May 28, 2019

Contact Kylie Mason

Phone 850-245-0150

OFFICE OF THE ATTORNEY GENERAL STATE OF FLORIDA

Florida Attorney General's Office News Release

Refunds Still Available for Drivers Improperly Charged



TALLAHASSEE, Fla.—Attorney General Ashley Moody is encouraging rental car customers improperly charged toll and PlatePass fees to file a refund claim before the July deadline. The claims process stems from a court enforceable settlement agreement between Attorney General Moody's Office and Dollar Thrifty Automotive Group, Inc. Consumers can apply for a refund of toll and PlatePass fees charged by the Dollar or Thrifty car rental companies for rentals occurring in Florida.

Attorney General Ashley Moody said, "Floridians and visitors alike are eligible for refunds, but they must file a claim before the fast approaching deadline to qualify. I am encouraging any rental car customer who believes they were improperly charged toll and PlatePass fees in Florida to please fill out the claims form and submit it before the July 7 deadline."

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

· A billing error occurred;
· The consumer was misled or lied to; or
· The consumer did not know about the fees or charges.

The Florida Attorney General's Office has received more than 200 claims in connection to the settlement. Consumers improperly charged between Jan. 1, 2011 through Jan. 7, 2019, may file a claim for consideration of a refund. All claims must be filed and submitted by July 7. All refunds are limited to the first rental transaction that fees or charges were assessed.

Consumers can access the claim form here.

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.