

E-ZPASS NEW YORK WALK IN CENTERS ARE CLOSED UNTIL FURTHER NOTICE

Keeping our customers and employees safe and healthy remains our central focus each day, as we take all measures possible to prevent the spread of COVID-19. Out of an abundance of caution, the E-ZPass New York Queens, Yonkers and Staten Island walk-in customer service centers will be closed from March 18, 2020 until further notice. We apologize for any inconvenience this may cause.

During this closure we recommend maintaining your E-ZPass account and managing your violations/Tolls by Mail using the methods outlined below:

Credit/Debit Card and Bank Account

During these closures, we recommend that you take advantage of the self-service options to update/retrieve account information and make credit/debit card or bank payments by using our websites, www.e-zpassny.com or www.tollsbymailny.com, or by using the automated voice response system when you call 1-800-333-TOLL (8655) for E-ZPass or 1-844-826-8400 for Tolls by Mail. Customer service representatives will also be available at these telephone numbers for customers requiring additional assistance. We strongly encourage that you add a credit/debit card or bank account to your E-ZPass account if you are able and have not already done so.

Check or Money Order

You can make a payment by check or money order to the following addresses. Please list the E-ZPass Account Number, Violation Number, or the Tolls by Mail number to the memo portion on the check.

To make a replenishment payment to your E-ZPass account:

E-ZPass Customer Service Center
P.O. Box 15185
Albany, New York 12212-5185

To make a Violation payment:

Violations Processing Center
PO BOX 15186
Albany, NY 12212-5186

To make a Tolls by Mail payment:

Tolls by Mail Payment Processing Center
PO BOX 15183
Albany, NY 12212-5183

Cash- Tolls by Mail and Some Violations

Tolls by Mail invoices and Violations that have a barcode on the bottom left can be paid with cash at MoneyGram Locations using the receive code “12555”. When asked for the Biller Account number please provide the number on top of the barcode that is on the left side of the notice. Please refer to: www.moneygram.com and tollsbymailny.com/cashlocations for more information.

MTA Reload Card (For MTA Account Holders Only)

MTA Reload Card is another convenient way to reload your E-ZPass account with cash. The MTA Reload card automatically links to an E-ZPass account and let you conveniently reload with cash at thousands of Visa Readylink and MoneyGram locations. You decide how much you want to put on your account. To request an MTA Reload Card card just call 1-800-333 TOLL (8655) or visit www.e-zpassny.com Fees may apply using the card. For a list of preferred reload locations with lower fees, visit www.e-zpassny.com/retailerlocator