Feb 25, 2019

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OFFICE OF THE ATTORNEY GENERAL STATE OF FLORIDA

Florida Attorney General's Office News Release

CONSUMER ALERT: Claims Process for Improper Toll and Car Rental Fees



TALLAHASSEE, Fla.—Attorney General Ashley Moody today issued a consumer alert encouraging people improperly charged toll and PlatePass fees to file a claim. 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 rental car companies occurring in Florida.

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

· If a billing error occurred;
· The consumer being misled or lied to; or
· The consumer did not know about the fees or charges.

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 that filed complaints with the Office of the Attorney General, 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.

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The Florida Attorney General's Consumer Protection Division issues Consumer Alerts to inform Floridians of emerging scams, new methods used to commit fraud, increased reports of common scams, or any other deceptive practice. Consumer Alerts are designed to notify Floridians about scams and available refunds in an effort to prevent financial losses or other harm caused by deceptive practices. Anyone encountering a scam should report the incident to the Florida Attorney General's Office by calling 1(866) 9NO-SCAM or visiting MyFloridaLegal.com.