

Melissa Hendrix

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Hello, my name is Melissa Hendrix and thank you for allowing me to speak. I reside on the lovely Kent Island so I must commute over the Bay Bridge Monday thru Friday and sometimes on the weekends if the kids have sports. I signed up for ezpass in June 2015 and up until this switch over I have not had any problems. Since this switch over I have been given a stack of bills that consisted with multiple bills stating that all of it is over \$1,200 and 3 weeks to pay or an additional \$5,000 will be added to the already accumulated bill. Not only have I received the stack of bills already but, they are still coming.

I have always received a paper bill in the mail but since this switch over I have not received one yet. They said that my credit card was billed but they were unable to collect funds. I understand but they waited over 6 months to send me home anything so that I can get things resolved and then have 3 weeks to pay before I have an additional \$5000 that will be added. I am unsure why I was never sent a bill after it was unable to charge my card. Life happens and honestly didn't even realize this was happening because I would have fixed this problem as soon as it became a problem.

I have started a case at the MDTA and have been checking all the time now and notice some problems. I have a charge on my account from January a \$4 charge with a picture of my car. I have a beige interior and when you look at that picture you are unable to see that I have an ezpass, how am I supposed to get this resolved when you are unable to see it in some pictures and this is not just one car? I have not moved my ezpass it stays in my car in the same place, and I have plenty of pictures to show you.

I don't agree with waiting 60 days before sending anything home. I would have thought that as soon as you could not receive payment something would have been sent home so that I could resolve the problem before it becomes disastrous.