



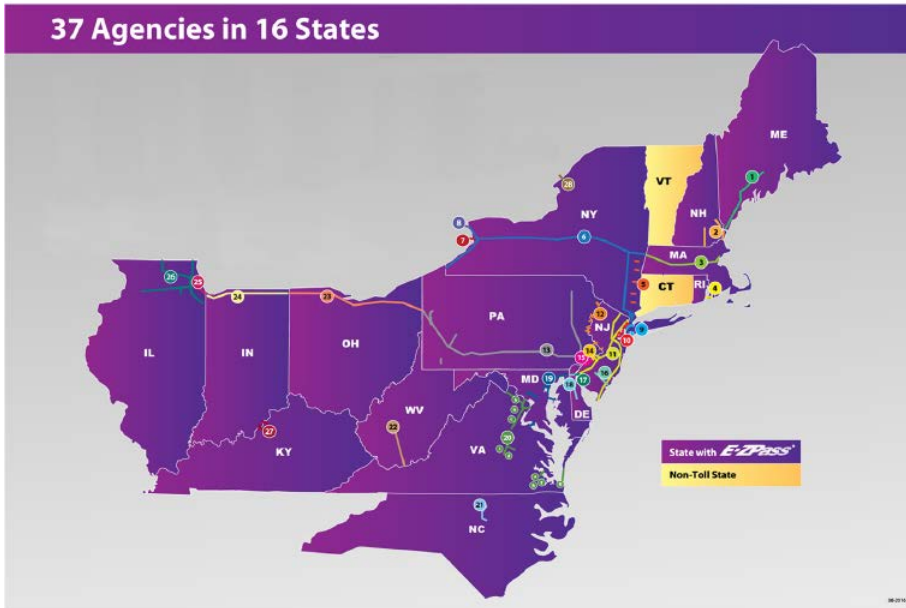
# MAINE TURNPIKE AUTHORITY



## E-ZPass PERSONAL ACCOUNT APPLICATION & INSTRUCTIONS

### E-ZPass States

37 Agencies in 16 States



### Is an E-ZPass Personal Account for me?

If you drive a passenger car, SUV, van, pick-up truck or motorcycle (Class 1 vehicle with 2 axles and 4 tires maximum), and you travel at least occasionally on the Maine Turnpike, a Maine Turnpike E-ZPass Personal Account probably makes sense for you.

Vehicles used for business purposes, please note: the Maine Turnpike Authority also has an E-ZPass program created specifically for business customers. For more information about business options, call the E-ZPass Business Department, 1-888-MTA-PASS, Monday-Friday, 7:30 a.m. – 4 p.m.

The Maine Turnpike E-ZPass tag works on all E-ZPass compatible facilities — more than 40 highways, bridges and tunnels throughout the eastern United States. For list of E-ZPass facilities, please visit [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com).

## Application Instructions *(application begins inside)*

### Section 1 Account Holder Information

Please provide the information requested. If your mailing address is different from your street address (e.g., a post office box), please list it in the appropriate space. Please be aware that you must provide your street address even if you do not have your mail delivered there.

#### Account Access PIN Code

Select a 4-digit number you would like to use as the personal identification number (PIN) for your account. This number will enable you to access our

automated 24-hour phone system and web site. Be sure to record it below, as well, and keep it with your personal records as a handy reminder.

#### Maine Turnpike E-ZPass Personal Account Personal Identification Number (PIN)

Four empty boxes for entering a 4-digit PIN.

### Section 2 Vehicle Registration Information

Please provide vehicle registration information – state, number and class – for all vehicles that will be traveling with a Maine Turnpike E-ZPass under your account.

You can find this information on your registration form that you receive when you register your car.

1234543

**State of Maine Vehicle Registration**

Class: **PC** Registration #: **4321BR**

Effective Date is Valid to Date But Not Prior To: 06/01/08 Expires: 06/30/09 Emission Shown: Evidence of Insurance Shown:

VIN	YEAR	MAKE	MODEL	COLOR	STYLE	TIRES	AXLES	NET WEIGHT	REGISTERED WEIGHT	FUEL
123443211234C4331	02	ACCORD		SI	2D					G
REGISTRATION							REGISTRATION FEES			
DOB# / ID#										

### Section 3 Setting up your E-ZPass Account

For each tag you purchase, you will need to make a few selections:

- type of vehicle (passenger car, SUV, van, pick-up truck or motorcycle – Class 1 vehicle with 2 axles and 4 tires maximum)
- type of E-ZPass tag (we recommend a windshield tag unless your car is required to have a license plate tag for proper performance. Please review the enclosed list of Vehicles Requiring Exterior Tags before making your selection)

#### Tag Purchase Subtotal

Add the entries in the Tag Cost column and enter the subtotal in the space provided.

#### Maine Sales Tax

If you are a Maine resident or you will be receiving your tags at a Maine address, multiply the Tag Purchase subtotal by .055 and enter the amount in the space provided.

#### Tag Purchase Total

Add the Tag Purchase Subtotal plus the Maine Sales Tax and enter that amount provided in the space provided.

#### Section 4 | Opening Balance & Initial Payment

To enjoy all of the benefits of your new *E-ZPass* Personal Account, you must establish and maintain a prepaid balance for your account. All of the tags on your account will draw from this balance.

To avoid overdrawing your account and/or frequent charges to your credit card, we recommend you establish an opening balance that is at least equal to the charges you expect to incur in one month. Please multiply the number of tags you are purchasing by \$20 and enter that amount – or an optional higher balance amount – in the space provided for. Please add the amounts entered for tag purchase total and opening balance, and enter in Total Initial Payment.

# of Tags Purchased	Minimum Opening Balance
1	\$20
2	\$40
3	\$60
4	\$80

#### Section 5 | Initial Payment Method

Your total initial payment must be included with your application. You may make this payment by cash, check or credit card. **PLEASE DO NOT MAIL CASH.**

#### Section 6 | Personal Account Replenishment Option

We encourage you to automatically replenish your account balance. When you do, your account will be replenished and your credit card charged once your balance reaches the Low Balance Amount listed in the table below.

If you choose this option, please initial "YES," then select the amount for your automatic payments. If not, initial "NO." Please remember you must keep your account replenished by mailing in payments as shown (allow 5-7 business days for processing a check).

You also may call the *E-ZPass* Customer Service Center (1-888-MTA-PASS), pay via the *E-ZPass* web site ([www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com)) or in person at

2360 Congress Street, Portland (open M-F, 8 a.m. - 6 p.m.).

#### LOW BALANCE AMOUNT / MINIMUM REPLENISHMENT

No. of tags in your account	Low Balance Amount	Minimum Replenishment Amount
1	\$15	\$20
2	\$20	\$40
3	\$30	\$40
4	\$40	\$40

#### Section 7 | Automatic Payment

If you have chosen Automatic Replenishment in Section 6, please supply your credit card information in this section. If you wish to use the same credit card you provided for your

initial payment, you can write "SAME" in the credit card information area. **HOWEVER, YOUR SIGNATURE IS STILL REQUIRED AT THE BOTTOM OF THIS SECTION TO AUTHORIZE AUTOMATIC PAYMENTS.**

#### Section 8 | Account Statement Options

Please select the statement option you prefer.

#### Section 9 | *E-ZPass* Personal Account Signature

The Account Holder listed in Section 1 must sign the application. This signature authorizes the Maine Turnpike Authority to process your account and indicates that you have read and agree to abide by the *E-ZPass* Personal Account Terms & Conditions provided with this application packet.

If you have questions about this application or the *E-ZPass* Personal Account, visit our web site at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com) or call the Maine Turnpike *E-ZPass* Customer Service Center at 1-888-MTA-PASS (1-888-682-7277).

#### SUBMITTING YOUR APPLICATION

Please use the enclosed reply envelope to submit your application and payment to:

Maine Turnpike Authority  
Attn: *E-ZPass* Customer Service Center  
PO BOX 3858  
Portland, ME 04104

Date Received: \_\_\_\_\_

Account Number: \_\_\_\_\_

Date Processed: \_\_\_\_\_

Processed By: \_\_\_\_\_



# MAINE TURNPIKE AUTHORITY E-ZPASS PERSONAL ACCOUNT APPLICATION



This is a Personal Account Application for Class 1 vehicles (2 axles, 4 tires maximum): including passenger cars, SUVs, vans, pick-up trucks or motorcycles. **Please refer to the Application Instructions as you complete this form.** For Business Account Applications, please call the E-ZPass Business Department at 1-888-682-7277.

## Section 1 Account Holder Information

First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City / State / Zip Code: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City / State / Zip Code: \_\_\_\_\_

Phone Numbers: Day ( ) \_\_\_\_\_ Evening ( ) \_\_\_\_\_ Other ( ) \_\_\_\_\_

E-mail \_\_\_\_\_

Please choose a 4-digit personal identification number (PIN) for your account (single digit numbers only):

## Section 2 Vehicle Registration Information

State \_\_\_\_\_ Vehicle Registration Number (license plate number) \_\_\_\_\_ 2-Letter Class (from registration) \_\_\_\_\_

Please note: A vehicle registration may not be listed on more than one E-ZPass account.

## Section 3 Setting Up Your E-ZPass Account

### Tag Purchase

### Tag Purchase

**Tag 1**

Passenger Car /SUV  
 Van over 7,000 lbs.  
 Van under 7,000 lbs.

**Tag Type**

Windshield (\$10)

Pick-up under 7,000 lbs.  
 Pick-up over 7,000 lbs.  
 Motorcycle

License Plate (\$17)

Tag Cost \$ \_\_\_\_\_

**Tag 3**

Passenger Car /SUV  
 Van over 7,000 lbs.  
 Van under 7,000 lbs.

**Tag Type**

Windshield (\$10)

Pick-up under 7,000 lbs.  
 Pick-up over 7,000 lbs.  
 Motorcycle

License Plate (\$17)

Tag Cost \$ \_\_\_\_\_

**Tag 2**

Passenger Car /SUV  
 Van over 7,000 lbs.  
 Van under 7,000 lbs.

**Tag Type**

Windshield (\$10)

Pick-up under 7,000 lbs.  
 Pick-up over 7,000 lbs.  
 Motorcycle

License Plate (\$17)

Tag Cost \$ \_\_\_\_\_

**Tag 4**

Passenger Car /SUV  
 Van over 7,000 lbs.  
 Van under 7,000 lbs.

**Tag Type**

Windshield (\$10)

Pick-up under 7,000 lbs.  
 Pick-up over 7,000 lbs.  
 Motorcycle

License Plate (\$17)

Tag Cost \$ \_\_\_\_\_

Tag Purchase Subtotal \$ \_\_\_\_\_  
 Maine Sales Tax (5.5%) \$ \_\_\_\_\_  
**Tag Purchase Total \$ \_\_\_\_\_**

Limit four tags per account. To list additional tag purchases, please provide information on separate sheet.

## Section 4 Opening Balance & Initial Payment

Please calculate your minimum opening balance (multiply the number of tags you are purchasing X \$20).

Enter your minimum opening balance or optional higher balance here.

Opening Balance \$ \_\_\_\_\_

Please add the amounts you entered for

Tag Purchase Total + Opening Balance and enter at right.

**Total Initial Payment \$ \_\_\_\_\_**

**Section 5****Initial Payment Method**

Please select payment method below:

Check: Check #: \_\_\_\_\_

Cash (Please do not mail cash.)

Credit Card

Card Type (Please circle one):

AMEX

Visa

Mastercard

Discover

Card Number: \_\_\_\_\_ Expiration Date \_\_\_\_\_

Cardholder Name (First, MI, Last): \_\_\_\_\_

Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

• REQUIRED Authorized Signature: \_\_\_\_\_

**Section 6****Personal Account Replenishment Option**YES: \_\_\_\_\_  
(Initial)

I choose to participate in the Automatic Replenishment Program and understand that when my account balance drops below the dollar amount designated in Section 6 of the application instructions, the Maine Turnpike Authority will automatically charge my credit card in the amount indicated below. I have provided the necessary credit card information in Section 7.

Please check the box with your Minimum Replenishment Amount or enter an optional higher amount in the space provided below. It is suggested you have an amount equal to one month's toll usage. You may change this amount at any time by contacting the *E-ZPass* Customer Service Center or updating your account online at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com).

\$20 (1 tag)

\$40 (2+ tags)

Other (Please enter optional higher amount) \$ \_\_\_\_\_

NO: \_\_\_\_\_  
(Initial)

I choose to not participate in the Automatic Replenishment Program and understand that I must provide payment as needed to prevent my account balance from dropping below the required minimums. Please allow 5 to 7 days for processing if mailing a check.

**Section 7****Automatic Payment**

If you have selected YES in section 6, you must complete this section.

Credit Card Type (Please circle one): AMEX Visa Mastercard Discover

Card Number: \_\_\_\_\_ Expiration Date \_\_\_\_\_

Cardholder Name (First, MI, Last): \_\_\_\_\_

Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

• REQUIRED Authorized Signature: \_\_\_\_\_

**Section 8****Account Statement Options**

Statement information is available online. Printed account statements available free on a quarterly basis. Statements are also available on a monthly basis for a \$2 monthly fee. By selecting the monthly option, you authorize the Maine Turnpike Authority to deduct the fee from your account balance.

Statement Delivery (check the appropriate box):  Online  Quarterly  Monthly (\$2 / month)  None**Section 9****E-ZPass Personal Account Signature**

By signing below, you indicate that you have read and understood the terms and conditions that govern the Maine Turnpike Authority Personal Account and you agree to abide by these conditions. Also by signing below, you are authorizing the Maine Turnpike Authority or its representatives to deduct tolls and fees from your account. You also agree to have replenishments made by us as you have indicated (Automatic Replenishment) unless you contact us in writing. If you are making manual payments, your payments must reach us within enough time to replenish your account before it becomes overdrawn. This application, along with the Terms & Conditions, constitute the Maine Turnpike Authority *E-ZPass* Personal Account Agreement.

• REQUIRED Account Holder Signature: \_\_\_\_\_

**How did you learn about E-ZPass?**

Family Member or Friend

TV Ad

Highway Signs

Radio Ad

Social Media

Prior E-ZPass Customer

Print Ad

Website

Other: \_\_\_\_\_



# E-ZPass Personal Account Terms & Conditions

These terms and conditions, together with an Account Holder application, constitute an E-ZPass Personal Account Agreement. Please read and keep them for your records. By submitting an application to the Maine Turnpike Authority (\* MTA\*), or by using a Personal Account E-ZPass Tag issued by the MTA, the applicant agrees to the following:

## GENERAL

**Important: Account Holder is responsible for all tolls, fines for non-payment, administrative fees and other charges or violations incurred under any Tag issued to Account Holder's Personal Account or incurred by any vehicle bearing a license plate listed on Account Holder's Personal Account.**

Personal Accounts are for Class 1 (2-axle, 4-tire maximum) vehicles only, except where noted. Vehicles used for commercial purposes cannot be included on an E-ZPass Personal Account.

Failure to obey rules and regulations of the Maine Turnpike Authority or to comply with this agreement may result in suspension or termination of your account and additional penalties. Obeying posted speed limits at toll plazas is one such rule. Failure to pay tolls may result in additional penalties provided by law.

## YOUR E-ZPass ACCOUNT

1. Personal E-ZPass Accounts are available to individuals only and may not be transferred except by permission of MTA. If you operate a business vehicle, a vehicle used for a commercial purpose, or a vehicle for hire, you must open a Business Account.
2. Account Holder agrees to purchase an E-ZPass Tag at the current rate, plus applicable sales tax, and use the E-ZPass Tag in accordance with the terms and conditions of the account. The E-ZPass Tag may be returned in good working condition for a full refund of the purchase price within ninety (90) days of purchase. Please see Tag Cost and Fee Chart at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com).
3. Account holders are limited to four E-ZPass Tags per account.
4. An Account Holder must provide and update license plate data for all vehicles on the account. E-ZPass Tags may be interchanged only among vehicles of the same class listed on the account.
5. The Maine Turnpike Authority does not pay interest on prepaid balances.
6. Account Holder certifies that all information contained in their E-ZPass Individual Account application is true and accurate. If any of the information contained in the application changes, Account Holder will notify the Maine Turnpike Authority E-ZPass Customer Service Center during normal business hours or update the information via our E-ZPass website. Changes requiring notification include changes to address, payment information, and license plates.
7. Statements for accounts are available by accessing your account online at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com). Account Holder may also request a printed statement on a quarterly basis at no cost. The Account Holder may request monthly statements at a cost of \$2.00 per month for processing and handling.

## PREPAID TOLLS AND ACCOUNT STATUS

8. E-ZPass Accounts require a minimum opening balance of \$20.00 per tag purchased. A higher opening balance may also be selected. Charges to all E-ZPass Tags in that account will be deducted from that same balance.
9. Account Holder agrees to maintain a balance sufficient to cover all tolls. If the prepaid account balance drops below \$0.60 per tag assigned to the account, the tags will be considered invalid for travel. Failure to maintain a sufficient balance is a violation of the terms and conditions of the E-ZPass Personal Account Agreement.

10. Accounts may be assessed an Administrative Fee for overdrawn balances in accordance with the Tag Cost and Fee Chart published at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com).

## E-ZPass TAG USE

11. Ownership of MTA E-ZPass Tags may not be transferred to another E-ZPass agency.
12. All E-ZPass Tags ordered by mail or online will be delivered by mail unless a request is made to pick them up in person at the Maine Turnpike E-ZPass Customer Service Center at 2360 Congress Street, Portland, Maine. E-ZPass Tags that are mailed become active for use forty eight (48) hours from issuance. You may also purchase a tag at the Maine Turnpike E-ZPass Customer Service Center at 2360 Congress Street, Portland, Maine, during regular business hours, which are subject to change but are currently Monday through Friday 8am – 6 pm. Tags purchased at the Service Center are valid for immediate use. E-ZPass Tags are not available for pick up at toll booths.
13. Account Holder agrees to mount and use the E-ZPass Tag in accordance with instructions received from MTA. Failure to mount a Tag properly may result in incorrect toll charges, violations, administrative fees, and/or fines.
14. Account Holder accepts responsibility for paying the full cash fare, as well as any applicable fines or administrative fees, if the E-ZPass Tag is not used in accordance with instructions or the terms and conditions of the Maine Turnpike Authority E-ZPass Personal Accounts.
15. The Maine Turnpike Authority has reciprocal agreements with other agencies from other states. Account Holder agrees that if an E-ZPass Tag issued to Account Holder's account is used at any facility accepting this E-ZPass Tag as a payment mechanism, all costs incurred in connection with the use of their E-ZPass Tag will be charged by MTA to their account, and Account Holder is responsible for all such charges.
16. Account Holder agrees to use the E-ZPass Tag for the payment of tolls for only one vehicle at a time while driving on the Maine Turnpike or the highways of any reciprocal agency.
17. Use of the E-ZPass Tag on the Maine Turnpike or at any reciprocal agency constitutes the Account Holder's agreement to comply with all of the rules, conditions, and rates established by MTA, or by the reciprocal agency for the use of Electronic Toll Collection.
18. An E-ZPass Tag may be used for occasional towing of trailers on Maine Turnpike facilities only. The towing vehicle must be a class 1 vehicle (2-axle, 4-tire maximum). The appropriate toll will be charged to the account balance. Please check with other E-ZPass Agencies before using a Maine E-ZPass tag while towing a trailer on toll highways other than the Maine Turnpike.

## VOLUME DISCOUNTS

19. MTA will provide discounts for high volume users of the Maine Turnpike. Discount levels are set by the MTA Board of Directors and are subject to change. Current Volume Discount levels may be found at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com). The month of a trip will be determined by the posting date.
20. An account must be valid and in good standing for the entire month to receive any discount. An account that has been suspended during any portion of a month will forfeit the discount for that month.
21. The Maine Turnpike Authority reserves the right to limit the number of transponders and/or license plates that are eligible for discounts.

## PAYMENT METHODS

22. Available methods of payment are: cash, check, and most major credit cards.
23. Payment by check is subject to MTAs returned check policy. When an Account Holder pays with a check and the check is returned for any reason, the Maine Turnpike Authority may, in its sole discretion, electronically resubmit the check. A returned check fee will be charged to the Account Holder. At MTAs option, this fee may be deducted directly from the applicable bank account or assessed against the Account Holder's E-ZPass prepaid balance. Please see the Tag Cost and Fee Chart at [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com)

## PREPAID BALANCE REPLENISHMENT OPTION

24. Each Account Holder must replenish his or her account when the balance drops below the Low Balance Amount in accordance with Table 1 below, regardless of which replenishment option is selected.

**TABLE 1: LOW BALANCE AMOUNT & MINIMUM REPLENISHMENT**

# of Tags in Account	Low Balance Amount	Minimum Replenishment
1	\$15	\$20
2	\$20	\$40
3	\$30	\$40
4	\$40	\$40

## AUTOMATIC REPLENISHMENT

25. Authorization from the Account Holder is required to enroll in and to terminate participation in the Automatic Replenishment Program. This may be done online or by signed written request.
26. Account Holder agrees to maintain a valid payment on file with the Maine Turnpike Authority if he or she is participating in the Automatic Replenishment Program.
27. By electing to participate in the Automatic Replenishment Program, Card Holder agrees that when the account balance drops below the dollar amounts listed in the Low Balance Amount in Table 1, Maine Turnpike Authority will charge the Account Holder's credit card account either for the minimum required replenishment level or for the higher optional amount selected by the Account Holder.

## MANUAL REPLENISHMENT

28. Account Holder agrees to maintain an account balance sufficient to cover all tolls. A payment may be made in person at the MTA Customer Service Center during MTA business hours or by mail, by check, or by credit card online or by phone. To process manual cash and check payments may require 5 to 7 business days from receipt at MTA headquarters.

## DISPUTES/REFUNDS

29. All disputes and requests for toll credits must be presented in writing to the Maine Turnpike Authority within one-hundred-and-twenty (120) days of the disputed transaction. A full description of the issue should be forwarded to MTA at the address listed below. MTA may deny credit requests that lack justification.
30. All refunds must be requested in writing. Refunds may not be issued to a credit card account other than the one used for the original payment..
31. Refunds will be issued within thirty (30) days after approval.

## ACCOUNT SUSPENSION / TERMINATION / CLOSURE

32. The Maine Turnpike Authority reserves the right to deactivate any *E-ZPass* Tag or Account at any time.
33. Account Holder's *E-ZPass* Account may be suspended by the Maine Turnpike Authority for violation of the terms and conditions. All past due tolls and/or fees must be paid to reactivate the Account. Use of an *E-ZPass* Tag on a suspended Account will result in Account closure and Account Holder may be subject to civil penalties and/or criminal prosecution for toll evasion.
34. Account Holder may voluntarily suspend their Account by notifying the Maine Turnpike Authority in writing. A request to reactivate the account must also be in writing.
35. Account Holder may close his or her account by notifying Maine Turnpike Authority in writing.

## DEFECTIVE OR LOST/STOLEN *E-ZPass* TAGS

36. Defective *E-ZPass* Tags must be delivered or sent to the Maine Turnpike Authority Customer Service Center for testing and evaluation. Defective *E-ZPass* Tags will be replaced free of charge if the failure occurs within three years of issue date. If the *E-ZPass* Tags show signs of misuse or abuse, the Account Holder must purchase a replacement.
37. Lost or Stolen *E-ZPass* Tags must be reported to the Maine Turnpike Authority Customer Service Center immediately. The Account Holder is responsible for all charges prior to reporting the *E-ZPass* Tag lost or stolen. The Account Holder is responsible to purchase a replacement.

## DISCLAIMER

38. Maine Turnpike Authority will have no obligation or liability to the Account Holder with respect to the use or the performance of the *E-ZPass* Tag. Account Holder agrees to indemnify the Maine Turnpike Authority and hold the Maine Turnpike Authority harmless from and against all damage, loss, cost, expense, or liability relating to, arising from, or as a result of the use or the performance of the *E-ZPass* Tag.
39. Maine Turnpike Authority has not made and expressly disclaims any representation or warranty, expressed or implied, relating to the *E-ZPass* Tag including, without any limitation, any expressed or implied warranty of merchantability, fitness for a particular purpose, or conformity to models or samples.

## COLLECTION EXPENSES

40. Account Holder agrees to pay the costs of the Maine Turnpike Authority, including attorney's fees, required to enforce terms and conditions of the Personal Account Program and the collection of money owed for use of the Account Holder's *E-ZPass* Tags.

## MODIFICATIONS

41. The Maine Turnpike Authority reserves the right to change these terms and conditions at any time upon reasonable notice.

## PRIVACY POLICY

The Maine Turnpike Authority is committed to protecting the privacy of its patrons. Any information regarding the name, address or travel patterns of Maine Turnpike patrons is declared confidential by Maine State Law. The Maine Turnpike Authority will use this information only

for the purposes of toll collection and we will not provide this information to the general public or sell it to a sales and marketing organization. If you have any questions regarding our Privacy Policy please call our Maine Turnpike *E-ZPass* Customer Service Center.

## INQUIRIES AND CORRESPONDENCE

Please send all correspondence, applications, payments and *E-ZPass* tag returns to:

Maine Turnpike Authority  
Attn: E-ZPASS Customer Service Center  
PO BOX 3858  
Portland, ME 04104

You may call or visit our Maine Turnpike *E-ZPass* Customer Service Center at:

2360 Congress Street  
Portland, ME 04102  
(1-888-682-7277)

**You may also make payments and changes to your account by visiting our website at: [www.ezpassmaineturnpike.com](http://www.ezpassmaineturnpike.com).**