



Florida Department of Transportation

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FDOT: SunPass Transaction Backlog Successfully Cleared

~Damages Assessed for Vendor's Mismanagement, Requesting CIG Investigation ~

Tallahassee, Fla. – Today, the Florida Department of Transportation (FDOT) announced that all SunPass toll transactions have been processed and that the entire backlog of toll transactions that resulted from Conduent's failure to properly transition customers to the new SunPass Centralized Customer Service System (CCSS) has now been successfully cleared. SunPass customers will now see their accounts charged and processed for current toll usage in real time.

FDOT today also took significant action against Conduent by assessing nearly \$800,000 in damages, at Governor Scott's direction, and requesting an investigation by the Office of the Chief Inspector General (CIG) into Conduent's failures and mismanagement of the SunPass system transition.

Florida Department of Transportation Secretary Mike Dew said, "Florida's Turnpike Enterprise (FTE) has been working diligently to ensure that Conduent delivers the functional system our agency and customers were promised. We sincerely appreciate the patience of every SunPass user.

"Today, now that the backlog has been successfully cleared, at Governor Scott's direction, I am requesting that Florida's Chief Inspector General launch an investigation into Conduent's mismanagement of the SunPass system transition. We must have answers as to how this happened so we can make sure our customers never experience this again.

"The Department will hold Conduent fully accountable for its failures in implementing the CCSS through assessment of liquidated damages. Failure by any vendor is completely unacceptable and Conduent is no exception. We look forward to the information gained through the Chief Inspector General's investigation and will continue to closely monitor all of Conduent's activity to ensure Floridians are receiving the excellent service and support they deserve."

As directed by Governor Scott, SunPass customers who have experienced overdraft expenses due to Conduent's failures will be reimbursed. Later this week, FDOT will announce the process to file a claim for an overdraft expense reimbursement.

Late fees and penalties will continue to be waived in order to allow SunPass customers time to manage the transactions that have now posted to their accounts. Customers will still be responsible for paying toll charges as usual when using the SunPass system. FDOT continues to oversee work to process all transactions accrued through Florida's Toll-By-Plate system and expects to have all outstanding Toll-By-Plate transactions processed in the near future. As with SunPass, the Department will not be imposing late fees or penalties on Toll-By-Plate accounts.

If customers have questions regarding their accounts, they may reach a SunPass representative at [1-888-TOLL-FLA](tel:1-888-TOLL-FLA) or [1-888-865-5352](tel:1-888-865-5352). They can also log on to www.SunPass.com or download the SunPass mobile application.

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