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Florida Attorney General's Office News Release

One Week Left to File for Rental Fee Refunds



TALLAHASSEE, Fla.—Attorney General Ashley Moody is reminding drivers that the deadline to submit claims for refunds in connection to the Dollar Thrifty Automotive Group, Inc. settlement is approaching. Attorney General Moody is encouraging anyone who may have been improperly charged toll-related and PlatePass fees to file a refund claim this week. The claims process stems from a court enforceable settlement agreement between Attorney General Moody's Office and Dollar Thrifty.

Attorney General Ashley Moody said, "Drivers affected by these practices, who haven't filed a claim already, should do so this week. The claim form is short and easy to complete. It can be mailed or emailed, but it must be submitted by July 7 of this year to be eligible."

Consumers can access the claim form here.

To date, the Florida Attorney General's Office has received more than 280 claims in connection with the settlement. Eligible Dollar or Thrifty customers who may have been improperly charged between Jan. 1, 2011 through Jan. 7, 2019, may file a claim for a refund. All claims must be submitted by July 7. Refunds are limited to the first rental transaction that fees or charges were assessed.

Eligibility for the toll-related fees and/or PlatePass charges generally include:

· A billing error;

· The consumer being misled or lied to; or
· The consumer not knowing about the fees or charges.

Consumers who filed complaints with the Attorney General's Office, the Better Business Bureau, the Federal Trade Commission, and the Florida Department of Agriculture and Consumer Services do not need to file another claim. Previously filed complaints are already being considered for a refund.

For more information on the settlement agreement, click here.