



**Reclaiming Inactive I-PASS
Account Funds**

August 2014

I-PASS Information

- **The Illinois Tollway operates the largest open road tolling system in the nation**
 - ❑ More than 2.2 million daily transactions
 - ❑ More than 3.6 million I-PASS accounts
 - ❑ More than 5 million I-PASS transponders



Presented by Shana Whitehead on August 20, 2014



Inactive I-PASS Account Status

- **Subject to the Illinois Unclaimed Property Act**
- **Affects accounts inactive for at least seven years**
 - ❑ Approximately 59,000 accounts
- **\$2.2 million in unclaimed funds**
 - ❑ Approximately \$1.5 million in prepaid tolls
 - ❑ \$700,000 in transponder deposits
- **Average account balance exceeding \$10 is \$31 without transponder deposit and \$45 with transponder deposit**
- **Approximately, 500 inactive accounts have unclaimed funds totaling \$100 or more**



Outreach to Customers

■ Letters to customers with inactive accounts

- Inactive for seven years or more
- Balances of \$10 or more

■ Response required by October 1

■ Options for inactive accounts

- Customer re-activates I-PASS account
- Customer closes I-PASS account and requests a refund for deposit and prepaid funds
- No action – Tollway will close I-PASS account and transfer pre-paid funds to I-Cash Program

I-Cash Program

- Per the Unclaimed Property Act, property is remitted to Illinois State Treasurer's Office
- One in eight Illinois residents has an asset to be claimed in I-Cash
- State currently has \$2.1 billion dollars in cash which need to be returned to Illinois residents



Options for Customers

■ I-PASS customers re-activating or closing accounts have several options

- Phone - 1-800-UC-IPASS
- In person - Customer Service Centers
- By mail - I-PASS Fulfillment Center

■ Information online

- www.illinoistollway.com
- www.icash.illinois.gov





THANK YOU