

Road Toll Scams

Many people travel from state to state. While doing that, you may encounter tolls to pay and may not have a transponder to pay the toll, a small electronic tag attached to the car's windshield or license plate that automatically pays fees as you drive through the toll lanes. There are different types of transponders and include E-ZPass, SunPass / SunPass PRO, Peach Pass, FasTrak or TxTag to name the most common. Please note that there is no transponder that works in all 50 states. Use a lane where you can pay your toll in cash when you do not have a transponder and get a receipt. As you travel, keep a list of tolls. Many car rentals now have a transponder mounted on the windshield of the car rental and since they have your credit card on file, they can pay the toll.

If you receive a text message that appears to be from a highway authority or a transponder company like E-ZPass, claiming to notify them of unpaid tolls usually in small amounts, this is most likely a scam. The scammers say you need to pay the toll to avoid a late fee. The text includes a payment link. **DO NOT click on this link.** For victims, it's a triple whammy if they do, since not only are they paying money they don't owe, but the link may expose them to malware and identity theft, and criminals get access to the victim's credit card number.

How to Avoid Road Toll Scams

Don't click on the link. Never open a link in an email or text, especially if the message arrives unannounced. Delete it.

Go to the source. Instead of opening the link, contact the entity that supposedly sent it. If you received a text that appears to be from E-ZPass, for example, and you think the toll could be legit, visit its website or call its customer service line to confirm the charge.

Watch for emails. Scammers aren't just using texts. In New York, E-ZPass holders have received emails asking them to download an invoice for unpaid tolls, according to an alert from the New York State Thruway Authority.

Report the scam. If you receive one of these texts, report it to the FBI's Internet Crime Complaint Center, [IC3.gov](https://www.ic3.gov).

Find support. Call the AARP Fraud Watch Network's toll-free helpline (877-908-3360), where trained volunteers provide victims and family members with support on next steps.

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