

FAST FACTS

E-ZPass
Hampton Roads

WHAT YOU NEED TO KNOW



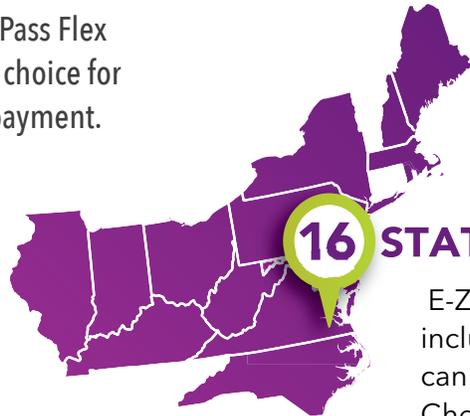
E-ZPass and E-ZPass Flex is a convenient choice for electronic toll payment.



Deposit \$35 in prepaid tolls into your E-ZPass account.



E-ZPass Flex has an "HOV ON" switchable feature designed to benefit those who are traveling with the number of people in their vehicle required to qualify for an HOV discount on Virginia Express Lanes.



16 STATES

E-ZPass is accepted in 16 states including Virginia. Locally E-ZPass can be used at the Coleman Bridge, Chesapeake Bay Bridge Tunnel, Chesapeake Expressway, Elizabeth River Crossings, South Norfolk Jordan Bridge and Dominion Boulevard.



There is no additional cost or processing fee.



E-ZPass pays tolls from a prepaid account.



Use the E-ZPass transponder now. Return it if you close your account.



Locations

**Norfolk E-ZPass
Customer Service Center**
1701 Church Street
Norfolk, VA 23504

**Portsmouth E-ZPass
Customer Service Center**
4010 Victory Boulevard
Portsmouth, VA 23701

**Gloucester DMV
Customer Service Center**
2348 York Crossing Drive
Hayes, VA 23072

**Newport News DMV
Customer Service Center**
12730 Patrick Henry Drive
Newport News, VA 23602

**Chesapeake Bay Bridge-Tunnel
E-ZPass Customer Service Center**
32386 Lankford Highway
Cape Charles, VA 23310

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

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