



# TOLL DISPUTE FORM

Pursuant to KRS Chapter 13B and 135 IAC 4-9-3

Toll disputes must be submitted to RiverLink within 60 days of the monthly bill issue date or the date toll(s) are posted to the RiverLink account. Complete this form to dispute toll transaction(s) if you suspect a billing error, or if the vehicle was sold, leased, rented, or stolen at the time of the toll transaction(s). Please mail the completed and signed form with required documents (see below) to RiverLink at **PO Box 436177, Louisville, KY 40253** or email to **disputes@riverlink.com**. Keep a copy of all documentation for your records. Upon receipt, RiverLink will issue you a toll dispute response notification within 30 days.

**First Name:** \_\_\_\_\_  
**Last Name:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_  
**Mailing Address:** \_\_\_\_\_  
**City, State, ZIP:** \_\_\_\_\_

**License Plate State:** \_\_\_\_\_  
**License Plate Number:** \_\_\_\_\_  
**RiverLink Account Number:** \_\_\_\_\_  
**Riverlink Bill Number:** \_\_\_\_\_

<input type="checkbox"/> <b>Billing Error</b>	<p>I, the undersigned, certify that the toll transaction(s) were previously paid, or the incorrect toll rate was charged.</p> <p><b>Required Information:</b></p> <ul style="list-style-type: none"> <li>A copy of the cancelled check, bank or credit card statement clearly identifying that the payment satisfied the transactions in dispute.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>A copy of the Toll Bill or RiverLink Statement with the toll transaction(s) in dispute marked clearly.</li> </ul>
<input type="checkbox"/> <b>Vehicle was sold</b>	<p>I, the undersigned, certify that the vehicle identified on the Toll Bill was sold or transferred to another party prior to the toll transaction(s) date. The vehicle was sold to the buyer listed below:</p> <p>Name: _____ Date of Sale: _____</p> <p>Address: _____ (optional) Telephone Number: _____ (optional)</p> <p>City/State/Zip Code: _____ (optional)</p> <p><b>Required Information:</b></p> <ul style="list-style-type: none"> <li>A copy of the signed vehicle title or receipt of sale as record of vehicle sale must be submitted.</li> </ul>
<input type="checkbox"/> <b>Vehicle was leased or rented</b>	<p>I, the undersigned, certify that the vehicle identified on the Toll Bill was either leased or rented at the time of the toll transaction(s).</p> <p><b>Required Information:</b></p> <ul style="list-style-type: none"> <li>A copy of the contract covering the vehicle that reflects the lease/rental date, license plate, VIN and lessee/renter contact information.</li> </ul>
<input type="checkbox"/> <b>Vehicle was stolen</b>	<p>I, the undersigned, certify that the vehicle identified on the Toll Bill was stolen, and had not been recovered before the toll occurred.</p> <p>The theft was reported to the appropriate law enforcement. The pertinent information is as follows:</p> <p>Case Number: _____ Date of Report: _____</p> <p>Officer Name: _____ Badge Number: _____</p> <p>Officer Telephone Number: _____ County: _____</p> <p><b>Required Information:</b></p> <ul style="list-style-type: none"> <li>A copy of the police report.</li> </ul>

<input type="checkbox"/> Other	
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As the owner of the vehicle listed on the Toll Bill or RiverLink Statement, I have indicated by selecting one of the options above that I am not responsible for the toll transaction(s) documented. I understand that if the required documentation is not submitted, my request will not be processed, and additional information may be required to continue with my dispute.

Name (Type or Print Legibly): \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_