

## **Cruise Card to Peach Pass Transition Frequently Asked Questions**

### **What is the Cruise Card to Peach Pass Transition?**

In June 2011, the State Road and Tollway Authority upgraded our customer data management system to enhance service delivery for you, our valued customers! With these enhancements, you now have the flexibility to use your Cruise Card transponder on any Georgia tolling facility, including the I-85 Express Lanes. And soon, you will be able to use your Cruise Card or Peach Pass on the I-75 South Metro Express Lanes and on the Northwest Corridor Express Lanes scheduled to open in January 2017 and Spring 2018, respectively.

### **Should I swap out my Cruise Card for a Peach Pass?**

There is no need to replace your existing Cruise Card. Your Cruise Card will work just fine.

### **Now that I am a Peach Pass customer, when and how will I receive information and updates regarding the Customer Agreement in the future?**

For your convenience, all future updates, changes and/or new information regarding the Customer Agreement will be posted on the [www.peachpass.com](http://www.peachpass.com) website.

### **Can I manage my account online?**

Absolutely. You can go to [www.peachpass.com](http://www.peachpass.com) and log in to your account to view your statements and tolling transactions, as well as update your account information and make payments.

### **I never used online account management when I had a Cruise Card account. How can I access my account online now that I am a Peach Pass account holder?**

Good question. Setting up online access only takes a few minutes to complete. To begin, you will need your account number—found on your monthly statement—and the last four digits of the primary phone number on your account. Then, go online to [www.peachpass.com](http://www.peachpass.com) and click on “Open/Manage Your Account” in the green box in the upper left-hand corner of the home page. Select the green “Setup Online Access” tab on the next page and follow the prompts.

### **When my Cruise Card account transitioned into a Peach Pass account, did my account number change?**

No. Your account number has remained the same.

### **Where can I get more information?**

Log on to [www.peachpass.com](http://www.peachpass.com) for more information. You can also call our Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277), Monday through Friday, from 8:00 a.m. to 5:00 p.m., or email us at [customerservice@peachpass.com](mailto:customerservice@peachpass.com).