements are willfully false, I am subject to penalties pursuant to Pennsylvania law.

Signature

Print Name

Date

Fold Here

Fold Here



www.paturnpiketollbyplate.com



1.877.736.6727 - Option 3
717.565.4312 - Fax

APPEAL REMITTANCE

Return Appeal in envelope provided

Invoice Number: [REDACTED]-1

Account Number: [REDACTED]



PA TURNPIKE
TOLL BY PLATE APPEAL
300 EAST PARK DRIVE
HARRISBURG PA 17111-2729



**INVOICE
DETAILS**

ACCOUNT NUMBER

██████████

LICENSE PLATE

NJ-██████████

TOLL POSTING DATES

09/18/2018 06:46 to 10/02/2018 00:38

This invoice reflects transactions posted to your account during the current billing period. Transactions that occurred during this period that do not appear on this invoice will be reflected on your next invoice. If you have an additional vehicle that traveled through a TOLL BY PLATE location, this travel will be invoiced separately.

ACCOUNT ACTIVITY FOR INVOICE - PLATE NJ-██████████

POSTED	TRANSACTION	ENTRY DATE	ENTRY PLAZA	EXIT DATE	EXIT PLAZA	CLASS	AMOUNT
09/25/2018	TOLL BY PLATE			09/20/2018 03:33:25	Delaware River Bridge ORT	1	\$6.75
09/04/2018	TOLL BY PLATE			09/21/2018 03:41:22	Delaware River Bridge ORT	1	\$6.75
09/15/2018	TOLL BY PLATE			09/25/2018 03:00:06	Delaware River Bridge ORT	1	\$6.75
10/25/2018	CK PAYMENT-TBP						(\$10.00)
11/01/2018	LATE FEE						\$5.00

Additional travel, if applicable, will be listed on a separate page

TOTAL AMOUNT DUE:

\$15.25

APPEAL FORM

For your appeal to be considered, you must complete the following steps by 12/01/2018



1. Complete Section A or B of the appeal form below.
2. **Sign and date the certification at the bottom of the appeal form.**
3. Mail this appeal form to the address at the bottom of this page.

SECTION A: E-ZPASS CUSTOMER VERIFICATION

Pennsylvania E-ZPass customer: We will attempt to deduct the toll from your E-ZPass account.

Out of State E-ZPass customer: Return appeal form with check/money order for the E-ZPass rate displayed on page 1 of invoice.

I hereby certify that I was an E-ZPass customer in good standing and had a valid E-ZPass transponder in the vehicle on the date(s) and time(s) of travel. (Please ensure that your account has a positive balance today and that the vehicle is correctly listed on your account)

Name of E-ZPass Accountholder _____ E-ZPass Account Number _____ E-ZPass Transponder Number _____
Signature of E-ZPass Accountholder _____ Telephone Number _____

SECTION B: CERTIFICATION OF NON-LIABILITY

The undersigned certifies that on the travel date(s) indicated on the invoice, the vehicle bearing the registration plate number was:

- Stolen (Police Report required) Incorrectly Identified License Plate
 Not My Vehicle (Documentation from DMV may be required) Other/Written Appeal

Certification: Must be completed for all Appeal Form Sections (A and B) Unsigned Appeals will not be processed.

I certify that the foregoing statements are true and accurate to the best of my knowledge. I understand that if any of the foregoing statements are willfully false, I am subject to penalties pursuant to Pennsylvania Law.

Signature _____ Print Name _____ Date _____

WHY DID I RECEIVE AN INVOICE?

Your vehicle traveled through a cashless tolling point on the PA Turnpike. Overhead cameras capture license plate images as vehicles pass through the cashless tolling points. Non-E-ZPass customers do not have the option to pay cash at these locations. The vehicle's registered owner is mailed a monthly invoice for the travel.

www.nocashzone.com



WHY TOLL BY PLATE?

Cashless tolling:

- Reduced Traffic
- Improved Safety
- Greater Efficiency
- Enhanced Consumer Convenience
- Reduced Vehicle Emissions

Payment Options:

- Credit card: www.paturnpiketollbyplate.com or by phone 1-877-736-6727, Option 3
- Check/Money Order by mail

HELP, I HAVE E-ZPASS!!!

Your E-ZPass account may need attention.

- Does your account have funds available?
- Is your license plate correctly listed on your account?
- Is your transponder properly mounted on the windshield?

After updating your account, appeal your invoice at www.paturnpiketollbyplate.com or by returning Section A of the Appeal Form.

Fold Here



www.paturnpiketollbyplate.com



1.877.736.6727 - Option 3
717.565.4312 - Fax

APPEAL REMITTANCE

Return Appeal in envelope provided

Fold Here

Invoice Number: [REDACTED]-2
Account Number: [REDACTED]



PA TURNPIKE
TOLL BY PLATE APPEAL
300 EAST PARK DRIVE
HARRISBURG PA 17111-2729