

Cruise Card to Peach Pass Transition Frequently Asked Questions

CUSTOMER AGREEMENT

Why are we issuing a new Customer Agreement?

In June, the State Road and Tollway Authority upgraded our customer data management system and installed new equipment on GA 400 to enhance service delivery for our valued customers – that’s you! These enhancements will give you the flexibility to use multiple toll facilities, such as GA 400 and the new I-85 Express Lanes, with your existing Cruise Card transponder. The new Customer Agreement will reflect these enhancements and will outline the differences in usage for both toll facilities.

What does the new Customer Agreement mean for me?

Once you receive the new Customer Agreement, you will need to read it thoroughly and let us know if you have any questions. The new Customer Agreement signifies your transition from being a Cruise Card Account holder to a Peach Pass Account Holder.

Will the new Customer Agreement affect my driving experience on GA 400?

Your driving experience on GA 400 will remain the same. Your Cruise Card will work on GA 400 and, in just a few months, the I-85 Express Lanes. On GA 400 you will continue to use the “Cruise” lanes just as you do today.

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

There is no need to replace your existing Cruise Card. After your new Customer Agreement becomes effective, you will have the option of keeping your Cruise Card or requesting a Peach Pass sticker tag to replace your Cruise Card. However, your Cruise Card will work just fine...it’s totally up to you.

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 website.

ACCOUNT MANAGEMENT

Will my monthly statements look the same?

Your monthly statement will look slightly different. Illustrations of the current Cruise Card Account statement and the new Peach Pass Account statements will be posted on our website at www.peachpass.com a few weeks after the new system is installed. In the meantime if you have questions about your account, please feel free to contact our Customer Service Center at 1-855-PCH-PASS (724-7277).

Will I be able to manage my account online?

Absolutely. You can access your account online by logging on to www.peachpass.com and clicking on the “Manage My Account” icon. For your first time, you will need to set up new online access by clicking on the “Set Up Online Access” tab at the top of the page. Once your online access is set up, you can begin managing your account online 24 hours a day, seven days a week. Please note you will need your account number and the last four digits of the primary phone number on your account.

Do I have to open a new account?

No. Since you already have an account with us, you will not have to open a new account nor do you need to replace your Cruise Card with a Peach Pass. Your Cruise Card will work on GA 400 and the new I-85 Express Lanes when they open later this summer. You can add up to 10 vehicles on your personal account.

Will my account number change?

No. Your account number will remain the same.

GENERAL

Will the toll pricing on GA 400 change at all?

No. The toll price on GA 400 will remain the same. There are no changes in toll prices on GA 400.

What if I don't want to use the I-85 Express Lanes?

You do not have to use the Express Lanes. It is your choice. However, having the Cruise Card will give you the option to choose to use the Express Lanes whenever you need to.

Where can I get more information?

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