



## PrePass Account Closure Instructions

Please follow these steps to close your PrePass account and prevent additional charges from accruing. Service will be disconnected within 72 hours of receiving your request.

### **1. Submit A Request To Close Your Account**

*Written Notification (Recommended):*

<b>Acct #:</b> _____	<b>Co. Name:</b> _____	<b>Phone:</b> _____
<b>Reason For Closure:</b> <input type="checkbox"/> No Longer Driving <input type="checkbox"/> Out of Business <input type="checkbox"/> Too Expensive <input type="checkbox"/> Cust. Svc. Problems <input type="checkbox"/> New Company / Offers PrePass <input type="checkbox"/> New Company / Does Not Offer PrePass <input type="checkbox"/> Consolidating / Moving Accts <input type="checkbox"/> Safety / Credentials Prevent Vehicles Bypassing <input type="checkbox"/> Other: _____		
<b>Print Name:</b> _____	<b>Signature:</b> _____	
Submit This Form One Of The Following Ways...		
Fax: (866) 728-1538	Mail: PrePass 23566 Network Place Chicago, IL 60673-1235	
Email: PrePassBilling@acs-inc.com		

*Verbal Notification:*

Call the PrePass Billing Department at 1-800-773-7277 and select option 5 from the main menu. Obtain representative's name and extension for confirmation and retain for your business records.

### **2. Return Your PrePass Transponders**

You are responsible for all transponders listed on your invoice. Return them directly to PrePass; not to the carrier you were driving for. Click [here](#) for return instructions.

PrePass Plus toll charges, administration fees, and tag fees for each transponder will continue to accrue until transponders are returned.

### **3. Make Your Final Payment**

A closure acknowledgment letter will be mailed to you within 10 business days, and your final service charges will be included on the following month end invoice, except for PrePass Plus charges noted above. This invoice will also list any transponders not yet received by PrePass. PrePass service charges are billed in arrears and will be assessed through the month of closure at the full monthly rate without allowance for proration. Please remit the 'Amount Due' plus \$100.00 for each PrePass transponder that will not be returned.

Any outstanding transponders will be billed to your account on the next monthly invoice approximately 30 days later. Payment is due upon receipt of this invoice.

Once all transponders are returned and charges paid, you will receive a Final Zero Balance Invoice. **This is your confirmation of full and final settlement.**