

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. 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.
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 website's 'ONLINE SUPPORT' page. The header includes the SunPass logo and navigation links: 'My SunPass', 'WHAT IS SUNPASS?', 'TRAVELER INFORMATION', and 'UNPAID TOLLS'. The main navigation bar shows 'ONLINE SUPPORT' and a breadcrumb trail 'Home / My SunPass / Online Support'. On the left, a sidebar menu lists various account management options, with 'Online Support' highlighted in orange. The main content area is titled 'ACCOUNT # [REDACTED]' and contains a 'Question or Comment' section. This section includes a 'Reason for Contact*' dropdown menu (set to 'Please select a category'), a 'Sub-Category' dropdown menu (set to 'Please select a sub-category'), and an 'Upload File' section with a 'Browse...' button and a note 'No file selected.' Below this is a link to 'Click Here to Attach Additional File' and a note about file size and types: 'Max file size: 2MB. Accepted file types: pdf, doc, docx, xls, xlsx, csv, jpg, bmp, png'. A large red arrow points to the 'Comments:' text area, which has a character limit of 'Max 1024 Characters (1024)'. 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 5-7 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.