

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 Online Support interface. At the top, there is a navigation bar with the SunPass logo and links for 'My SunPass', 'WHAT IS SUNPASS?', 'TRAVELER INFORMATION', and 'UNPAID TOLLS'. Below this is a dark blue header with 'ONLINE SUPPORT' and a breadcrumb trail 'Home / My SunPass / Online Support'. The main content area is divided into a left sidebar and a main form area. The sidebar contains a list of menu items: Overview, Account Profile, Add Funds, Manage Payment Methods, Transponders and Vehicles, Plans, Activity, Communication Preference, Statements and Correspondence, Pay Toll Enforcement Invoice, and Linked Accounts. The 'Online Support' item is highlighted with a red circle. The main form area is titled 'Question or Comment' and includes a 'CHAT COMING SOON!' button. It contains instructions for submitting questions and a form with two dropdown menus for 'Reason for Contact*' and 'Sub-Category'. Below the form is an 'Upload File' section with a 'Browse...' button and a 'Click Here to Attach Additional File' link. A red arrow points to the 'Comments' text area, which has a 'SUBMIT' button below it.

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.