



# Toll Dispute: Informal Review Request

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.

## 1. Request for Informal Review

### A. Customer Information As it appears on statement/invoice.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Email \_\_\_\_\_ Phone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

### B. Statement/Invoice Information

Invoice/Account Number \_\_\_\_\_ License Plate Number \_\_\_\_\_ Date of Statement/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.

Customer Signature Required \_\_\_\_\_ Date \_\_\_\_\_

Comments:

## 2. Affidavit of Non-Liability

Section 2 only needs to be completed if "Vehicle in the Custody of Another Person" was selected in Section 1, Part D. Continue to Section 3 if an Affidavit of Non-Liability is not needed for more information on how to submit the Toll Dispute.

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 \_\_\_\_\_

## 2. Affidavit of Non-Liability Continued

### 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.

Customer 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

## 3. Information to Submit the Toll Dispute

This completed form must be submitted to the customer service center. 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](http://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 '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)

### How to Submit Completed Forms

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

Online [ncquickpass.com/contact-us](http://ncquickpass.com/contact-us)

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

In Person Find a customer service center location near you at [ncquickpass.com/contact-us](http://ncquickpass.com/contact-us)

Fax (919) 388-3279