



# EASY as 1-2-3

## HOW TO SET UP YOUR E-ZPASS ACCOUNT:

### STEP 1: SIGN UP

You can open an E-ZPass account with just a \$35 prepaid balance. Choose how you'd like to get started:



Apply online.



Call E-ZPass.



Go to a Customer Service Center.



Mail in an application.



Get an E-ZPass On-the-Go at a participating retailer.

### STEP 2: CHOOSE

Choose to fund or replenish your E-ZPass or E-ZPass Flex account automatically or manually:



#### Automatic Replenishment

Automatic is the most convenient and popular way to manage your E-ZPass account. When a low balance level is reached, your predetermined replenishment amount transfers to your E-ZPass account from a credit card or checking account.



#### Manual Replenishment

Add funds to your E-ZPass account by phone, online with a credit card, with cash or check at one of the nearby E-ZPass Customer Service Centers, or with a Reload Card at participating retailers.

### STEP 3: MANAGE

After you set up your account and install your transponder, there are many convenient ways to manage your account:



Sign up for email and text notifications.



Make sure your E-ZPass account balance stays positive. E-ZPass does not pay for toll facility invoices you receive in the mail—you'll have to pay them directly.



Keep your account information up-to-date with your vehicle license plates, contact details, payment methods, etc.



### Contact Information for E-ZPass

**Website:** [EZPassVA.com](http://EZPassVA.com)

**Telephone:** 877-762-7824 or 800-828-1120 (for TTY users)

M-F, 7 a.m. to 7 p.m. (excluding state and federal holidays)

**Fax:** 540-862-8849