

James M. Marinello
[REDACTED]
Grand Island, NY [REDACTED]

January 22, 2019

EZ-Pass Tolls By Mail
Payment Processing Center
P.O. Box 15183
Albany, NY 12212-5183

Re: Toll Bill # 17243121055

To whom it may concern:

I received the above referenced toll invoice for two passages across the Grand Island, NY bridge where I reside.

I verified the license plate that you have listed on the toll invoice and it matches my vehicle. I am a current EZ-pass customer and the plate and vehicle are matched to my account. My tag # (attached photo) [REDACTED]

Upon review of your invoice, there is no choice to dispute the invoice for current tag holders. In addition, in an attempt to call your agency, surprisingly (or not) all I was able to succeed at was a circular messaging system that does not allow to speak to a human being to correct YOUR error.

Therefore, I am sending this invoice back to you, as it was issued in error. Please correct the amount due (\$0.09) each trip for resident and charge to my EZ-pass account. The total charge I will expect to be reflected in my next billing cycle will be \$0.18.

If you have any questions, please contact the undersigned by mail at the address written above, or by telephone at [REDACTED]

Your prompt attention to this matter is greatly appreciated.

Sincerely,



James Marinello
EZ-Pass Tag Holder & Grand Island, NY resident

E-ZPass NY Service Center
Violation Processing Unit
PO Box 15186
Albany, NY 12212-5186

02/21/19

RE:	Violation Number	Toll	Fee
	T011215526428	\$1.00	\$25.00

James Marinello Jr

Grand Island, NY

Dear Sir/Madam,

We are in receipt of your request. After a review of **The New York State Thruway Authority** toll violation(s) referenced above:

The above referenced violation(s) are in collections. You must follow the instructions on the Linebarger Goggan Blair & Sampson collection notice you received for all payments and disputes.

For additional information, call 1-877-251-1675.

Be sure to include reference number [REDACTED] with all correspondence. Thank you.

E-ZPass Customer Service Center
New York State Thruway Authority Violation Unit

Clerk 10341

NY