

Service required	Online	800 Toll Free #	On-the-Go Retail Locations	Mail
Add/Update Credit Card Information	✓	✓		✓
Pay Violations	✓	✓		✓
Open New Accounts – Individuals	✓		✓	✓
Open New Accounts – Businesses				✓
Request Additional Tags	✓	✓	✓	✓
Return Tags				✓
Update Account Information	✓	✓		✓
Dispute Tolls	✓			✓
Close Accounts	✓			✓
Speed Appeals				✓

One Time Credit Card or Bank Account Payment

Online

1. Visit www.ezpassny.com
2. Click on “My Account”, then Login
3. Click One Time Payment on left of screen
4. Enter Dollar amount and Credit Card information and click Make Payment

800 # - Voice Response System

1. Call 1-800-333-8655 24 hours a day
2. Press 1 for English, 2 For Spanish
3. Press Option 2, One time payment
4. Enter Account # or Tag #
5. Enter PIN or Zip Code
6. Enter Credit Card #, Exp Date, CID
7. Select \$ amount to charge

Check or Money Order Payment

Send check or money order, with the account or violation # in memo portion of payment

Account Replenishment:

E-ZPass Customer Service Center
P.O. Box 15185
Albany, New York 12212-5185

Violation Payments:

E-ZPass Customer Service Center
P.O. Box 15186
Albany, New York 12212-5186

Contact Information

Toll Free Phone Hours

1-800-333-8655
Monday-Friday 7:00 AM to 7:00 PM
Saturday 8:00 AM to 12:00 PM

Customer Account Correspondence:

E-ZPass Customer Service Center
P.O. Box 15187
Albany, NY 12212-5187

Applications & Returned Tags:

E-ZPass Customer Service Center
P.O. Box 149001
Staten Island, NY 10314-9001

Speed Appeals & Violation Inquiries:

E-ZPass Customer Service Center
P.O. Box 15186.
Albany, NY 12212-5186

E-ZPass Customer Service Center
1-800-333-8655
www.ezpassny.com

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www.thruway.ny.gov/ezpass/otg/index.html

