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OFFICE OF THE
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Florida Attorney General's Office News Release

VIDEO CONSUMER ALERT: AG Moody Shuts Down Fake Websites Scamming SunPass Users



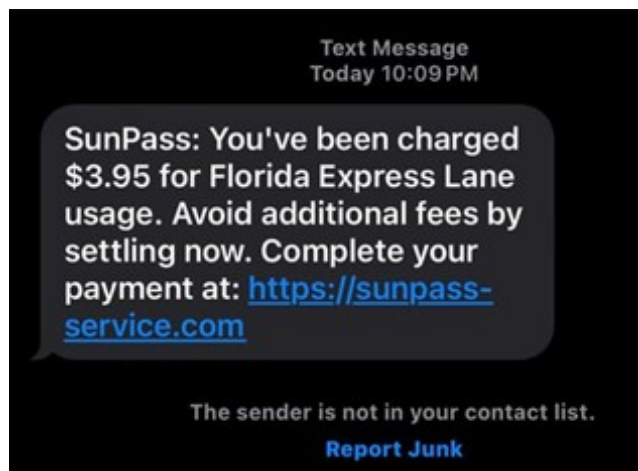
TALLAHASSEE, Fla.—Standing with the Florida Department of Law Enforcement and the Florida Department of Transportation at a toll plaza in Orlando today, Attorney General Ashley Moody issued a Consumer Alert warning Floridians about a concerning new smishing scam targeting drivers. [The Federal Bureau of Investigation reports](#) that scammers are sending fraudulent text messages to individuals claiming unpaid toll fees and providing links to settle the alleged debts. However, these links are malicious and designed to steal victims' money. These scams are also being seen [targeting E-ZPass users](#). Attorney General Moody's Cyber Fraud Enforcement Unit, working with FDLE, recently shut down 10 imposter websites.

Attorney General Ashley Moody said, "Cybercriminals are sending text messages to thousands of unsuspecting drivers in the hopes that some of them will be tricked into paying a toll fee for a violation that never occurred. While this smishing scam is happening across the nation, our Cyber Fraud Enforcement Unit worked closely with FDLE to shut down 10 fraudulent sites designed to mimic the official SunPass website and steal payments from drivers who received their fake text messages."

Florida Department of Law Enforcement Deputy Commissioner Vaden Pollard said, “FDLE agents believe there could be hundreds of victims in Florida who received a fraudulent text message saying they owed money to SunPass. FDLE’s Cyber Fraud Enforcement Unit was able to quickly seize the fraudulent websites, stopping the victimization. Thanks to Attorney General Ashley Moody, FDLE has the investigative resources and expertise to move quickly when it matters most.”

Florida Department of Transportation Secretary Jared W. Perdue, P.E., said, “The Florida Department of Transportation and Florida’s Turnpike Enterprise place our customer’s privacy and security at the utmost importance. With that at our core focus, we are grateful for Attorney General Moody’s immediate response to stop this scam in its tracks and protect Floridians from these criminals attempting to manipulate customers and gain access to their sensitive information. FDOT proudly stands alongside the Attorney General’s office and our law enforcement partners as we continue to go to bat for the people of Florida.”

Below is an example of the unpaid toll scam text message:



While the authentic Sun Pass web address is SunPass.com, the smishing messages direct targets to fraudulent URLs set up to mimic the official sight. Attorney General Moody’s Cyber Fraud Enforcement Unit recently shut down 10 of these fraudulent sites listed below:

- sunpass-service.com
- sunpass-help.com
- sunpass-online.com
- sunpass-florida.com
- sunpass-toll.com
- sunpass-tolls.com
- sunpass-express.com
- service-sunpass.com
- tolls-sunpass.com
- web-sunpass.com

Florida is particularly susceptible to this emerging threat as it is home to the most toll roads of any state in the nation—[more than 700 miles](#). These roads are necessary to help the [22 million](#)

[Florida residents](#) and [130 million Florida visitors](#) get to destinations safely and on time.

Attorney General Moody offers the following tips to Floridians to avoid toll smishing scams:

- **Avoid Clicking Links:** Refrain from clicking on any links provided in unsolicited messages, especially those claiming to be from SunPass, E-ZPass or FDOT;
- **Verify the Source:** Independently confirm the information by contacting FDOT or SunPass using contact information found on an official organization's website;
- **Check Account Status:** Regularly check an online toll account to add an extra layer of protection;
- **Protect Personal Information:** Do not provide personal or financial information in response to unsolicited messages, emails or phone calls; and
- **Register Phone Number with Do Not Call List:** To help block robocalls and spam text messages, register phone numbers at [DoNotCall.gov](https://www.donotcall.gov).

To report suspicious activity related to SunPass or E-ZPass, Floridians can file complaints at FDLE's [Report a Cybercrime webpage](#).

To view other Consumer Alerts, visit [MyFloridaLegal.com/Consumer Alert](https://www.myfloridalegal.com/consumer-alert).

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The Florida Attorney General's Consumer Protection Division issues Consumer Alerts to inform Floridians of emerging scams, new methods used to commit fraud, increased reports of common scams, or any other deceptive practice. Consumer Alerts are designed to notify Floridians about scams and available refunds in an effort to prevent financial losses or other harm caused by deceptive practices. Anyone encountering a scam should report the incident to the Florida Attorney General's Office by calling 1(866) 9NO-SCAM or visiting [MyFloridaLegal.com](https://www.myfloridalegal.com). To view recent Consumer Alerts and for other information about avoiding scams, visit [MyFloridaLegal.com/ConsumerAlert](https://www.myfloridalegal.com/consumer-alert).

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****Update—6/19/2024****

Attorney General Moody's CFEU seized an additional six fraudulent toll websites, including:

- sunpasstollsfees.com
- invoicesunpasstoll.com
- invoicesunpasstolls.com
- noticesunpasstoll.com
- noticesunpasstolls.com
- sunpasstollfees.com

*****Update—7/10/2024*****

Attorney General Moody's CFEU seized four more fraudulent toll websites, including:

- sunpasstollbill.com
- sunpasstollsbilling.com
- billsunpasstoll.com
- paymentsunpass.com