



# 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 Toll Notice date or the date the toll(s) posted to a RiverLink account. Complete this form to dispute toll transaction(s) if the vehicle was sold, leased, rented, or stolen at the time of the toll transaction(s), or you suspect a billing error. Mail, email or deliver to RiverLink: 1) completed and signed (if submitted paper copy) Toll Dispute form and 2) required documents (see below). Keep a copy of all documentation for your records. RiverLink will notify you of our determination to your dispute within 30 days of receipt of required information. If you have any questions in completing this form, call the RiverLink Customer Service Center at 1-855-RIV-LINK (1-855-748-5465). If submitted electronically, please save form, and attach to email and return to riverlink.inquiry@riverlink.com.

Toll Notice Reference No.: or [ ]  
RiverLink Account No.: [ ]

State: [ ]  
License Plate: [ ]

<input type="checkbox"/> <b>Vehicle was sold</b>	<p>I, the undersigned, certify that the vehicle identified on the Toll Notice 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. (If multiple vehicles were sold, you do not need to complete a Toll Dispute form for each vehicle. You may provide a summary listing Reference No./Account No., License Plate No., and buyer contact information.)</li> </ul>
<input type="checkbox"/> <b>Vehicle was leased or rented</b>	<p>I, the undersigned, certify that the vehicle identified on the Toll Notice 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. (If multiple vehicles were leased/rented, you do not need to complete a Toll Dispute form for each vehicle. You may provide a summary listing Reference No./Account No., License Plate No., 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 Notice 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"/> <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 Notice or RiverLink Statement with the toll transaction(s) in dispute marked clearly.</li> </ul>

<input type="checkbox"/> Other	
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As the owner of the vehicle listed on the Toll Notice 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 (paper submissions only): \_\_\_\_\_

Date: \_\_\_\_\_