



How Can I Pay for My Account?

- **Credit card:** the most convenient way to pay. Payments may be made by visiting ezpassmd.com, going to an *E-ZPass* Maryland Customer Service Center or calling 1.888.321.6824. We also offer members the option to sign up for automatic credit card replenishment. By choosing to replenish your account automatically by credit card, you reduce the chance of having insufficient funds in your account.
- **Check or money order:** mail your payment to: Maryland Service Center
P.O. Box 17600, Baltimore, MD 21297-7600
- **Cash:** cash payments must be made in-person at any of the *E-ZPass* Maryland Customer Service Centers. Visit ezpassmd.com or call 1.888.321.6824 and select option #5 for a complete listing of center hours, addresses and directions.

⚠ Important Reminders

- If you pay by cash, your account will not replenish automatically. It is important to frequently check your account balance as your account will go into negative amounts if it is not funded.
- If you sign up for *E-ZPass* Maryland online, credit card payment is the only option for payment and auto-replenish is recommended.



/TheMDTA

ezpassmd.com

1.888.321.6824



PAYMENTS



Maryland
Transportation
Authority



What If My E-ZPass Account Does Not Have Enough Funds in It?

If there are not sufficient funds, stop using your transponder until you can make a payment and the funds are posted to your account. Remove the E-ZPass transponder from your vehicle or place it in the “read prevent” bag you received when you opened your account to avoid your transponder from being read. Putting the transponder in the glove compartment or removing it from your interior windshield may not stop the transponder from being read.

If you continue to use your E-ZPass without replenishing your account balance, you will be mailed a Notice of Toll Due (NOTD) for the Video Toll Rate for each transaction until your account is replenished.

If, at any time, you are sent an NOTD when your transponder was mounted correctly, there is a problem with your account. You may need to update your credit card number or credit card expiration date. If you replenish your account with cash or check, visit an E-ZPass Maryland Customer Service Center or call 1.888.321.6824 to resolve the issue.

If you are an E-ZPass account holder and are enrolled in the automatic credit card replenishment, your account will be replenished (based on the past month’s use) whenever your account balance falls below \$10.

(\$10 is the minimum amount your account will be charged, but this amount does change according to the toll usage for that account based on previous toll history.)



What If I Lose or Replace the Credit Card I Use to Pay My E-ZPass Account?

Log into your E-ZPass Maryland account via ezpassmd.com, visit an E-ZPass Maryland Customer Service Center or call 1.888.321.6824 and report the issue. You may pay via another method (another/temporary credit card, check or cash) until you receive your new credit card. Update your E-ZPass account with your new card information and check your account regularly.



What If I Want to Change My Payment Method from Cash or Check to Automatic Payments via Credit Card?

Log into your E-ZPass Maryland account via ezpassmd.com, visit an E-ZPass Maryland Customer Service Center or call 1.888.321.6824 to request an authorization form.



I Need Receipts for Business. How Can I Get Them?

If you need receipts for business, you may elect to receive a statement on your application, and the statement would be your receipt for any E-ZPass transaction. Refer to your statement for the amount, date, time and location of each toll transaction taken. This information is also available via your account on ezpassmd.com.



Is There a Way to Ensure I Have Sufficient Funds in My E-ZPass Maryland Account?

Yes, to ensure you maintain an adequate account balance, be sure to regularly check your E-ZPass Maryland account balance and/or sign up for automatic credit card replenishment. With this method, your credit card will be charged whenever your account balance drops below the suggested replenishment amount. The amount charged reflects your average monthly usage. This helps to ensure that your replenishments are sufficient to cover your toll usage for an entire month and eliminates the need to charge your account multiple times in one month.



What If I Forget to Add Funds into My Account?

If you aren’t enrolled in the automatic credit card replenishment and forget to make a payment by another method, visit ezpassmd.com or call 1.888.321.6824 to check your account balance. You can always add funds to your account in person at a Customer Service Center or over the phone. If the balance of your account is -\$14.99 or greater, you will not be able to pay online, and you will be required to pay the negative balance plus the replenishment amount at a Customer Service Center or via phone.