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Florida Attorney General's Office News Release

Florida AG's Office Announces Shutdown of Fraudulent SunPass Websites with FDLE and Releases New Scams at a Glance: SunPass Safety

TALLAHASSEE, Fla.—The Florida Attorney General's Office of Statewide Prosecution, in collaboration with the Florida Department of Law Enforcement's Cyber Fraud Analytical Support Team, today announced the shutdown of hundreds of fraudulent SunPass websites. The fraudulent sites targeted SunPass users with fake toll notices and phishing schemes, attempting to steal personal and financial information. The Florida Attorney General's Office is also releasing a new consumer protection resource, *Scams at a Glance: SunPass Safety*. The guide is designed to help Floridians and tourists recognize and avoid toll scams, including fraudulent SunPass and E-ZPass websites.

Acting Attorney General John Guard said, "These fraudulent SunPass websites preyed on unsuspecting Floridians and tourists, trying to steal personal information through fake billing notices. We are taking swift action to shut down these sites and protect consumers. Floridians need to be cautious when receiving texts or emails claiming they owe money for tolls as it could be a scam."

Fraudulent toll scams work when scammers create websites that closely resemble official toll payment portals, such as SunPass or E-ZPass, and then send phishing emails and text messages to consumers with links to these sites. The messages often include claims of unpaid tolls and fines to create a sense of urgency, directing users to the fraudulent site to resolve the issue. Once on the fraudulent website, victims are asked to provide personal and financial information that can be used by the scammers to commit identity theft or fraud.

Floridians that receive fake toll smishing texts or emails should:

- Verify the source by contacting SunPass or E-ZPass directly using the customer service numbers listed on the official websites;
- Check accounts for unpaid tolls using the official SunPass or E-ZPass portals, not by using the links in an unsolicited email or text message; and
- Know that messages that threaten penalties if immediate payment is not made are probably a scam.

To view *Scams at a Glance: SunPass Safety*, click [here](#). To view the resource in Spanish, click [here](#).

To learn more about other types of scams, visit [MyFloridaLegal.com/ScamsAtAGlance](https://www.myfloridallegal.com/ScamsAtAGlance).

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

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