



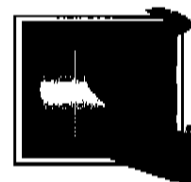
**Maryland Service Center**

June 16, 2009



\*\*\*\*\*AUTO\*\*5-DIGIT 21403

Annapolis, MD [REDACTED]



**Maryland  
Transportation  
Authority**

Dear **[REDACTED]**:

Account Number **[REDACTED]**

Thank you for the opportunity to serve you as an *E-ZPass*<sup>®</sup> Maryland customer. *E-ZPass* Maryland has recently updated its Terms and Conditions for Private and Business Accounts. These new Terms and Conditions will replace those to which you agreed when you established your *E-ZPass* Maryland account. Please read the enclosed information carefully and retain the document for your records.

The new Terms and Conditions reflect several account changes effective July 1, 2009. These changes include:

- A monthly account maintenance fee of \$1.50 for all *E-ZPass* Maryland accounts (please note this fee is per account and *not* per transponder);
- A change in the discount plan expiration period from 60 days to 45 days;
- A nonrefundable fee for new and replacement transponders;
- A \$3 Notice of Toll Due fee for each unpaid toll transaction; and
- A \$25 administrative fee for failure to pay the unpaid toll and the Notice of Toll Due fee by the due date specified.

In addition, any existing transponder deposits will be applied to customers' pre-paid toll balance on July 1, 2009.

If you have any questions pertaining to your account, please call the *E-ZPass* Maryland Customer Service Center at **1-888-321-6824** between 7 a.m. and 6 p.m., Monday through Friday, to speak with a customer-service representative. We also encourage you to take this opportunity to update your account information online at [www.ezpassmd.com](http://www.ezpassmd.com) or by calling the *E-ZPass* Maryland Customer Service Center.

Thank you,  
*E-ZPass*<sup>®</sup> Maryland Customer Service Center